

**Te Whatu Ora**

Health New Zealand

Te Toka Tumai Auckland



# UKG Healthcare Executive Summit

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May 2023

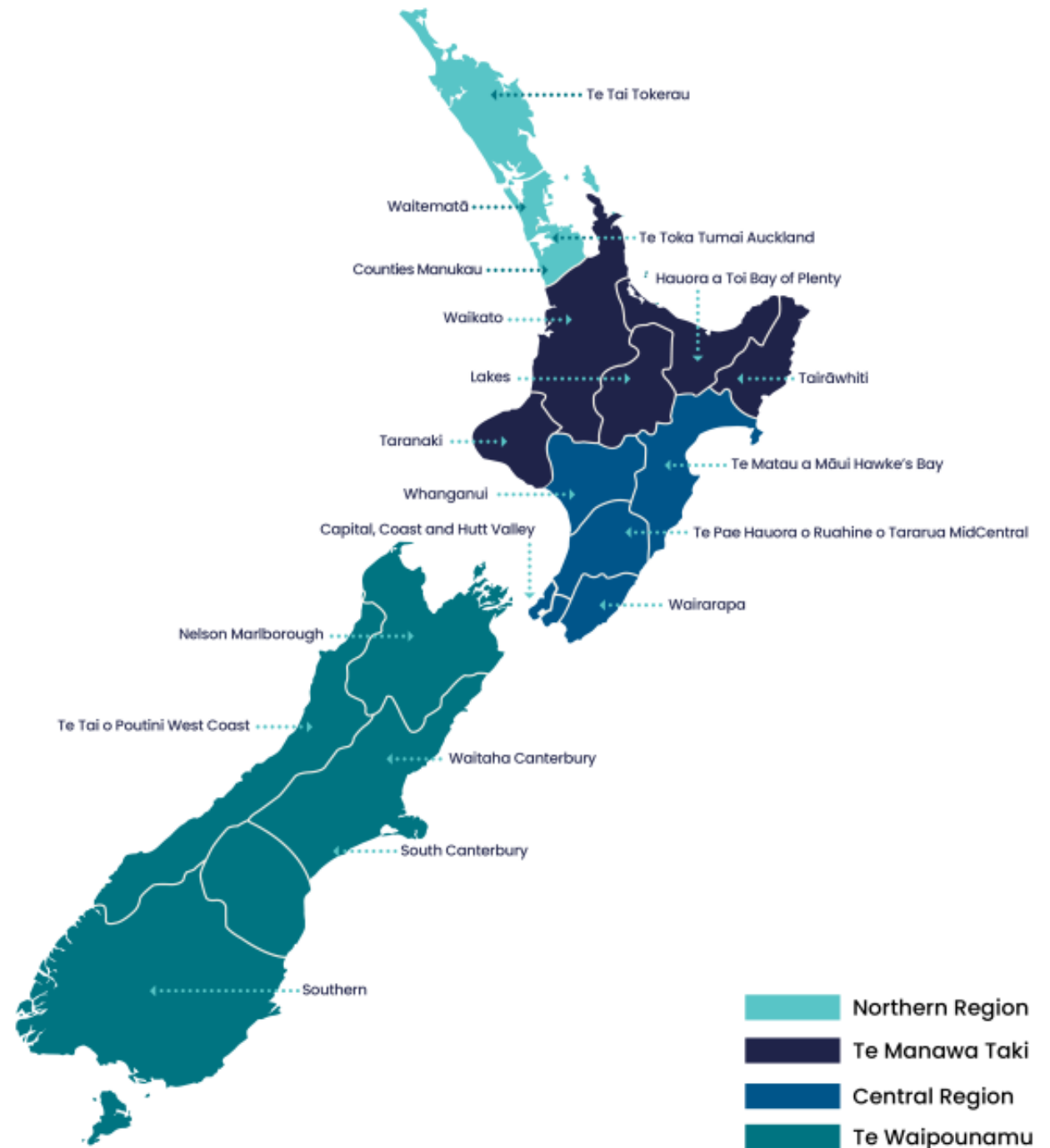
# Te Whatu Ora

## Health New Zealand

### Te Toka Tumai Auckland



102,000 employees  
A population of over 5 million



# The 5 Health System Shifts

- All people will be able to access a comprehensive range of support in their local communities
- Reinforce Te Tiriti O Waitangi principals and obligations
- Emergency or specialist healthcare to be accessible and high quality for all
- Digital services means care will be enabled in homes and local communities
- Health and care workers feel valued and are well trained for the future health system





# Te Toka Tumai – Auckland

We are a tertiary hospital

Provides health care services for over 530,000 people in the Central Auckland region

A workforce of 13,800



# Strategic Roadmap

## Manage User Experience & Efficiencies

- Implement Analytics

## Advancing Scheduler

- Update Sub Locations to assist daily staff allocations
  - ADHB – ED, Midwifery, Mental Health etc
    - Negate need for Medirota
  - WDHB – ED, Radiology
- Pilot Schedule Generator with Red Requests & Availability with Scheduler Rules & Alerts
  - Early adopter area
- Configure & implement initial GTOR

3

4

5

## Workforce Dimensions Migration

## Time and Attendance (Clocks, Mobile etc.)

- Explore Trial & Extensions
- Union Engagement
- Review and consolidate Pay Rules

## Mobility

- Continue to expand Mobile for Employee & Managers
  - Including support of Scheduling, Availability, GTOR etc.




# Approach

- Business led project
- Pay policy review – automating Relevant Daily Pay
- Holidays Act compliance
- Single sign on
- Big bang in two phases



AS Welcome back, ANNA

**Manage My Schedule**



No open request periods are currently available

**Manage Schedule**



The number of employees(14,245) exceeds the threshold(1,000).

**My Schedule**

**TODAY >** (i)  
No Event

**TUE 16 >** (i)  
No Event

**WED 17 >** (i)  
No Event

**THU 18 >** (i)  
No Event

**FRI 19 >** (i)

**My Notifications**

Open Shift Accepted 0 >

Shift Swap 0 >

Open Shift Requests 0 >

Self Schedule 0 >

Timekeeping Requests 0 >

Timekeeping 0 >

My Requests 10 >

**My Time Off**

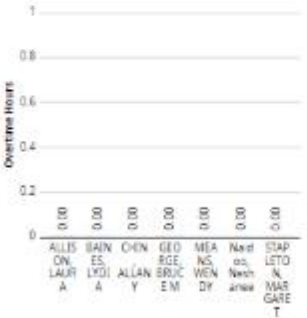
+ Reason  
Annual Leave (i)

\* Dates  
16/05/2023 (calendar icon)

Time-Off Request >

Submit

**OT Hrs by Employee**



ALLIS ON LAUR A	0.00
BAIN ES A	0.00
CHEN LYDI ALLAN Y	0.00
GEO RGE BRUC EM	0.00
MEA NS WEN DY	0.00
Next to New area	0.00
OTAP co. N. MAS GARE T	0.00

**My Timecard**

Exceptions

**0**

Scheduled Hours 80.00 Hrs

**Leave Requests**

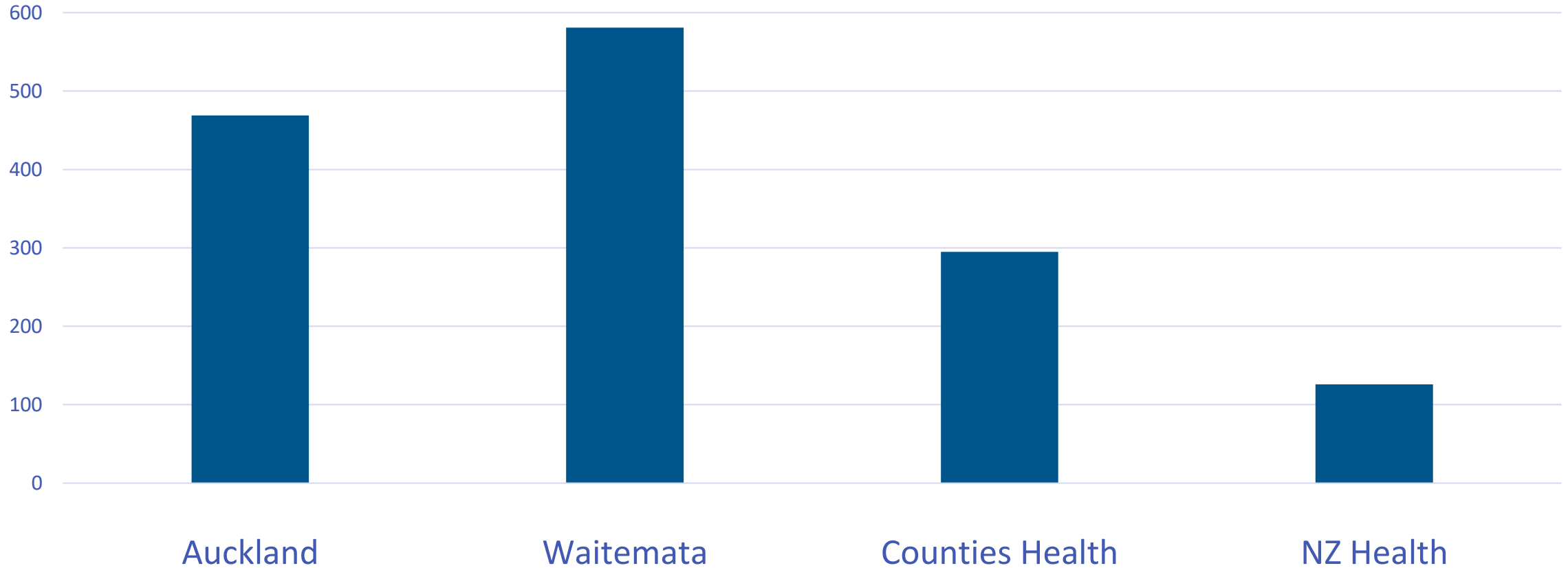
Balance as of Today

**Annual Leave 272.28**

< Alternative ... Hour Sick Leave >

Time-Off Request >

# Business Rules in Mahi ē Taea





# Success Factors

- Increase in mobile users
- Uplift of approvers of leave
- Reduction of paper/manual processes
- Within budget and on time
- Improved reporting and data views for users
- Right timed training for each audience
- Improved user experience
- Introduced new leave types
- Wait listing in nursing bureau
- Being agile
- Pathway for escalating issues
- Positive relationship with UKG
- Building our integrations internally
- Communication - project/stakeholders



# Lessons Learnt

- Have the right number of capable resources
- Covid is not a barrier to delivery
- For go live, ensure all steps are completed
- Don't underestimate the amount of testing required
- We underestimated the number of environments
- Don't be afraid to take a calculated risk



# What's Planned for the Future

- Mitigate the use of all other rostering systems
- Implement advanced scheduling
- Implement schedule generator
- Increase available reports
- Implement AI functionality



# Q & A

