GNSA

EMPLOYEE ENGAGEMENT FOR HEALTHCARE:

**Increase productivity, improve patient care,
and retain a collaborative, high-quality workforce**

The last thing healthcare providers need when trying to provide the best patient care is a disengaged workforce. The demands of an aging population — and fewer nurses to meet them —are being felt across the continuum of care. Delivering excellent patient care while controlling costs and maintaining high staff morale is becoming increasingly challenging in a sector that's already stretched thin. Health systems that focus on improving workforce flexibility and driving employee engagement are more likely to retain a committed, high-performing workforce and provide a better overall patient experience.

HEALTHCARE — THE BIG ISSUES AFFECTING THE WORKFORCE

High-quality patient experience: Delivering quality patient care across all services is a top priority for healthcare providers. But budget limitations, staffing shortages, and employee burnout can stand in the way of providing a safe and positive patient experience.

Workforce flexibility: Ever-changing patient demand, staffing shortages, and challenging economic conditions have heightened the need for a flexible, multi-skilled, and highly engaged workforce. With a flexible workforce in place, healthcare providers are better able to utilize resources in a way that manages costs without compromising the quality of patient care.

Cost management: Tight labor budgets and fewer resources are common constraints in today's healthcare industry. Because labor represents one of the largest costs for healthcare providers, effective workforce management is critical for aligning staff coverage with patient demands to help ensure cost-effective care.

Recruitment and retention: Because staff turnover continues to be a significant and costly issue for healthcare providers, attracting and retaining quality talent is becoming more critical than ever before. Healthcare providers must strike the right balance between employee preferences and patient and business needs to optimize workforce engagement and quality of care.

Standardized processes: Centralizing and standardizing systems and processes can help healthcare providers manage costs, improve productivity, and deliver great patient care. The onus is on leadership to make technology choices that automate processes, provide visibility and control, and make the working lives of both managers and employees easier and more efficient.
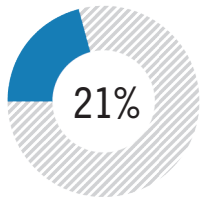
HEALTHCARE — UNDERSTANDING THE IMPLICATIONS OF EMPLOYEE ENGAGEMENT
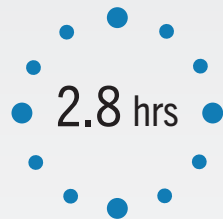
Where do you stand?

10%
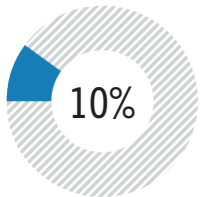
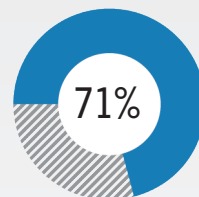Rate employee engagement as **very strong** in their organization

21%

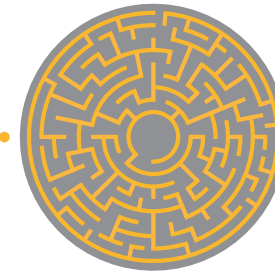Rate employee productivity as **very strong** in their organization
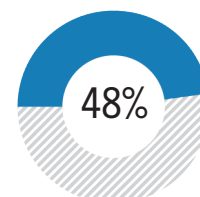
Time is being wasted

2.8 hrs

2.8 hours lost per week, 2.6 of which are due to administrative work
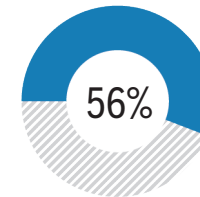
71%

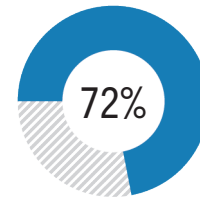Say better/ more up-to-date technology would positively impact employee engagement

The business is being disrupted

48%

Believe their working life is too complicated

56%

Say not enough staff is a daily difficulty

72%

Of line of business/ operations managers and HR managers rate systems that don't integrate as their biggest workforce management challenge

All statistics quoted are based on the findings of the recent Work Engaged survey conducted by Coleman Parkes on behalf of the Workforce Institute at Kronos. This research was intended to investigate the current level of employee engagement in the U.S.

HEALTHCARE — DRIVING DOWN ABSENCE AND IMPROVING PRODUCTIVITY
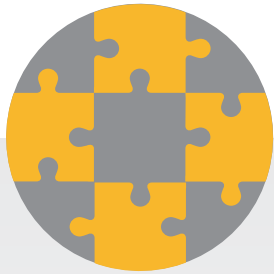
Absence has an impact
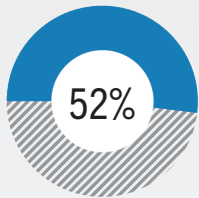
52%
Find managing absenteeism to be a truly challenging experience
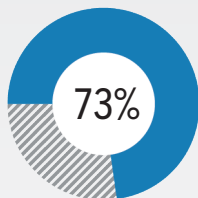
73%
Cite increased employee absence as a core disruption impacting their work
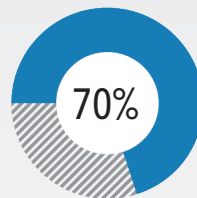
70%
Say unplanned absences are their biggest workforce management challenge

Improvements are needed
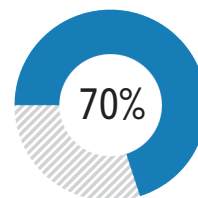
70%
Believe employees need to feel more engaged in the business
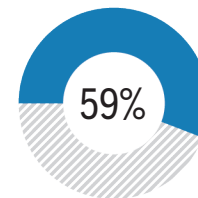
59%
Respondents cited two key factors that would increase employee engagement

More empowerment in their role
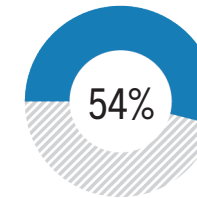
More flexible schedules/shifts

54%
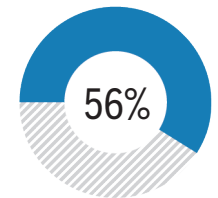
56%
Feel the CEO is only focused on finances — not the employees

Greater control of and visibility into absenteeism was mentioned by more than half (59%)

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HEALTHCARE INDUSTRY MANAGEMENT IS SAYING…

"Because structures are getting leaner there's a requirement just to do more administrative work. You might have less support or you might have a smaller team, so you might be having to work on spreadsheets or get more information together yourself that previously you would have had someone in a role to do it for you."

"We have a lot of paperwork and administration. We're more and more tangled up in compliance and legislation in our industry, and I think that definitely makes a difference."

"HR is not focused enough on what makes a difference to people working in an organization, which is engagement. I think a lot have engagement surveys or scores, but these are very much KPI focused. There's a lack of connection at an everyday level. I think they should really be focusing on the health and well-being of the workforce."

WORKFORCE MANAGEMENT AUTOMATION DELIVERS BENEFITS FOR HEALTHCARE PROVIDERS AND PATIENTS ALIKE

	AUTOMATE PAYROLL PROCESSES	SCHEDULE EMPLOYEES TO MEET PATIENT DEMAND	MANAGE ABSENCES EFFECTIVELY	EMPOWER EMPLOYEES WITH SELF-SERVICE	USE WORKFORCE ANALYTICS TO DRIVE CONTINUOUS IMPROVEMENT
ENGAGE EMPLOYEES	Drive employee satisfaction by delivering timely and accurate paychecks through a standardized automated workforce management solution. Remove the manual burden of capturing time and attendance information, approving timecards, and processing payroll.	Reduce stress and engage employees by forecasting patient census and workload, and accurately scheduling staff based on their availability and preferences. Provide forward visibility into schedules to support work-life balance.	Gain employee trust and respect by dealing with absences in a fair and equitable manner. Reduce stress on staff who cover for absent colleagues by identifying and addressing the causes of unplanned absenteeism.	Give employees and managers self-service access to workforce management information via desktop, tablet, smartphone, or touchscreen terminal. Empower them to request time off, swap shifts, view pay statements, and more on their own — without having to speak with HR, payroll, or line managers.	Make your employees feel valued by investing in equipment and training. Use workforce analytics to uncover areas for improvements and show return on investments.
IMPROVE BUSINESS PERFORMANCE	Manage payroll costs by automating and streamlining processes. Eliminate costly payroll errors and minimize payroll inflation by accurately capturing actual hours worked.	Reduce costs, optimize productivity, and improve the patient experience by accurately aligning staff coverage with demand for care.	Drive higher performance and improve quality of care with visibility into planned and unplanned absences. Identify patterns and trends, drill down into details, and take steps to address the root causes of absenteeism.	Improve the productivity of employees, managers, HR, and payroll staff by enabling employees to access key information and perform common tasks via convenient self-service tools.	Leverage workforce analytics to measure performance against goals, identify areas for improvement, and take immediate action to keep results in line with expectations.

WORKFORCE SOLUTIONS FOR THE HEALTHCARE INDUSTRY

Improve workforce productivity — Maximize productivity and efficiency by using automated tools to put the right people in the right place at the right time to meet patient demand and deliver an exceptional care experience.

Deliver high-quality, cost-effective care — Complete automation of employee scheduling, timekeeping, and absence management helps reduce costly under- and overstaffing while optimizing workforce utilization and reducing administrative workloads.

Minimize compliance risk — An integrated approach to workforce management streamlines time-consuming and error-prone administrative processes, including timekeeping, work- and pay-rule enforcement, attendance tracking, and leave management, to support compliance efforts and help ensure the fair and equitable treatment of employees across the organization.

Drive workforce engagement — Quality patient care starts with an engaged workforce consisting of motivated, productive, and committed employees. Take steps to improve engagement by balancing workload, empowering staff with self-scheduling, and simplifying processes through effective automation.

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