

Pediatric Teaching Hospital Boosts Labor Productivity through Improved Visibility and Streamlined HCM & WFM Systems & Processes



Workforce Insight was engaged as trusted advisor to help redesign HCM/WFM processes, supporting replacement of decades of legacy and homegrown systems impacting key business functions, including Talent, HCM, Scheduling, Timekeeping and Analytics

Workforce Insight helped this magnet-accredited urban teaching hospital strategically approach simultaneous HCM and WFM initiatives, with minimal disruption to clinical operations through comprehensive advisory and implementation services, including:

API Healthcare Implementation Services

- API Healthcare Time & Attendance and Staffing & Scheduling Solution Implementation, including Project Management, Design, Testing & On-Site Go Live Support

Training & Change Management Services

- Training Strategy, Web-based & On-Site Training Services
- Change Management and Communication Strategy & Services

HCM-WFM Advisory Services (Workday & API Healthcare Deployments)

Client-Side Advisory & Project Leadership, System & Process Design Enterprise Deployment Planning, Stakeholder Engagement & Needs Analysis, Change Readiness, Training & Enablement

System/Process Design Focus Areas:

- Talent Acquisition/Performance Management
- FMLA Management
- Accruals Calculations
- PTO/Leave Requests
- Flexible/Supplemental Workforce
- Wage Visibility
- STD/Workers Compensation
- Time to Hire/Onboarding
- Labor Analytics/Productivity

Additional Services:

- Analytics Platform Consulting and Client-side Implementation Support
- Workforce Management Assessment
- Pay/Scheduling Practice Standardization

CLIENT PROFILE

Large Pediatric
Teaching Hospital



Hospitals: 1



Employees: 4,400

WFM & HCM SOLUTIONS

- API Healthcare
- Workday

"Workforce Insight made the API Healthcare implementation seamless. We would not have met our implementation deadlines without their support."

- Senior IT Leader

"The Workforce Insight team brings outstanding professionals who provide unmatched customer service. They are subject matter experts with excellent communication skills in dealing with personnel at all levels."