

Workforce Management Scheduling Readiness Assessment

Optimize Scheduling for High-Quality, Cost-Effective Healthcare Delivery

Staff scheduling is a complex and dynamic challenge — especially in today's value-driven healthcare delivery environment. Kronos® Workforce Scheduler™ simplifies the process of generating best-fit schedules and maintaining appropriate staffing ratios while balancing patient census and workload with employee certifications, availability, and preferences. This clinically focused solution helps you proactively manage overtime and other premium pay, minimize fatigue and safety risks, and increase staff satisfaction to drive delivery of high-quality, cost-effective patient care.

Whether you currently rely on manual scheduling processes or use another automated scheduling system, it's important to embark on your Workforce Scheduler implementation with a clear vision for success. Start by asking yourself the following questions:

- Are scheduling practices consistent and fair across departments? Do we need to consider standardizing our practices?
- Do we currently use self-scheduling or do we plan to roll out this capability to the staff?
- Have we defined policies and procedures for self-scheduling, daily staffing, request submissions, and other scheduling tasks?
- Are we looking for proactive ways to reduce overtime and premium pay?

If you lack clear answers to these questions, the Scheduling Readiness Assessment can help. Delivered 30-60 days prior to implementation, this engagement is designed to evaluate your current policies, procedures, and goals, and to develop an actionable strategy for driving staffing and scheduling efficiencies using Workforce Scheduler. Kronos strategic advisors work with key stakeholders to identify and quantify opportunities to improve scheduling and staffing — taking into account your organization's unique culture, practices, and requirements — and strategically incorporate them into your implementation plan. They leverage rich domain expertise and best-practice knowledge gained from hundreds of customer engagements to help you achieve rapid time to value from your scheduling solution.



Key Benefits

- » **MAXIMIZE THE EFFECTIVENESS** of your Workforce Scheduler solution with an actionable strategy for success
- » **UNCOVER OPPORTUNITIES** for labor cost savings and staff performance improvements
- » **IMPROVE WORKFORCE PROCESSES** and productivity to drive better business outcomes — without compromising quality of care
- » **REALIGN THE WORKFORCE** with current business goals set by senior leadership
- » **GET EXPERT RECOMMENDATIONS** for successfully implementing your Workforce Scheduler solution

Scope and approach

The Scheduling Readiness Assessment, which is delivered through a combination of on-site and remote activities, examines your workforce management data and processes to gain valuable insights and assess overall effectiveness. Our strategic advisors start with a thorough review of your current scheduling and staffing processes, requirements, and goals to identify opportunities for optimizing your system configuration and business processes during the upcoming implementation. Our proven methodology helps set realistic goals and avoid inadvertent transfer of inefficient business processes to your Workforce Scheduler configuration.

Our simple but highly effective Scheduling Readiness Assessment methodology encompasses the following steps:

1. Conduct a predefined number of stakeholder interviews to explain the process, identify potential obstacles, and provide an opportunity for input
2. Review your existing scheduling processes, addressing such topics as centralized versus decentralized scheduling and staffing, self-scheduling, requests, call outs, filling open shifts, balancing schedules, coverage requirements, and other applicable considerations
3. Help you develop and document clearly defined and cohesive scheduling/staffing policies and procedures
4. Compile a findings document with actionable recommendations for implementing an optimal scheduling solution

Engagement deliverables

At the conclusion of your Scheduling Readiness Assessment, your Kronos strategic advisors will present their findings and outline actionable recommendations in an interactive workshop. They will work with your key stakeholders to gain agreement on strategies and tactics required to achieve desired results. In addition, they will work with the Kronos implementation team to incorporate the agreed-upon action plan into the implementation process and monitor progress from start to finish.

Typical duration

To help save you valuable time and effort, we designed our Scheduling Readiness Assessment to proceed as quickly and seamlessly as possible. Your Kronos strategic advisor typically devotes about 60 to 70 hours over the first 30 to 60 days of the pre-implementation engagement. An additional 10 to 16 hours of follow-up are delivered at designated intervals during the implementation phase.* Your key stakeholders should expect to spend six to eight hours on assessment-related activities over the course of the project.

**This time frame represents an average based on our experience with engagements of this type with Kronos customers. The duration of your engagement may vary.*

Client participation

Active client involvement, including executive-level sponsorship and support, is critical to a successful Scheduling Readiness Assessment. In addition to executive leaders, key client participants may include nursing leaders and staff from relevant groups in your organization.

Partner with the trusted leader

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos Services provides a wide range of strategic services that help customers achieve smart value fast and a rapid return on their workforce solution investment — all while delivering the experience they expect. Learn more at www.kronos.com/services. **Kronos: Workforce Innovation That Works™.**



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