

University Hospital Deploys Analytics Amid Multiple High-Priority HCM & WFM Initiatives

Successfully adopts Kronos® Analytics and Advanced Scheduling in concert with Workday Implementation



► CHALLENGE

With the burden of manually generating productivity data from multiple sources and departments, and the inability to quickly analyze data in a way that would lead to timely and proactive improvements, this university hospital system's productivity goals were consistently falling short. While the organization was eager to implement a workforce analytics platform to provide automated, transparent, and streamlined access to actionable data, the pressing demands of other high-priority HCM and WFM initiatives and the lack of sufficient resources to carry them out simultaneously meant missed opportunities to provide quality care at a lower cost.

► SOLUTION

Analytics Assessment, Strategic Planning & Deployment Roadmap (including comprehensive Timekeeping & Scheduling Assessment)

Workforce Insight was engaged as a trusted advisor to help this client smoothly navigate multiple projects, including its Workday rollout, in the most efficient and effective manner, clearing the way for automated access to the workforce analytics data hospital leadership needed to make critical operational decisions. The Workforce Insight team leveraged analytics and healthcare operations experience to help customize a multi-workstream implementation plan addressing the needs of competing initiatives, supplying technical and functional experts to fill resource gaps and provide the needed client-side implementation support to ensure project success.

Kronos® Analytics for Healthcare Implementation (in concert with Kronos Advanced Scheduler Implementation)

In addition to providing comprehensive project management, configuration, testing, and rollout support of the Kronos® Analytics and Advanced Scheduler solutions, Workforce Insight provided operational guidance to streamline staffing and scheduling and bed huddles to best leverage the new technology, incorporating analytics platform functionality into daily scheduling and staffing processes.

Adoption Support & Ongoing Analytics Enablement

In addition to training leaders and end users, Workforce Insight continues to provide system support, augmenting existing full-time resources within the organization and performing operational and technical support and advisory services to help the organization push the envelope of what they can achieve through workforce analytics as their needs and objectives evolve.

ANALYTICS CLIENT PROFILE



Client Platform: Kronos®



Employees: 7,200



Hospitals: 1



HCM & WFM ADVISORY ROLE

In addition to leading the successful Kronos® Analytics implementation, Workforce Insight helped this organization drive successful adoption across competing HCM and WFM technology initiatives, including best practice integration of Workday and Kronos systems. Workforce Insight helped guide optimal HCM-WFM system design considerations, while capturing essential mind-share from clinicians and stakeholders across multiple initiatives, with minimal disruption to patient care.