

# WFM Assessment & Optimization Earns Efficiencies for West Coast Hospital

## Creates strong foundation for metrics-based, data-driven culture

### ► CHALLENGE

This West Coast hospital was seeking areas of opportunity to improve Payroll and Human Resource processes related to MedSeries 4 (MS4) and the organization's workforce management systems. The hospital also sought a trusted workforce management advisor to review potential benefits of implementing an advanced scheduling system, as well as an assessment of potential benefits and ROI of implementing business analytics and dashboard technology to improve reporting transparency and labor cost optimization opportunities.

### ► SOLUTION

Workforce Insight was selected for this initiative, and performed an assessment of the existing configurations of MS4 and timekeeping systems as well as reporting capabilities and policies related to workforce management, Payroll and Human Resource practices.

#### ENGAGEMENT(S) - PROJECT HIGHLIGHTS

- WFM Assessment: MS4 and WFM System Configuration
- WFM Practices & Pay Policies
- Timekeeping System Optimization
- Advanced Scheduling Implementation
- Training Activities (Instructor-led Training, Training Materials & Job Aid Development)

#### ASSESSMENT HIGHLIGHTS

- Assessment of current WFM system configuration and reporting capabilities
- Analysis of current interfaces between WFM system and MS4
- Review of relevant WFM and Human Capital Management (HCM) policies and pay practices
- Review and update on industry leading practice for reporting, process improvement and monitoring related to WFM and HCM systems
- Revised and updated WFM processes, including staffing and scheduling, to minimize manual processes and improve efficiencies
- Optimization of current timekeeping and basic scheduling functionality to decrease manual processes and workflows, facilitate more efficient timekeeping, staffing and scheduling processes

The key results delivered in this engagement centered on providing recommendations on industry leading practices for process improvement, and reporting and monitoring related to WFM and HCM systems relating to Payroll. Subsequently, Workforce Insight has been engaged to assist with MS4 Staff Augmentation, a payroll system upgrade/implementation as well as the implementation of advanced scheduling and analytics.

### CLIENT PROFILE

Hospital in the  
Northwestern U.S.

 Staffed Beds: 140

 Employees: 1,200+

 Hospitals: 1