

# Rx: Digital Workforce Management

Why a vendor-agnostic, integrated HCM is vital for efficient, accurate, and cost-effective healthcare workforce management



## Diagnosis: change

Perhaps more than any other industry, the workforce management challenges facing healthcare organizations often seem insurmountable. The fluid workforce, characterized by consistent employee turnover and churn, combined with stringent standards for maintaining particular levels of appropriately credentialed staff in every unit at all times makes healthcare workforce management incredibly challenging.

By 2024 there will be more than

**700,000** nursing vacancies

created by retiring Baby Boomers and a shortage of up to 105,000 physicians by 2030<sup>1</sup>.

In that same span, the healthcare workforce management systems market will

grow by nearly **14%** each year<sup>2</sup>.

Yet, despite the various systems, tools, and staff members already in place and new solutions hitting the market to help get the right human resources to the right places at the right times, healthcare organizations of all sizes often still rely on locally-saved spreadsheets to plan and execute workforce plans.

<sup>1</sup> Mann, Sarah. "Research Shows Shortage of More than 100,000 Doctors by 2030." AAMC.org. March, 2017.

<sup>2</sup> "GLOBAL HEALTHCARE WORKFORCE MANAGEMENT SYSTEM MARKET SIZE, STATUS AND FORECAST 2021-2027." 360ResearchReports.com. May, 2021.

These time- and labor intensive workflows require excessive manual data entry and create massive visibility gaps as spreadsheet data rapidly becomes outdated that can lead to financial waste, increased risk of compliance violations, and have a negative impact on patient care and outcomes.

Instead, healthcare organizations — especially those that operate across multiple facilities or regions need a more centralized, digitized, and automated method for workforce management that increases visibility, data accuracy, and overall business agility to help them maintain compliance with industry regulations while minimizing waste and enhancing patient care.

## Don't use yesterday's tools for today's healthcare business

Despite the dramatic improvements in healthcare — the innovative diagnostic tools, breakthrough treatments, and revolutionary life-saving technologies — other parts of the daily business of running a healthcare organization have stayed shockingly the same for decades.



It's not just a matter of timely and accurate resource scheduling — that's been long solved by powerful digital tools that have simplified daily activities for years and continue getting better. The problem is that healthcare organizations ranging from multi-state hospital systems to outpatient clinics and mental health supportive services still rely heavily on time-consuming and error-prone manual processes for more essential workforce planning and management activities — namely workforce projections, recruitment planning, and budget allocation.

Hospitals and healthcare providers are very rigid with the types and numbers of people they have to hire. In many states they're required to have a set number of specifically-credentialed workers (nurse practitioners, registered nurses, and certified nursing assistants) available for and assigned to a particular unit or location based on projected patient load.

## 14 U.S. states have passed some form of safe staffing laws<sup>3</sup>

**A Federal regulation requires Medicare participating hospitals certified to have adequate numbers of licensed registered nurses and other personnel to provide nursing care to all patients as needed<sup>4</sup>**

Attempting to execute such mission-critical planning — ensuring there's even enough employees available with the right credentials on staff to schedule — with spreadsheets or standalone digital tools isn't just inefficient, it can also be detrimental to the organizations and the patients they serve.

3 "Nurse-to-Patient Ratio: How Many is Too Many?" NursingCenter.com. March, 2019. 4 "Nurse Staffing Advocacy." NursingWorld.org. Accessed May 12, 2021. 5 Haddad, Lisa; et. al. "Nursing Shortage." Treasure Island (FL): StatPearls Publishing; January, 2021. 6 "2021 NSI National Health Care Retention & RN Staffing Report." www.nsinursingsolutions.com. January, 2021.

Executive leaders like Chief Nursing Officers (CNOs), Chief Human Resources Officers (CHROs), and other C-suite executives depend heavily on having accurate, timely headcount reports to make critical budget and staff decisions for the upcoming quarters and fiscal year as a whole.

Hospitals and healthcare facilities frequently have entire teams dedicated to managing the spreadsheets, wasting valuable time and budget resources that could be better spent on higher-value activities. But with every team and department using its own headcount and resource spreadsheet, gaining the instant visibility executives need dramatically increases the likelihood of either under- or overstaffing a particular unit or department and falling out of compliance with established staffing standards.

Relying on spreadsheets and single-use software tools make effective workforce management virtually impossible because:

- ✗ **The data is more likely to contain errors that skew headcount reports and available budget figures**
- ✗ **Teams cannot guarantee they're working from the same document version and information**
- ✗ **Spreadsheets are outdated with every employee transfer, new hire, or exit**

---

**Nurse turnover rates can reach as high as 37%<sup>5</sup>, depending on region and nursing specialty. The national average for registered nurse (RN) turnover year over year is of 17.1%<sup>6</sup>.**

---

Some organizations have sought to work around these challenges by building their own internal tools, but often find their IT and development teams aren't workforce experts and that the custom workflows still leave a lot to be desired.

## A digital bridge between hiring and scheduling

SyncHR is changing the way hospitals, health systems, and healthcare facilities plan their work. The vendor-agnostic human capital management (HCM) system bridges the gap between traditional workforce planning tools used for general hiring workflows and daily use scheduling systems.

The platform's unique position-based architecture makes it easy to keep up with and keep track of ever-changing workforce data. In most HR and payroll systems that tie information about a position — title, location, pay rate — directly to an employee record (as in, the person who presently occupies that position), the position and the person are indistinguishable and if the person leaves, so does the data about the position.

Instead of tying job and role information to an individual employee, SyncHR HCM ties it to a particular position in the organization, so that the information remains even if the employee doesn't. The persistent data means executives and department managers have access to a range of historical and present data that helps create more detailed and accurate projections of future needs.



At the same time, SyncHR's robust workflow engine automatically updates records across teams whenever a data point changes, dramatically simplifying collaboration, version control, and data accuracy.

---

### SYNCHR HCM IS A DIFFERENCE MAKER

- ✓ **Greater visibility and transparency**
  - ✓ **Faster, more robust, and granular reporting**
  - ✓ **Simpler collaboration and data updates**
  - ✓ **More budgetary insight and control to eliminate waste**
  - ✓ **Optimizes planning and maintaining compliance**
- 

With SyncHR HCM, managers and executives can see the data for a specific organization — pull up a particular hospital or department — to see the interactive org chart for today and use the built-in time machine technology to see what their teams could look like in the future.

More importantly, rich data analytics gives executives more granular visibility into and greater control over budgets. SyncHC makes it easier than ever to root out waste from constant employee churn. Using the solution's robust analytics capabilities, leaders can slice and dice a range of employee and team data to identify important trends like high turnover rates at particular locations or among a specific employee level and quickly investigate the cause.

