



Workplace Culture in Healthcare: How Technology Can Support a Positive Mindset



UKG For Healthcare

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How Technology Can Support a Positive Mindset

Among the many elements that contribute to organisational success in healthcare, it is the people within the organisation who play the largest role. Fostering the right environment for the workforce has an overflow effect on everything from patient care, to productivity and the bottom line. In modern workplaces, technology's role in affecting the culture is ever-rising.

Studies have shown that productivity will increase by an average of 31 per cent when the employee mindset shifts from moderate to positive, highlighting the correlation between culture and business performance.

UKG's Head of HR for ANZ/SEA, Rebecca Moulynox, speaks to the criticality of strong, positive culture.

"It's two-fold, we know that employees who are highly engaged and happy in the workplace will perform more productively day-by-day. They tend to have greater attention to detail, are more diligent, and more willing to actively participate," she says.

"The other piece of this is the reflection that culture has on your customers. In healthcare, what this looks like is patients feeling positive and safe about the care they receive and the environment they receive it in, because the employees are resourced and empowered to perform at their peak."

It has been suggested that 25 per cent of job success is predicted by IQ, and 75 per cent of success is predicted by optimism levels.

With this in mind, it's fair to say that it's actually the culture which impacts upon the employees' mindsets, that is going to have the greatest effect on the care that is delivered.

So, how can technology proactively change an employee's mindset? It begins by empowering that employee to succeed. People will inherently feel more confident, capable, and engaged when their organisation invests in technology that allows for autonomous work in a safe, compliant, and engaging environment.

Technology provides employees with greater autonomy and more power over their work-life balance. This happens in everything from communications at work, to managing their entitlements, availability, and capacity. For example, digitally accessing leave accrual data to streamline the process of taking leave and removing disruptive manual approval methods has a cultural impact that influences the trust employees have in their employers.

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The automation of people-centric processes also frees up the time of managers and people leaders. Placing these individuals back with their teams to support their succession plan, learning and development, and job performance supports a healthy evolving culture.

“As a HR practitioner, I’ve seen time and time again the impact of admin-burdened managers and HR teams. It takes those people away from important operations and strategic initiatives,” says Rebecca.

Workforce technology doesn’t just impact the end users. At the manager level, this is all about giving them access to real-time data so they can make informed decisions in the moment. A few examples include KPIs around overtime, continuous days of work, staff starting their shift late or even missing from their shifts, and much, much more. This data equips people leaders with the insights to be coaches, mentors, and change advocates. The relationship between an employee and their manager is often considered the greatest variable of team culture and employee experience.

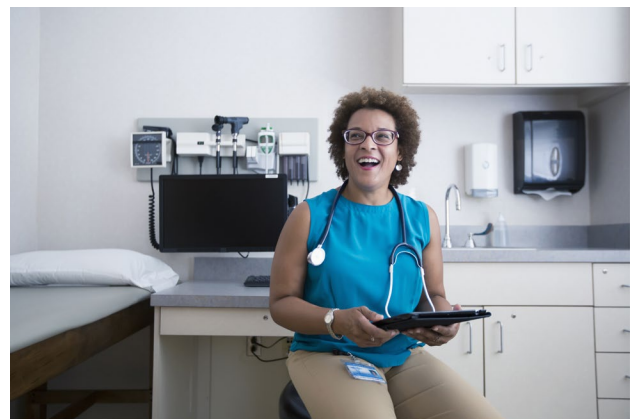
The technology that people leverage every day in their personal lives is advancing at an incredible rate. “Workplaces will need to innovate to keep up with employee’s expectations that their professional resources will match the technology

they interact with every day in their personal lives,” shares Moulynox. This is especially important to work culture as the younger generation increases its presence in the healthcare sector.

In healthcare there is so much at stake, because these operations pertain to the health and wellbeing of vulnerable or sick people. With such high stakes, culture cannot afford to be left up to chance.

Leaders need to invest in technology that allows them to be present and active with employees to ensure the right mindset, behaviours and quality driven standards reach the residents.

Your people will be your most competitive differentiator in the years ahead, so investing in technology that fosters a positive culture should be a top priority for healthcare employers of choice.



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