

Large National Healthcare System Achieves Successful Implementation of Centralized WFM Solution Across 19 States and 70+ Facilities

▶ CHALLENGE

With the goal of improving labor management effectiveness and leveraging the strength of its size and buying power, this national healthcare system was in need of an enterprise-wide, centralized workforce management platform providing better labor data visibility across each of its 70 unique market-based organizations (MBOs). Varied pay practices, policies, and time and labor systems across these MBOs represented a significant complication and a potential obstacle to project success.

▶ SOLUTION

WFM Assessment, Gap Analysis & Roadmap
Pay Practice Standardization
Enterprise-Wide Time, Labor & Analytics Solutions Implementation

Through a collective best practices approach, Workforce Insight's team of healthcare WFM specialists worked in close cooperation with the client to:

- Review current workforce management policies, practices and infrastructure, perform gap analysis and make best-fit process and solution recommendations
- Update current policies across the organization, establishing standardized practices that balance goals for financial improvement, compliance and patient satisfaction
- Perform detailed requirements gathering across the entire set of widely-diverse MBOs to align project with overarching technology and productivity goals and identify areas for improved efficiency
- Develop and execute an in-depth rollout strategy, managing the full-scale implementation of a single, standard Time & Labor and Analytics solution across the organization
- Provide comprehensive testing, rollout and post-implementation support
- Develop and deliver customized end-user training (including Analytics training and knowledge transfer) and execute an organization-wide change management and communication strategy to foster a positive user experience and optimal system adoption

CLIENT PROFILE

Large National Healthcare System



Hospitals: 70
hospitals & 44
healthcare facilities
across 19 states



Employees: 55,000



Workforce Insight was recognized for the successful rollout and go-live of the new system to all facilities across a 24-month timeframe. The standardized system not only eliminated the hardware cost, maintenance expense and duplicate resources required to support each stand-alone solution previously deployed, but also gave the organization the ability to identify opportunities for additional improvement by having all employees managed in a single, centralized solution.