



UKG (Ultimate Kronos Group)
for Healthcare

Your people plan is
the key to stability and
success



"Kronos was chosen for the quality of its solutions, its understanding of the workforce 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 Health



The healthcare industry challenge

The shift to value-based care is just one of many fundamental changes happening in healthcare today.

Providing quality care for every patient across an increasingly complex continuum of care makes accurate staffing more important than ever. Outdated, inadequate staffing practices can have serious consequences — think low employee morale and poor patient outcomes — making it imperative to accurately align staff with workload demand to create a culture of consistent quality care.

Labour, which accounts for about 60 percent of your overall operating costs,² is your most controllable expenditure. Organisations are challenged to increase productivity and reduce costs by minimising supplemental labour expenses and payroll inflation. Without visibility into your workforce, controlling labour costs is easier said than done.

Add 24/7 staffing practices, shift differentials, call coverage, complex labour law requirements, and union contracts and policies into the equation, and healthcare organisations are feeling the pressure from all sides.

By managing employees more effectively and nurturing employee satisfaction and retention, your healthcare organisation will be in a better position to provide the quality, value-based care patients count on — while protecting your budget.

UKG for Healthcare provides a comprehensive workforce solution that can help you align caregivers to patient census and workload, locations, and resources across the continuum of care — maximising productivity, maintaining positive employee morale, and ensuring consistent, patient-first care.



“Our Kronos 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.”

Helen Sims
Payroll Manager,
Bupa Care Services

¹ Lena J. Weiner, *Data Analysis Saved This Hospital \$650,000 in Six Months*, HealthLeaders Media, (July 11, 2016), found at <http://www.healthleadersmedia.com/hr/dataanalysis-saved-hospital-650000-six-months>.

² American Hospital Association, *The Cost of Caring*, (2017), at 2.

Delivering a comprehensive solution

Delivering quality patient care starts with an engaged, passionate workforce — and scheduling is key to your people's morale and your patients' care and satisfaction. With scheduling automation based on intelligent volume forecasts and self-service options that keep employees engaged and reduce administrative tasks, UKG for Healthcare provides the tools you need to make the most out of your staff's talents and empower them to provide quality, cost-efficient patient care.



Deliver more quality care

Time-consuming, manual processes decrease morale and productivity. In fact, administrative tasks consume more than a third of a nurse's time,³ while physician paperwork is out of control at nearly 50 percent.⁴ Moreover, strong evidence shows that insufficient nurse staffing-to-workload ratio is linked with poorer patient outcomes.⁵ UKG for Healthcare eliminates these time-sinks by generating accurate, best-fit schedules for nurses and caregivers based on staff qualifications and predicted patient volume.



Increase employee engagement

When nurses and care providers have a say in their schedules, everyone wins. UKG's easy-to-use tools with mobile access and self-service options empower employees to manage their own schedules. A standardised, automated workforce management solution across your entire continuum of care creates a more productive workforce — one that is able to swap shifts from home, request time off, and achieve a work/life balance that translates into higher job satisfaction and better patient outcomes.



Control labour costs

Approximately two-thirds of every dollar spent by hospitals and health systems goes to the wages and benefits of caregivers and other staff.⁶ UKG for Healthcare helps maximise those dollars with a fully automated solution that instantly captures data of actual time worked, improves payroll accuracy, and applies complex work and pay rules to reduce unnecessary errors. Managers then gain the visibility they need to take corrective action before extraneous payroll costs accrue.



Minimise compliance risk

Rules and regulations are everywhere: rest periods, meal breaks, nurse-to-patient ratios, and beyond. With manual or custom-coded systems, maintaining compliance and adhering to shifting labour regulations is a daunting task. UKG for Healthcare empowers supervisors to manage by exception, with configurable pay rules and standardised application of policies and processes. Consistent enforcement and proper staffing translates into reduced employee grievances, claims, lawsuits, and fines — and less time and money spent monitoring compliance.

³ Ann Hendrich et al., A 36-Hospital Time and Motion Study: How Do Medical-Surgical Nurses Spend Their Time? *The Permanente Journal* 12, no. 1 (2008).

⁴ Bruce Y. Lee, *Doctors Wasting Over Two-Thirds of Their Time Doing Paperwork*, *Forbes*, (September 7, 2016), found at <https://www.forbes.com/sites/brucelee/2016/09/07/doctors-wasting-over-two-thirds-of-their-time-doing-paperwork>.

⁵ American Nurses Association, *Safe Staffing Saves Lives — ANA's National Campaign to Solve the Nurse Staffing Crisis*, (2012).

⁶ American Hospital Association, *The Cost of Caring: Drivers of Spending on Hospital Care*, TrendWatch, March 2011.

Managing across the continuum of care

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 an engaged, 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 solutions help build and manage an engaged workforce, providing data-driven insight into scheduling needs, attendance, productivity and more.

Acute care hospitals

As community hospitals face falling reimbursements, increased regulations, and staff burnout, the risks to cost-effective patient care are myriad. Automated UKG solutions eliminate time-wasting, morale depleting complexities and provide real-time visibility into staffing and productivity data.

Post acute care and senior living

At the same time demand is swelling, regulations are tightening and employee retention proves difficult. UKG solutions provide visibility into labour productivity and costs, giving staff the resources they need to stay engaged, satisfied, and deliver the cost-effective quality care residents count on.

Non-acute care settings

As more healthcare moves to outpatient settings, challenges include managing staff across disparate care settings and keeping costs down. Automated workforce management solutions provide real-time visibility into labour needs and enable providers to reduce costs by matching labour to workload.

Clinician providers

The complexities of scheduling physician, hospitalist, resident, and other on-call providers aren't going away — but UKG automated solutions automates the time-consuming scheduling process, creating accurate, fair, and transparent schedules that ensure appropriate, compliant coverage.



Banner Health sees a **\$1.65 million savings** in paid employee breaks **in the first two years** of using the UKG Attestation Tool Kit.

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, HR service delivery, and workforce management solutions, UKG's award-winning Pro, Dimensions, and Ready solutions 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 12,000 employees around the globe and is known for its inclusive workplace culture. The company has earned numerous awards for its culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit www.ukg.com.au.

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