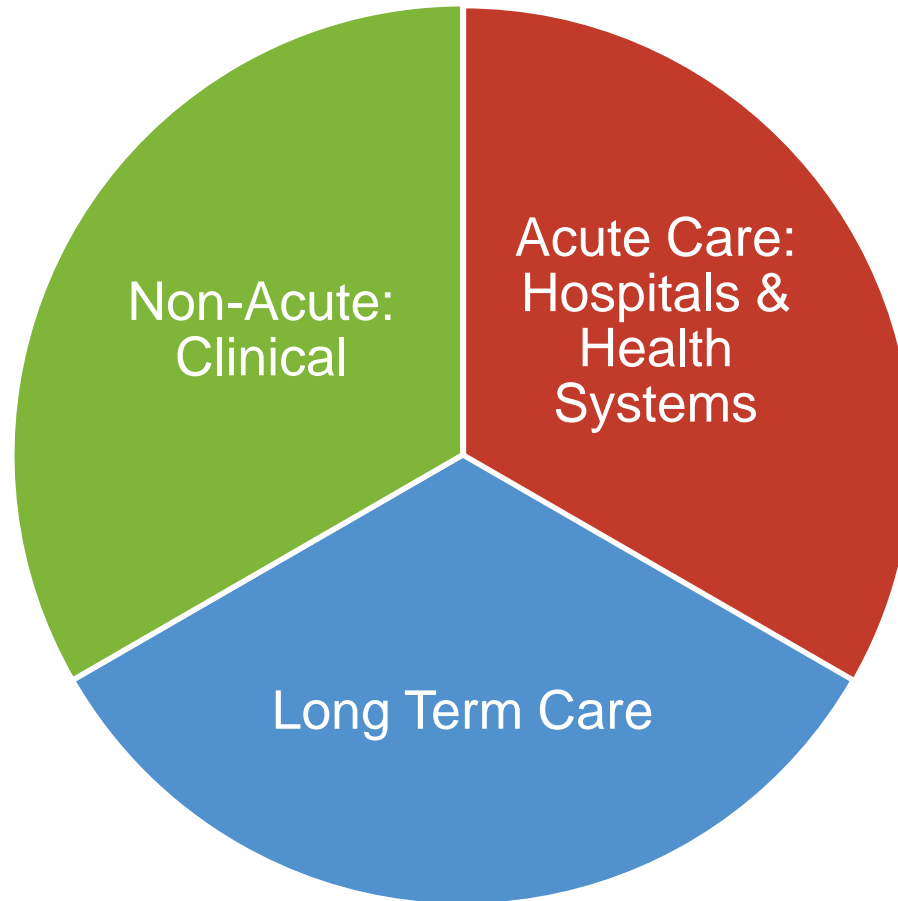


# Healthcare Overview

# Healthcare Vertical Overview Agenda



# Healthcare Overview



# Key Players in Healthcare



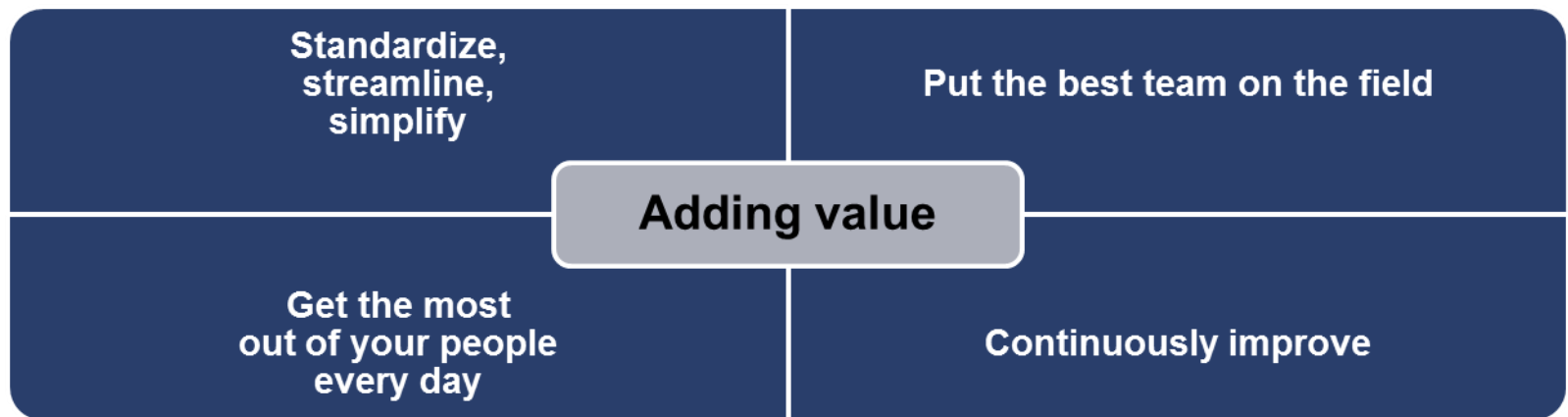
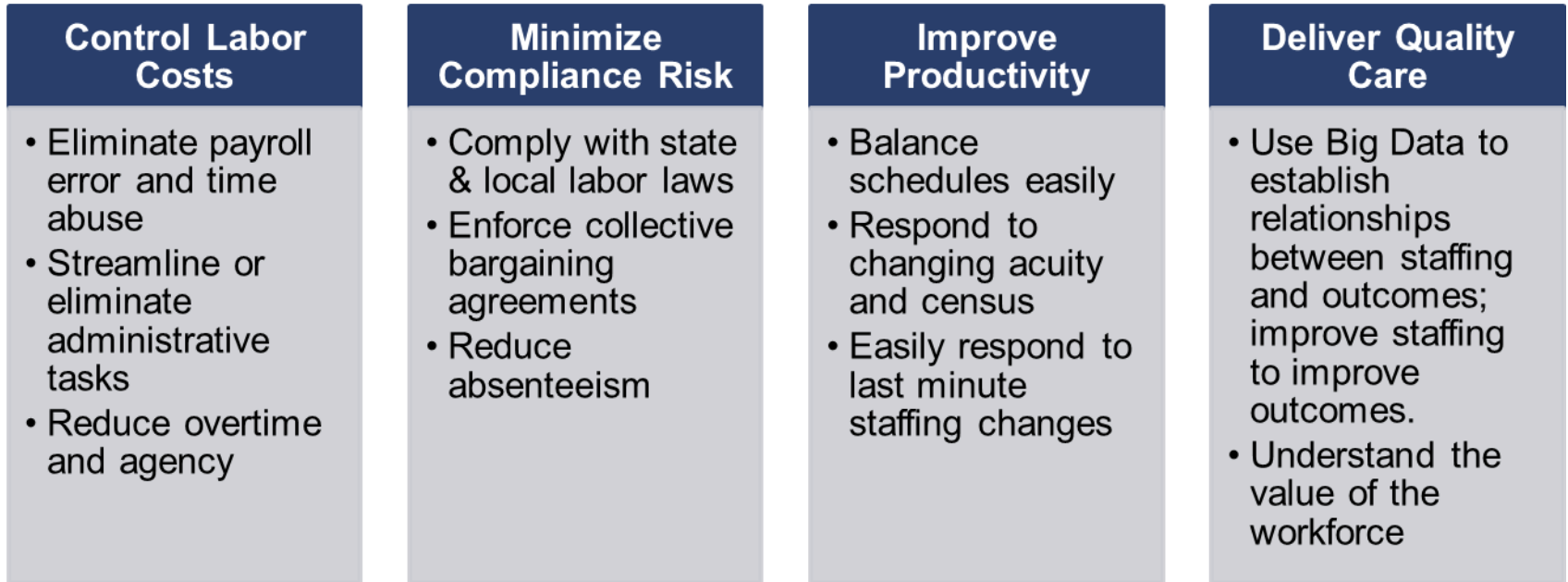
# Key Terms in Healthcare

- CMS
- Payor, Payor Mix
- Medicare/Medicaid
- HPPD, RPPD, DPPD
- Budgets, Targets
- Acuity
- Census, Volume
- ADT
- Magnet
- Supplemental Labor
- Float Pool
- Joint Commission
- Productivity
- Quality of Care
- NDNQI
- Outcomes

# “Magnet” & Workforce Management Technology

	“Force”	Proof Point	Technology					
			T&A	Scheduler	Absence Mgmt	HR & Payroll	Hiring	Analytics
#1	Quality of Leadership	<i>Data-driven decision-making</i>						
#2	Org Structure	<i>Shared decision-making</i>						
#3	Management Style	<i>Work-Life balance</i>						
#4	Personnel Policies & Programs	<i>Equitable practices</i>						
#5	Professional Models of Care	<i>Flexing labor to workload</i>						
#6	Quality of Care	<i>Appropriate allocation staff</i>						
#7	Quality Improvement	<i>Data-driven decision-making</i>						
#8	Consult/Resources	<i>Shared decision-making</i>						
#9	Autonomy	<i>Self-service</i>						
#10	Community involvement	<i>Activity tracking</i>						
#11	Nurses as Teachers	<i>Root cause analysis</i>						
#12	Image of Nursing	<i>Manage their practice</i>						
#13	Interdisciplinary relations	<i>Allocation of resources</i>						
#14	Professional Development	<i>Activity tracking</i>						

# Critical Business Issues



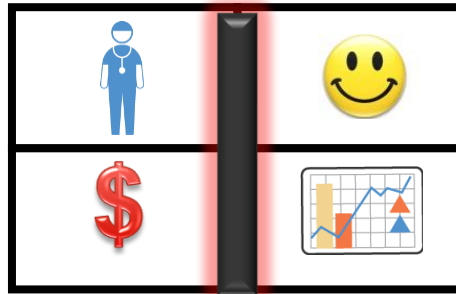
# Value Is Created in the Moment When Your Workforce Delivers Care

The Window of Opportunity

Inputs

Labor

Expense



Outcomes

Quality Care

Productivity

## Obstacles to delivering quality care and controlling costs

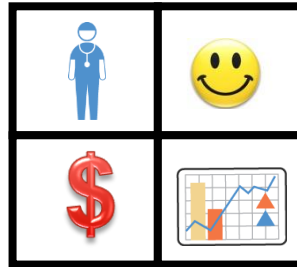
<b>Non value add work</b>	Do people struggle with labor intensive, manual processes?
<b>Unfair/inequitable policy enforcement</b>	Are policies uniformly applied? Does the workforce feel that it is being treated fairly? Can you audit compliance to prove fairness?
<b>Misaligned staff to patient care</b>	Does understaffing lead to quality care and morale issues? Does overstaffing lead to wasted labor expense? Agency & OT use?
<b>Inability to react</b>	Do you have the tools and information to react to changing conditions?
<b>Lack visibility</b>	Can you measure productivity for all departments; direct labor and indirect labor? Can you measure incidents and outcomes and establish cause and effect?
<b>Lack control</b>	Are people delivering the right outcomes? Can you properly adjust to budgets?



# A New Way To Think About Workforce Management

## EXECUTE

in the Window of Opportunity



Remove Obstacles

**PLAN:** Give your people a chance to be successful

**INNOVATE:** Create efficiency through transparency and accountability

**+/-**  
Compare

Adjust

**AUTOMATE:** Streamline, Standardize, Simplify



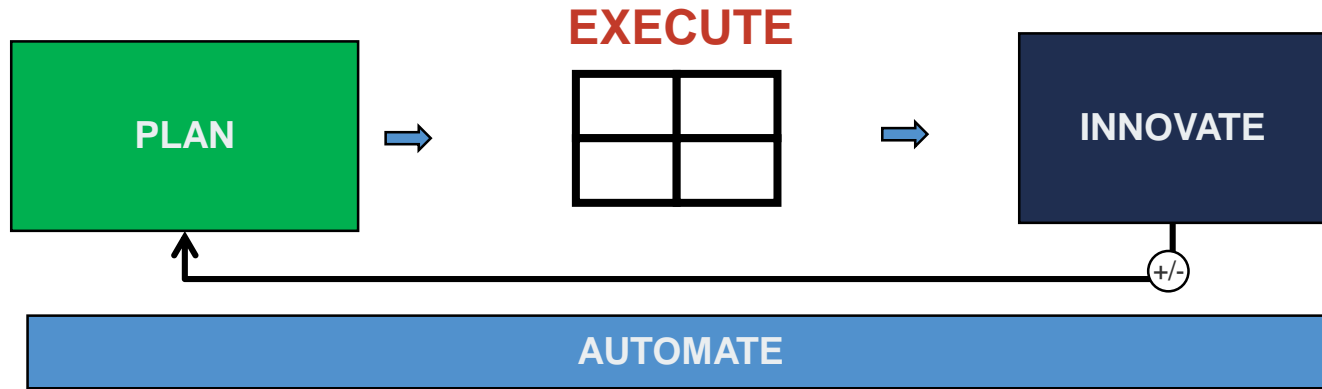
Unburden the workforce. Position them for success.  
Measure, control, continuously improve

# Hospitals & Health Systems

**With our technology, we can help control labor costs, minimize compliance risk, improve workforce productivity, and deliver quality, cost-effective care by providing:**

- **Advanced staffing and scheduling** helps to balance workforce management across your entire organization
- Instant visibility with **labor analytics** controls labor costs and allows organizations to make fact-based decisions
- **Mobile management** supports paperless workflow and employee self-service for your on-the-go workforce
- **The groundbreaking Kronos InTouch®**, the innovative time clock built for today's modern workforce reshapes how you manage and engage your employees

# Use Workforce Management to Eliminate Obstacles



Eliminate Obstacles to efficiency, transparency & quality care

<b>Automate</b>	Streamline, simplify, standardize processes	Eliminate non value added work
<b>Automate</b>	Centralize, enforce, automate policies	Create a fair and equitable environment
<b>Plan</b>	Put the right person in the right place at the right time	Staff to historical volumes. Plan to budget effectively. Eliminate wasteful premium pay.
<b>Execute</b>	Provide easy to use tools and information	Staff to changes in patient workload.
<b>Execute</b>	Capture workforce related information and make it visible	Link the workforce to what they do. Track productivity and staff assignments
<b>Innovate</b>	See how labor impacts your mission	Continuously improve. Eliminate waste. Improve care.

# Customer Stories

# Automate Workforce Management

## Industry

- Hospitals and Health Systems
- Regional Medical Center

## Size

- 1,000 Employees
- 172 Beds

## Before

- **Labor-intensive, manual processes** for time and attendance, scheduling and staffing
- Numerous **paper-based HR** inefficiencies
- **Complex Federal and State labor and wage labor law requirements**, ~10% of employee population on leave
- **Lacked visibility** to manage workforce productivity

## Results Achieved

- Increased efficiency 2.3%, **saved over \$1M in labor cost**
- Accurately matching staffing to census enhancing quality care
- **Saved \$70k annually** through accurate management of leave balances
- HR / Payroll efficiencies **saved 1.5 FTEs**

## After

- **Automated scheduling and staffing empowers managers** with real-time data to control costs and employees with self-service
- **Increased scheduling efficiency by 4x**
- Consistent application of leave. **Reduced leave related tasks from 30% to 10% of time**
- **Proactive monitoring of labor expenses** and workforce's productivity

# Increased Staff Satisfaction

## Industry

- Hospitals and Health Systems

## Size

- 4,000 Employees
- 260 Beds

## Results Achieved

- **30% decrease in overtime** and **\$1.6 million** savings by eliminating agency staffing expense
- Efficiency allows nurse leaders to **focus on** primary mission of **caring for patients**
- **7-point annual increase** in NDNQI nursing satisfaction survey

## Before

- **Inefficient, decentralized** and labor-intensive scheduling process
- **Manual scheduling** posed challenges to its relationship-based care delivery model
- **Frequent use of agency** staff compromised care and cost 2,000 hours monthly

## After

- Automated, system-wide **centralized staffing and scheduling** system
- Employee self scheduling empowers nurses to **create work-life balance** and pick up extra shifts
- Real-time **whole-house staffing visibility** allows for quicker respond to fluctuating patient census

# What Other Healthcare Organizations Have Realized

## Visibility to productivity daily

\$34M 1<sup>st</sup> year savings

Improved productivity, reduced OT and agency use

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## More informed decisions

\$10.2M 1<sup>st</sup> year savings

Gained visibility to labor variances, avoided them in the future

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## Creating the right schedule the first time

\$2.3M 1<sup>st</sup> year savings

Reduced OT based on efficient schedules

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