

# The WorkForce Suite for Healthcare



Workforce management in healthcare is anything but simple. Healthcare organizations are responsible for providing exceptional care for patients on top of managing the dynamics of their workforce. The wide range of shifts and skills—from medical professionals to back office employees—generates a heavy administrative burden. Ensuring adequate staffing levels, filling vacancies, overtime, and several other labor factors are all tied to an organization's ability to deliver excellence in healthcare.

The WorkForce Suite for Healthcare helps healthcare organizations continue to improve the quality and cost of care by providing more automation, greater visibility, and better responsiveness for workforce-related tasks.

With its breakthrough user experience and modern cloud platform, the WorkForce Suite offers healthcare organizations a game-changing and innovative approach to time and attendance, compliance, scheduling, absence and leave management, and labor analytics solutions.

## How the WorkForce Suite Helps Healthcare Organizations

### Nursing Executives

- **Fatigue risk prevention:** Flags potentially overworked employees and ensures that schedules adhere to work hour limits and allow for sufficient rest periods.
- **Standardization and automation:** Standardizes workforce practices across departments, facilities, and clinics and automates all policy and regulatory calculations to further contain costs.
- **Talent development:** Effectively schedules top performers with those less experienced to accelerate knowledge transfer and elevate productivity.
- **Employee experience insights:** Employee pulse surveys delivered automatically based on situational information provide valuable insights into the employee experience.

### KEY BENEFITS

- **Simplified compliance** with legislation, union or bargaining agreements, and organization-specific rules with automation, AI-enabled digital assistants, and proactive alerts for potential rule violations.
- **Improve operational efficiency** with machine-learning labor forecasting and demand-based scheduling.
- **Detailed labor tracking and reporting** to help better account for patient care and manage labor budgets.
- **Boost employee satisfaction** by enabling a consumer-grade user experience that empowers a more collaborative approach to the work experience.

“By implementing the WorkForce Suite, we have been able to cut down the time spent on case management of our leaves by 50 percent.”

Mary Walker  
HR Generalist, Tenet Healthcare”

## Finance

- **Labor cost reduction:** Reduces reliance on costly contingent, agency, and overtime labor with optimized schedules that meet organizational objectives and support fair and predictable schedules.
- **Cost center tracking:** Provides greater precision of cost tracking by allocating labor expenses to the appropriate cost centers, such as operating unit, department, etc.
- **Labor budget management:** Tracks hours worked and absences against projected budget amounts.
- **Labor analytics:** Enables real-time insights into the workforce to minimize reliance upon agency workers as well as excessive overtime by current staff.

## Human Resources

- **Labor law compliance:** Automates compliance and ensures consistent application of labor and absence legislation, union and bargaining agreements, and organization-specific rules.
- **Leave of absence management:** Provides a complete audit trail, as well as a secure case management component, to ensure all communication between the employee and the manager is tracked.
- **Managing time off:** Lets employees easily check balances and request time off while providing detailed team calendar views for managers.
- **Unmatched accrual accuracy:** Automates all accrual types, including annual leave, long service leave, time off in lieu, scheduled days off, and personal leave, and provides visibility into projected leave balances accounting for all accrual rules and planned usage.
- **Employee engagement:** A personalized one-stop approach that enables self-service, communication, and transparency with a mobile-first and responsive design to deliver a seamless experience across desktop, smart phone, and tablet.

## Management

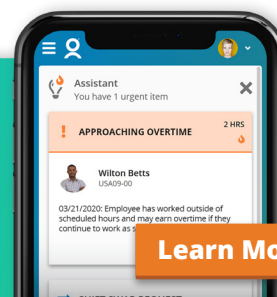
- **Approval workflows:** Instantly notifies managers to approve timesheets when they have been submitted, indicating when time and labor activities need attention.
- **Absence and lateness:** Real-time alerts when staff are absent or late for work to ensure gaps in coverage are filled without delay.
- **Gaps in coverage:** Identifies and prioritizes available employees who are qualified, fit for duty, and cost effective to fill open shifts.
- **Employee qualifications:** Confirms that employee skills and certifications are up to date.
- **Activity-based costing:** Allocates worked hours to jobs, tasks, cost centers, and more.
- **Proactive alerts:** AI-enabled digital assistants prioritize urgent issues while removing the noise of non-urgent tasks with proactive alerts when labor thresholds are met or when specified events occur so action can be taken immediately.

## Payroll

- **Payroll calculations:** Captures hours worked for all employees and automatically calculates hours worked, overtime, penalties, and allowances for consistent application of rules and prevention of errors.
- **Multiple jobs:** Records time worked for each job with various pay rates, rules, and approval workflows.
- **Payroll system integration:** Modern APIs make integration with any payroll solution easy.
- **Retroactive calculations:** Quickly and easily applies and pays retrospective pay rules for individuals and groups.

## Let Us Help You Address Your Unique Workforce Management Challenges Together

For a personalized demo and to see how the WorkForce Suite makes work easy for over 4.2 million individuals in 85+ countries, contact the WorkForce Software team today.



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