

# Workforce Automation Benefits For Healthcare



The last thing healthcare providers need when trying to provide the best patient care is a disengaged workforce. The demands of an aging population—and fewer nurses to meet them—are being felt across the continuum of care. Delivering excellent patient care while controlling costs and maintaining high staff morale is becoming increasingly challenging in a sector that’s already stretched thin. Health systems that focus on improving workforce flexibility and driving employee engagement are more likely to retain a committed, highperforming workforce and provide a better overall patient experience.

## The Big Issues Affecting the Healthcare Workforce



**High-quality patient experience:** Delivering quality patient care across all services is a top priority for healthcare providers. But budget limitations, staffing shortages, and employee burnout can stand in the way of providing a safe and positive patient experience.



**Workforce flexibility:** Ever-changing patient demand, staffing shortages, and challenging economic conditions have heightened the need for a flexible, multiskilled, and highly engaged workforce. With a flexible workforce in place, healthcare providers are better able to utilize resources in a way that manages costs without compromising the quality of patient care.



**Cost management:** Tight labor budgets and fewer resources are common constraints in today’s healthcare industry. Because labor represents one of the largest costs for healthcare providers, effective workforce management is critical for aligning staff coverage with patient demands to help ensure cost-effective care.



**Recruitment and retention:** Because staff turnover continues to be a significant and costly issue for healthcare providers, attracting and retaining quality talent is becoming more critical than ever before. Healthcare providers must strike the right balance between employee preferences and patient and business needs to optimize workforce engagement and quality of care.



**Standardized processes:** Centralizing and standardizing systems and processes can help healthcare providers manage costs, improve productivity, and deliver great patient care. The onus is on leadership to make technology choices that automate processes, provide visibility and control, and make the working lives of both managers and employees easier and more efficient.

# Workforce Management Automation Delivers Benefits for Healthcare Providers and Patients Alike

	Engage Employees	Improve Business Performance
<b>Automate Payroll Practices</b>	Drive employee satisfaction by delivering timely and accurate paychecks through a standardized automated workforce management solution. Remove the manual burden of capturing time and attendance information, approving timecards, and processing payroll.	Manage payroll costs by automating and streamlining processes. Eliminate costly payroll errors and minimize payroll inflation by accurately capturing actual hours worked.
<b>Schedule Employees to Meet Patient Demand</b>	Reduce stress and engage employees by forecasting patient census and workload, and accurately scheduling staff based on their availability and preferences. Provide forward visibility into schedules to support work-life balance.	Reduce costs, optimize productivity, and improve the patient experience by accurately aligning staff coverage with demand for care.
<b>Manage Absences Effectively</b>	Gain employee trust and respect by dealing with absences in a fair and equitable manner. Reduce stress on staff who cover for absent colleagues by identifying and addressing the causes of unplanned absenteeism.	Drive higher performance and improve quality of care with visibility into planned and unplanned absences. Identify patterns and trends, drill down into details, and take steps to address the root causes of absenteeism.
<b>Empower Employees with Self-Service</b>	Give employees and managers self-service access to workforce management information via desktop, tablet, smartphone, or touchscreen terminal. Empower them to request time off, swap shifts, view pay statements, and more on their own—without having to speak with HR, payroll, or line managers.	Improve the productivity of employees, managers, HR, and payroll staff by enabling employees to access key information and perform common tasks via convenient selfservice tools.
<b>Use Workforce Analytics to Drive Continuous Improvement</b>	Make your employees feel valued by investing in equipment and training. Use workforce analytics to uncover areas for improvements and show return on investment	Leverage workforce analytics to measure performance against goals, identify areas for improvement, and take immediate action to keep results in line with expectations.



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