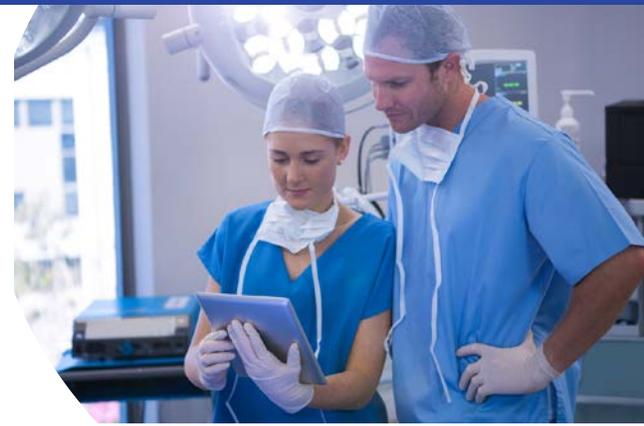


Nonprofit Health System Implements Kronos Analytics for Healthcare

Standardizing across hospitals to address its most impactful labor cost challenges



► CHALLENGE

As a result of mergers and acquisitions over time, this organization was operating multiple hospitals in both urban and rural settings across several states. Operations were highly decentralized, with each facility using different homegrown and legacy WFM systems, using distinctly different processes, and viewing analytics data using a multitude of disparate standards. This landscape made it difficult to address spiraling overtime across the organization, leaving leadership at all levels blind to data that would allow them to address labor cost issues without sacrificing patient care.

► SOLUTION

Analytics Assessment & Strategic Planning, KPI Development

Workforce Insight's analytics experts and healthcare team helped the organization navigate a large amount of analytics data by standardizing the way data was evaluated, helping client teams and organizational leadership at all levels understand labor drivers to establish meaningful KPIs for the organization's most pressing issues.

Kronos® Analytics Implementation (Healthcare: Productivity, LCM and VIP)

The health system engaged Workforce Insight to provide the full scale workforce analytics implementation - design, configuration, testing and rollout of all modules for healthcare including core, productivity, labor cost management and variance improvement planning.

Analytics Enablement & Adoption Support, Accountability Structure for Sustained Success

In addition to training and knowledge transfer, Workforce Insight provided guidance on establishing a governance and accountability structure, implementing a response action plan detailing roles, responsibilities, and timelines for addressing data variances to enable collaboration and decision making at all levels, across departments and facilities.

ANALYTICS CLIENT PROFILE



Client Platform: Kronos®



Employees: 15,000



Hospitals: 16



OVERTIME ROOT CAUSE ANALYSIS ENABLED

Workforce Insight enabled granular, drill-down visibility to tackle overtime-related challenges—incidental time over shift, scheduled overtime due to sick call-ins, core staff shortages—giving VPs down to front-line managers visibility to determine root causes of variances and empowering leadership at all levels to take direct, meaningful action.

WFM SERVICES (delivered in addition to analytics services)

Implementation

- Enterprise Deployment Planning
- Kronos® Workforce Scheduler Implementation/Upgrade
- Training & Change Management Services

Optimization

- Pay Practice Standardization/Optimization
- Scheduling & Staffing Standardization/Optimization
- Client-Side Financial Analyst Support