

Our Solution for Non-Acute Care Settings

Quality Care Starts with Smart Workforce Management

As value-based healthcare demands greater focus on costs, quality, and patient outcomes, non-acute practices will play a pivotal role in delivering cost-effective care. Today, more and more care is taking place in outpatient settings, and the trend is expected to continue, with a projected 17 percent outpatient volume growth over the next five years.

The challenge? Although physician and surgery centers, dentist offices, laboratories, and other non-acute settings are seeing an increase in the demand for services, high costs are compromising profitability. Keeping costs down means managing staff more effectively. Right now, many organizations aren't operating at optimal efficiency, and staff turnover rates are high. Manual and disparate time and attendance, human resources, and payroll systems are partly to blame. When workforce management isn't automated and centralized, it's difficult to keep staff and patients satisfied and deliver quality care at a reasonable cost.

But the solution is simpler than it seems: A streamlined, integrated approach to workforce management. An automated workforce management solution that provides real-time visibility into labor needs enables non-acute care practices to reduce costs by matching labor to workload to better manage patient flow. With the automation of processes like skills tracking and training requirements, certification and expiration dates, managers can ensure proper deployment of the right staff to further boost patient satisfaction and loyalty. And with one system to manage all elements of an employee's work life, managers are empowered to enforce absence and leave policies in a fair and transparent manner, reducing payroll inflation associated with unearned benefits or the cost of replacement staff.



Key Benefits

- » **CENTRALIZED, SINGLE SOURCE OF DATA** that automates, optimizes, and simplifies the management of all aspects of the employee lifecycle
- » **FLEXIBLE AND AFFORDABLE PURCHASE AND DEPLOYMENT OPTIONS** based on your organization's needs
- » **CONSUMER-CENTRIC, INTUITIVE, AND MOBILE MANAGEMENT CAPABILITIES** that go beyond traditional ways of engaging workforce management information
- » **CONTINUOUS TRACKING** of training, certification, and licensure empowers proper staffing decisions
- » **EXPERTISE YOU EXPECT AND DESERVE** a solution serving over 10,000 healthcare providers along the continuum of care

Non-acute growth and opportunity



Expected **17%**
outpatient volume growth
over the next 5 years.¹

The number of jobs in physician offices will **surge to nearly 3.1 million** in 2020.²



¹ Bob Hogan, *7 Forecasts on Hospital Inpatient, Outpatient Volumes*, *Becker's Hospital Review* (June 14, 2013), found at <http://www.beckershospitalreview.com/finance/7-forecasts-on-hospital-inpatient-outpatient-volumes.html>.

² Victoria Stagg Elliott, *Ambulatory setting expected to provide more job growth than hospitals*, *American Medical News* (February 13, 2012), found at <http://www.amednews.com/article/20120213/business/302139964/7/>



Develop your workforce into your greatest advantage

- **Deliver quality care — and become the provider of choice:** Being the provider of choice starts with quality care. It means counting on a competent, engaged workforce to ensure efficiency and create a true value-based care experience that keeps patients healthy and satisfied.
- **Increase operational efficiencies by controlling labor costs:** Provide managers real-time labor utilization data that allows them to take corrective action before unplanned payroll costs are incurred. Allow managers to consistently enforce absence and leave policies, and stop inflating payroll with unearned benefits and the cost of replacement staff.
- **Recruit and retain a quality workforce:** Provide easy-to-use mobile and self-service options for your staff that give them real-time access to all their workforce data. Ensure staff satisfaction by accurately capturing time worked and applying complex pay rules and policies fairly and equitably. Employee satisfaction is further enhanced by automating processes like benefits administration, performance reviews, and compensation management — allowing you to build an organization that meets both staff needs and your needs.
- **Minimize compliance risks:** Automation better ensures that labor regulations, meal and break laws, and other important policies are consistently enforced across your entire organization and across multiple tax jurisdictions. For instance, Our human capital management (HCM) solution enables you to take a proactive — not reactive — approach in developing strategies for managing your workforce to help with Affordable Care Act compliance and control the potential impact of associated costs.

The answer

Our HCM solution for healthcare helps non-acute care providers of all sizes develop their workforce into a competitive advantage to support the delivery of value-based healthcare. That's why more than 10,000 healthcare providers use the same solution to control labor costs, minimize compliance risk, and improve workforce productivity while supporting quality care with a quality workforce.

With our comprehensive, integrated suite of web-based applications, including time and attendance, scheduling, absence management, HR, payroll, hiring, and labor analytics, our HCM solution addresses the challenges of managing healthcare workforces. The solution is supported by a focused team of healthcare professionals who deliver deep domain expertise and proven labor management best practices.