

UKG for Health and Human Services

Deliver higher-quality care by increasing efficiency and boosting staff morale

Across health and human services (HHS) organizations, time-consuming manual processes hamper productivity, negatively impact staff morale, and take time away from direct patient and client care. Nurses spend more than 50 percent of their time on administrative tasks,¹ while caseworkers spend just 26 percent of their time with children and families due to overwhelming paperwork demands.² Insufficient staff-to-workload ratios exacerbate these problems, too often resulting in high rates of employee burnout and turnover.

UKG for Health and Human Services helps eliminate these time sinks by streamlining administrative processes and generating accurate, best-fit schedules for employees across the care continuum. Our unified workforce management solutions improve morale and engagement by enabling employees to focus more time on patients and clients — and less time on administrative tasks like scheduling and tracking time. In addition, the system makes it easy to create and manage optimal schedules that take into account employee skills, availability, preferences, and workload. Access to real-time and historical labor data helps drive smart decision making — even during crises and financial downturns — to better ensure that service quality consistently meets your constituents' demands.

Manage labor costs with automation and analytics

According to a recent Deloitte study, labor expenses make up roughly 50 percent of total operating costs for most health systems.³ UKG (Ultimate Kronos Group) helps maximize your labor spend with a fully automated solution that instantly captures actual time worked and applies complex work and pay rules to improve payroll accuracy and minimize compliance risk. Real-time visibility into time and attendance data empowers managers to spot potential issues and take immediate corrective action to keep labor costs in check. In addition, powerful analytics simplify cost reporting by unit to help you justify current staffing levels or make a case for new positions.

Key benefits

Capture and track time and attendance data to better control payroll costs

Accurately manage leave to help ensure sufficient staffing levels

Increase employee engagement with mobile and self-service tools

Simplify grant tracking and reporting to accelerate audit cycles

Mitigate compliance risk with standardized application of rules and policies



Simplify grant tracking and reporting

HHS organizations must be able to produce time- and-effort documentation quickly and efficiently in order to respond to audits and adhere to the federal government’s Uniform Grant Guidance requirements. After all, failure to do so could put at risk funding both for current grants and future applications. UKG workforce management solutions integrate seamlessly with existing human resources and finance systems, putting all required data at your fingertips. Easy access to critical reports helps mitigate compliance risk — and maximize grant fund usage — by reducing the time it takes to complete an audit cycle.



Minimize compliance risk for peace of mind

With manual or custom-coded systems, managing compliance and adhering to shifting labor laws and regulations — from FLSA and FMLA to mandated meal breaks and nurse-to-patient ratios — can be a daunting task. UKG solutions provide configurable pay rules and standardized policy application, which empower supervisors to manage by exception for reduced compliance risk. Automated tools and robust reporting make it simple for long-term care facilities to track employee time spent assisting clients to meet payroll-based journal reporting requirements. Consistent rule enforcement not only drives proper staffing levels for fewer employee grievances, claims, lawsuits, and fines, but it also minimizes the time and effort involved in monitoring compliance.

Increase employee engagement for higher retention

The national turnover rate for bedside registered nurses is 17.2 percent, costing organizations between \$40,300 and \$64,000 per person.⁴ The rates for certified nursing assistants and caregivers are even higher, at 31.9 percent⁵ and 82 percent⁶ respectively. By implementing an automated, standardized workforce management solution across the continuum of care, your organization can engage and empower employees like never before. UKG offers mobile and self-service solutions that enable nurses, caregivers, caseworkers, and other HHS employees to view schedules, swap shifts, request time off, and more — at any time, from any device. By giving staff greater flexibility and control over their own schedules, UKG solutions help improve work-life balance for higher job satisfaction, lower turnover, and better patient and client outcomes.



Accurate grant tracking, made possible with the Kronos solution, is projected to save the Wyoming Department of Health \$2 million in state funds — a critical benefit in light of budget deficits.

1 Michael Wong, 3 Ways Technology Can Help Nurses Spend More Time at Patients' Bedside, Physician-Patient Alliance for Health & Safety (May 29, 2013), found at <http://www.ppahs.org/2013/05/3-ways-technology-can-help-nurses-spend-more-time-at-patients-bedside/>.

2 Andrea Ball and Eric Dexheimer, Missed Signs, Fatal Consequences: Part 3, Austin American-Statesman (Jan. 13, 2015), found at <https://projects.statesman.com/news/cps-missed-signs/turnover.html>.

3 Deloitte Center for Health Solutions, Deloitte 2017 Survey of U.S. Health System CEOs: Moving Forward in an Uncertain Environment, at 14, found at <https://www2.deloitte.com/content/dam/Deloitte/us/Documents/life-sciences-health-care/us-lshc-deloitte-2017-survey-of-us-health-system-ceos.pdf>.

4 NSI Nursing Solutions, Inc., 2019 National Health Care Retention & RN Staffing Report (March 2019), at 1, found at <http://www.nsinursingsolutions.com/Files/assets/library/retention-institute/2019%20National%20Health%20Care%20Retention%20Report.pdf>.

5 Ibid., at 1.

6 Robert Holly, Home Care Industry Turnover Reaches All-Time High of 82%, Home Health Care News (May 8, 2019), found at <https://homehealthcarenews.com/2019/05/home-care-industry-turnover-reaches-all-time-high-of-82/>.