

# Workforce Management Strategic Roadmap Assessment for Healthcare

Develop a workforce management strategy that improves business outcomes, staff engagement, and patient experience

Healthcare organizations are facing the unprecedented challenge of balancing quality outcomes with efficiency. But many organizations realize that maximizing their most influential resource — their workforce — will help drive value and provide high-quality care for patients. The UKG Workforce Management Strategic Roadmap Assessment for Healthcare is a comprehensive approach designed to provide an actionable strategy to help you achieve your desired outcomes. The assessment analyzes the current and future state of your workforce management initiative and develops a solution framework that aligns with your strategic vision.

## Scope and approach

The Workforce Management Strategic Roadmap Assessment for Healthcare involves a series of workshops. Your UKG™ (Ultimate Kronos Group) strategic advisor will facilitate discussions to assess how your workforce management program relates to themes such as efficiency, patient experience, quality, and employee engagement. The assessment will address issues such as:

- Process definition by domain
- Utilization of applications by domain
- Technical and integration strategies
- User adoption approach

Your UKG team works closely with your strategic stakeholders to develop a workforce management program framework. The framework includes an assessment of all the workforce management domains — governance, timekeeping and payroll, talent acquisition, performance management, scheduling and staffing, attendance and leave management, and labor cost and productivity — to determine performance relative to efficiency, patient experience, quality, and employee engagement. UKG strategic advisors leverage their extensive industry experience and domain expertise to gather pertinent information and identify key opportunities and challenges. They also apply best practices and make actionable recommendations to set you up for workforce management success.

## Key benefits

**Align key stakeholders** using a shared approach to workforce strategies, processes, and platforms

**Identify the business outcomes** that your workforce management strategic initiative will support

**Discover opportunities** to improve business outcomes in efficiency, patient experience, and employee engagement

**Develop a roadmap** and strategic vision to achieve desired outcomes

## Engagement deliverables

After working with key stakeholders to gather critical information, understand your business requirements, assess your current workforce management processes, and define a workforce management framework, your UKG team compiles and presents the following deliverables:

- **Organizational objectives:** A summary of workforce management objectives to achieve desired outcomes
- **Business outcomes:** Assessment of the workforce management approach to determine performance relative to efficiency, patient experience, quality, and employee engagement
- **Opportunity index:** Measurement of workforce management strategic adoption by functional area
- **Strategic roadmap:** A comprehensive framework that stages each workforce management solution to achieve desired outcomes

## Typical duration

The Workforce Management Strategic Roadmap Assessment for Healthcare typically takes about one to two weeks from initial meetings to deliver the strategic roadmap. The discovery meetings are generally conducted over the course of a day with a focus on each stakeholder's area of expertise.

The engagement presentation is delivered within two weeks during a 90-minute meeting. However, the duration of your engagement may vary; this time frame represents an average based on our experience with engagements of this type with UKG customers.

## Client participation

Active client involvement, including executive-level sponsorship and support, is critical to a successful Workforce Management Strategic Roadmap Assessment. In addition to executive leaders, key participants will include organizational leaders who are stakeholders in workforce management planning, controlling, monitoring processes, and technologies.

## Partner with the trusted leader

UKG is a leading provider of workforce management and human capital management cloud solutions. UKG for Healthcare provides advanced, clinically focused workforce solutions designed to support the creation and management of a highly engaged workforce. More than 3,500 acute care hospitals and 10,000 post-acute care organizations representing the entire continuum of care use UKG to improve consumer satisfaction, support the provision of quality care, and grow healthcare delivery powered by great people. Learn more about UKG healthcare-specific time and attendance, scheduling, absence management, HR and payroll, talent management, labor analytics, productivity management, workload management, and forecasting applications at [UKG.com/healthcare](https://www.ukg.com/healthcare).



Our purpose is people

**Building on 70 years of experience from two leaders in HR solutions, UKG combines the strength and innovation of Ultimate Software and Kronos. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.**

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