

Urgent Care Network Deploys Analytics to Improve Staffing Alignment to Patient Volume

Enhancing visibility to clinic-level productivity and patient data



► CHALLENGE

In support of this urgent care network's mission to provide quality medical care through convenient access and an exceptional experience, this provider sought more accurate clinic-level insight to meet patient demand. Without true visibility to patient volume across this provider's urgent care clinics, staffing and scheduling challenges were not only impeding progress toward productivity goals, but had the potential to negatively impact patient care and satisfaction levels.

► SOLUTION

With the goal of gaining improved access to data to manage costs and drive growth while maintaining quality of care, this organization sought an experienced Kronos® Analytics partner to guide the rollout of workforce analytics across its urgent care clinics, as well as deep healthcare analytics expertise to help uncover the highest-impact opportunities for productivity improvement.

Kronos® Analytics Implementation

The urgent care organization partnered with Workforce Insight in leading a highly efficient and accelerated cloud implementation of Kronos® Analytics across urgent care centers, including comprehensive design, configuration, testing and deployment support.

Custom Dashboard, Scorecards & Reports

Custom reports and dashboards were developed leveraging the Kronos® solution to provide urgent care leaders and stakeholders with accelerated access to single-source volume metrics and visibility to clinic-level productivity statistics to enable more accurate staffing and scheduling aligned with patient demand.

Analytics Enablement & Adoption

In addition to delivering effective knowledge transfer to urgent care leadership, end-users and power users on use of the Kronos® system, Workforce Insight provided training on customized dashboards, guided and exploratory analytical reports, and ad-hoc report development.

Healthcare WFM Best Practices/Optimization

Labor Productivity Assessment & Productivity Target Development

In tandem with the Kronos® Analytics implementation, Workforce Insight's Healthcare WFM consultants were engaged to evaluate the organization's established labor productivity goals, current state practices and opportunities for improvement within the clinic setting. The Workforce Insight team performed a gap analysis, comparing current state labor productivity practices to the organization's optimal future state, and provided recommendations that helped the organization prioritize highest impact opportunities for improvement.

ANALYTICS CLIENT PROFILE



Client Platform: Kronos®



Employees: 1,800



Clinics: 61



Clinic Level Visibility Minimizes Understaffing & Overstaffing

Embedding patient volume and clinic-level productivity data within the analytics dashboard continues to yield powerful insight – enabling shifting of resources between clinics, avoiding under/over-staffing and unnecessary labor expense.