

Nonprofit Healthcare System: Staffing & Scheduling, Patient Classification and Analytics Implementation



▶ CHALLENGE

With increasing pressure to reduce costs without sacrificing quality of care, this client sought a trusted advisor to provide best practice guidance on how to optimize its scheduling model and leverage WFM technology to better align with the organization's needs and long-term strategic goals.

▶ SOLUTION

Workforce Insight employed its long history of healthcare expertise to assist the client in strategically approaching their WFM initiative, building the foundation for long-term performance improvement through the following services:

Enterprise Deployment Planning

- Enterprise planning assessment, including initial data gathering and discovery sessions with key stakeholders, site leadership and project teams
- Deep dives, detailed data analysis and collaborative project charter development
- Roadmap and recommendations on deployment timeline, budget and approach, and proposed resource mapping/roles and responsibilities

Staffing & Scheduling System Vendor Evaluation

- Review and analysis of scheduling goals and requirements to guide evaluation
- Vendor RFI/RFP process guidance and development of vendor Requests for Information (RFI) or Requests for Proposals (RFPs) and vendor demonstrations
- Review and assessment of vendor qualifications in relation to defined scheduling goals and requirements
- Expertise regarding scheduling best practices to lay the foundation for optimal scheduling solution selection and downstream implementation

Client-Side Project Management for API Healthcare Staffing & Scheduling, Patient Classification and Business Analytics Implementation

- Comprehensive project oversight in collaboration with API Healthcare
- Timeline & deliverables management through detailed project plan, communications plan, testing plan and go live support plan development
- Configuration and testing oversight, including test case scenarios and integration testing
- Training & Change Management strategy guidance and related activity status tracking
- Guidance in the definition and deployment of an enterprise-wide production system support plan and business continuity plan
- Coordination of go live and post-implementation support

CLIENT PROFILE

Large Nonprofit Health
Care System



Hospitals: 6



Employees: 10,500

"Workforce Insight's Project Manager was responsive, communicative, escalated concerns appropriately, had ideas and solutions, and managed the project very, very well, producing great results."

- Executive Sponsor

"The professionalism and talent of the Workforce Insight team is outstanding. They are highly effective, easy to work with, and were invaluable during our implementation."