



UKG for Healthcare

# Empower Your Workforce with Flexible Scheduling Solutions





## Scheduling an engaged and empowered workforce

Safe, quality care for every patient across an increasingly complex continuum of care is a top priority for every organisation. Yet providers must also strive to recruit and retain staff as well as control labour costs. Today, effective and efficient scheduling is more important than ever before. Outdated, inadequate staffing practices can have serious consequences not only to patient outcomes but also to employee engagement. The research backs this up, showing a direct correlation between staff engagement and the patient experience.

Today, organisations must keep pace with increasingly higher expectations from employees and patients alike. Regardless of the care setting, patients count on care being delivered by an engaged, passionate, and empowered workforce. This customer-focused mindset also impacts your entire workforce — from physicians and nurses to office administrators and EMTs. Employees have increasing expectations about the scheduling tools that support their work and work/life balance. Employees, especially millennials, want self-service access from anywhere on any device at any time. Whether it's to request time off or swap shifts, they expect a consumer-grade, easily personalised experience.

Scheduling environments across the continuum of care typically have unique needs based on the type of care service provided. Some dynamic and complex settings, like a surgical unit, for instance, require a constant realignment of resources, while others, such as a physician's office, are more static and stable. Regardless of the environment, proper workforce scheduling and staffing are key to positive outcomes, employee engagement, compliance, and controlling labour costs.

UKG can help. From advanced clinical scheduling in health systems and hospitals to budget-based scheduling in post acute care settings to provider on-call scheduling and more, UKG has a scheduling solution to meet your needs.

# Simplify complex scheduling processes across the continuum of care

Keep staff engaged and promote better patient outcomes in every care environment:

## Non-Acute Care Environment

- Physician groups
- Dental offices
- Radiology/lab
- Behavioural health



## Acute Care Environment

- Health systems
- Community hospital
- Emergency medical services
- Perioperative suite



## Post Acute/Senior Living Environment

- Skilled nursing facilities
- Home health & hospice
- Rehabilitation



# Environments

UKG™ workforce solutions are designed with the entire continuum of care in mind. When you have the right tools to meet the unique needs of employees and patients, you're in a better position to create engagement, ensure a compliant culture, retain top talent, and provide the care patients count on. At every point along the complex continuum, UKG has you covered.



## Health systems

As health systems adapt to the new norm of value-based care, UKG scheduling solutions help build and manage an engaged workforce, providing predictive scheduling with volume-based workload forecasts, mobile and self-scheduling capabilities, and more.



## Acute care hospitals

As hospitals face falling reimbursements, the risks to cost-effective patient care are increasing. Automated scheduling solutions eliminate time-wasting, productivity-depleting complexities and provide real-time visibility into staffing and productivity data.



## Post acute care and senior living

As demand for services swell, costs are increasing, and employee retention continues to prove difficult. UKG scheduling solutions provide visibility into labour productivity and costs, giving administrators the resources they need to ensure efficiency and create a true value-based care experience that keeps residents healthy and staff satisfied.



## Non-acute care settings

Healthcare delivery is found in many diverse settings: outpatient clinics, dental offices, laboratories, behavioural health centres, and more. Managing staff is a challenge without an automated scheduling solution. UKG automated scheduling provides visibility into labour needs and enables providers to reduce costs by matching labour to demand.



## Clinician providers

Physicians, residents, perioperative staff, and other on-call providers may work in various settings, yet they all require on-call scheduling. On-call schedules are unique and require a blend of accuracy and work/life balance to providers. UKG solutions can help create fair on-call schedules to providers and team members in physician practices and surgical departments.



## Emergency medical services

EMTs and paramedics provide emergency care needs around the clock by responding to an emergency situation or safely transporting patients. Yet they can suffer from a lack of systemwide coordination. UKG can optimise the scheduling, communications, and deployment of these critical resources using a powerful rules-based engine.

# Health Systems

The best possible care for patients is delivered by an engaged, passionate, and empowered workforce.

It begins with the best possible scheduling solution. With care being delivered and supported by a diverse workforce throughout an integrated delivery network, let's start with nurses. Nurses are the largest component of hospital staff and are the primary care providers. Efficient nurse deployment is shift-based on census, individual patient intensity, workload levels, employee skills and certifications, and more.

Using a UKG automated scheduling solution, managers can create schedules that align labour with anticipated patient demand, all while adhering to company and regulatory policies. Chronic over and understaffing, as well as reliance on unplanned overtime and contingent labour, are eliminated, boosting morale, patient care, and your bottom line.

## Advanced scheduling capabilities:

- **Support predictive scheduling** with volume-based workload forecasts
- **Apply machine learning** to analyse historical trends
- **Increase staff satisfaction** through self-service, fatigue management, and mobile capabilities
- **Equitably distribute workload** based on patients' unique care requirements
- **Provide whole-house views** to see key coverage indicators and transfer employees between units

**"UKG has been instrumental to giving us visibility into our business. A big part of that is being able to track turnover, leave, and absenteeism accurately. The system gives us analytics that we know are reliable."**

**Business Manager**  
Independent Community Living Australia



# Acute Care Hospitals

Lacking economies of scale for cost containment, with increasingly complicated regulations and fewer overall resources to counter, community and rural hospitals must maximise their workforces as a competitive advantage.

UKG automated scheduling solutions eliminate time-wasting, productivity-depleting complexities and provide real-time visibility into staffing and productivity data. Even the best schedules aren't static. Changes are inevitable with call-outs or underfilled shifts. Managers need the right decision-making tools to execute staffing adjustments efficiently. UKG scheduling solutions allow you to quickly rebalance staff levels based on unit coverage and workload demand.

## Reduce time-sink staffing issues:

- **Minimise** time spent managing staffing changes
- **Maximise staffing** and productivity through real-time visibility
- **Auto-alert managers** when schedules deviate from safe-practice policies, such as ensuring sufficient rest periods between shifts
- **Fill open shifts efficiently** through prioritised call lists via automated text, email, or voice messages
- **Plan best-fit schedules** while following relevant guidelines such as company policies, employee references, and skill mix

**"UKG was chosen for the quality of its solutions, its understanding of the workforces needs of the healthcare industry, as well as the continual support that it provides as a business partner, rather than just a solutions supplier."**

Executive Director of People and Learning  
Mater Hospitals



# Post Acute Care and Senior Living

Post acute care and senior living facilities play a vital role in caring for today's ageing population.

As demand continues to increase, so will the labour-intensive demands on your workforce. Providing stable and predictable schedules improves employee satisfaction and assists with continuity of care for your residents. This ensures delivery of quality care and enhances your brand as the provider of choice. With UKG, schedules can be built based on budget, defined shifts, or patterns that work for your entire employee base. Optimised schedules are generated following your rules requirements, necessary skill level and mix, and employee preferences, helping ensure compliance with CMS regulations and boost ratings.

## Create best-fit schedules that work for you and your staff:

- **Empower managers** to easily fill open shifts with qualified staff
- **Boost employee satisfaction** with self-service tools to check schedules and swap shifts at a time clock or on a mobile device
- **Manage overtime costs** with improved visibility through real-time reporting
- **Optimise productivity** with integrated timekeeping, human resources, payroll, scheduling, and more
- **Easily assign the right caregiver** to the right resident to ensure the continuity of care

**"Our UKG scheduling system takes the pressure off management and allows them to ensure optimum staff-to-resident levels, while providing roster flexibility to best-match employees to the available shifts, especially in the cases of absenteeism."**

Payroll Manager  
BUPA



# Non-Acute Care Setting

As demand for care in non-acute settings increases and higher costs threaten to compromise profitability, effectively managing and engaging the workforce is the key.

Manual schedules don't cut it anymore. Automated scheduling solutions that provide real-time visibility into labour needs and enable administrators and managers to reduce costs by matching labour to workload are needed. UKG scheduling solutions help automate and streamline the scheduling process, creating accurate schedules that align staffing requirements with budget and demand. UKG solutions also ensure staff satisfaction by accurately capturing time worked and equitably applying complex pay rules and policies.

## Schedule the right employee with the right skills in the right place at the right time:

- **Empower and engage** your workforce with the self-service functionality they need, from anywhere and on any device
- **Leverage artificial intelligence** to automate routine, time-consuming decisions such as time-off and shift-swap requests
- **Automate** application of rules to better ensure consistent enforcement of labour regulations and other policies across the organisation
- **Generate** alert notifications when schedules exceed budget limits to keep labour costs in check

"The UKG team have been great to work with during the implementation of UKG Dimensions for Mission Australia. Their team is equipped with the skills, availability, and resources to support us through this strategic implementation. In particular, the communication has been excellent, and the project team go above and beyond to understand and execute on our needs"

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**Project Manager**  
Mission Australia





# Clinician On-Call Providers

Scheduling and staffing on-call providers like physicians, advanced practice nurses, and perioperative staff is complex.

With UKG scheduling solutions, daily staffing, shift swaps, on-call schedules, and room assignments are always online and up-to-date. Using an organisation's staffing rules and employee preferences, UKG can auto-create balanced staff and on-call schedules that not only help create a highly engaged, compliant culture, but also help ensure staff are rested to provide critical patient care. Coverage and compliance issues are minimised, and contractual obligations are met.

## Simplify on-call scheduling with automated technology:

- **Ensure** only available and certified staff are scheduled to appropriate rooms and cases
- **Show** that schedules, call distribution, and overtime assignments are fair using customisable reports
- **Enhance communication** and mobile access for shift swaps, time off, and no-call requests
- **Optimise work/life balance**, reducing burnout and fatigue
- **Use** daily dashboards for a bird's-eye view of everything needed to efficiently manage your operating rooms, including who is scheduled in the OR by location and specialty



**"Overall wages were under budget by \$1.5M AUD in the first year, and offline payroll payments reduced by 95%."**

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**Chief Financial Officer**  
Bendigo Health



# Emergency Medical Services

When it comes to responding to an emergency situation or safely transporting patients, it is critical that the right employees are staffed based on skill set, certification, qualification, and availability while adhering to union and HR rules and other compliance policies.

Employee satisfaction needs to be considered. Equitable overtime distribution, whenever-wherever access, and fair bid processes on shifts, positions, or vacation time all help increase employee morale, satisfaction, and even productivity. UKG scheduling solutions allow you to create effective schedules and rosters based on your organisation's unique rules.

## Simplify complex scheduling while managing compliance and safety risks:

- **Intelligently find the best-fit resources** for the work and send voice, text, or email notifications
- **Automate and streamline** routine tasks such as time-off requests, shift trades, and more
- **Maintain minimum staffing levels** based on agreements
- **Generate built-in, real-time reports** with the most requested metrics for actionable insight into your workforce

**"We were able to get the total staffing picture with our UKG solution. The distribution of extra shifts is fair and equitable, since the computer has no friends."**

**Superintendent**  
Ottawa Paramedic Service



## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organisations succeed when they focus on their people. As a leading global provider of HCM, payroll, and workforce management solutions, UKG delivers award-winning Dimensions and Ready solutions to help tens of thousands of organisations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. To learn more, visit [ukg.com.au](https://ukg.com.au)

Contact us for your scheduling assessment.  
We'll help you determine the solution that is  
the best fit for your environment.  
Call 1300 132 742 or [Click Here](#)



Our purpose is people

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