



Healthcare Workforce Management Optimization Strategies

Summary Results August, 2012



Observations and Conclusions

- *Filling open shifts and controlling labor costs top the list of workforce management challenges.*
- *Responders worry most about ensuring safe, high quality care and controlling labor costs, followed closely by employee satisfaction.*
- *Budget constraints are the the number one obstacle to improving workforce management.*
- *In assessing processes, responders see the most room for improvement in controlling labor costs and balancing schedules.*
- *Payroll and time & attendance are widely automated. Talent and acuity management are not – less than 20% of responders have automated these processes.*
- *No one workforce management solution dominates – several vendors hold about a quarter of the market. Most responders use more than one vendor.*

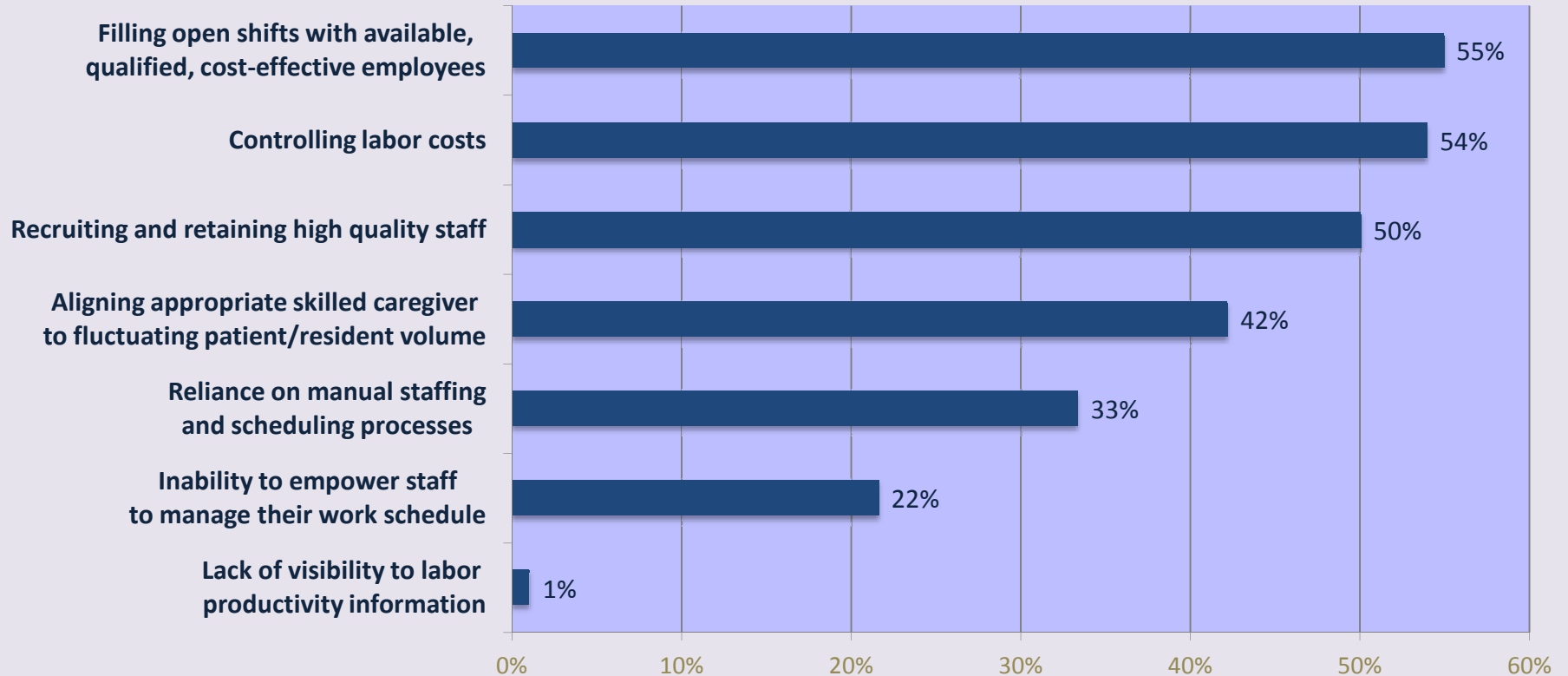


Program Overview

- *In July 2012, Gatepoint Research invited selected executives to participate in a survey themed **Healthcare Workforce Management Optimization Strategies**. Candidates were invited via email and 102 executives participated.*
- *100% of responders are at the Director Level or above with 66% at VP or CxO level.*
- *100% of responders participated voluntarily; none were engaged using telemarketing.*



What workforce management challenges do you face?

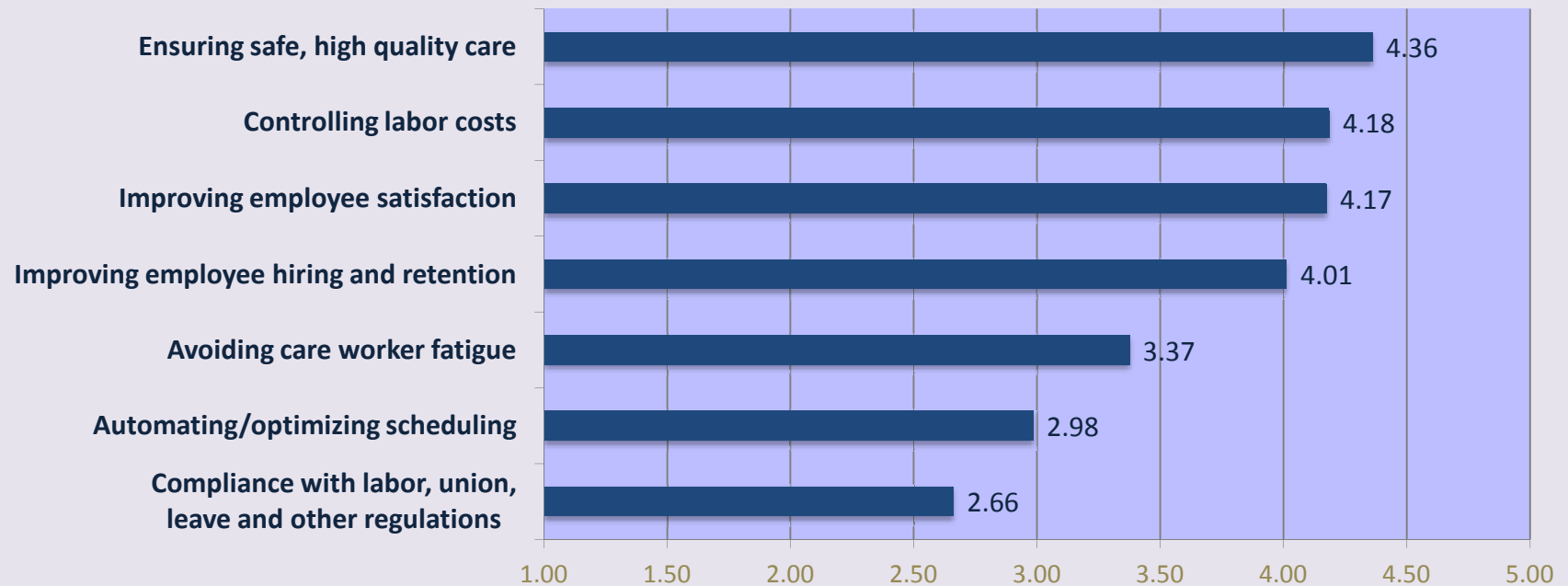


Filling open shifts and controlling labor costs top the list of workforce management challenges.



What workforce management issues most concern you in the coming 12 to 24 months?

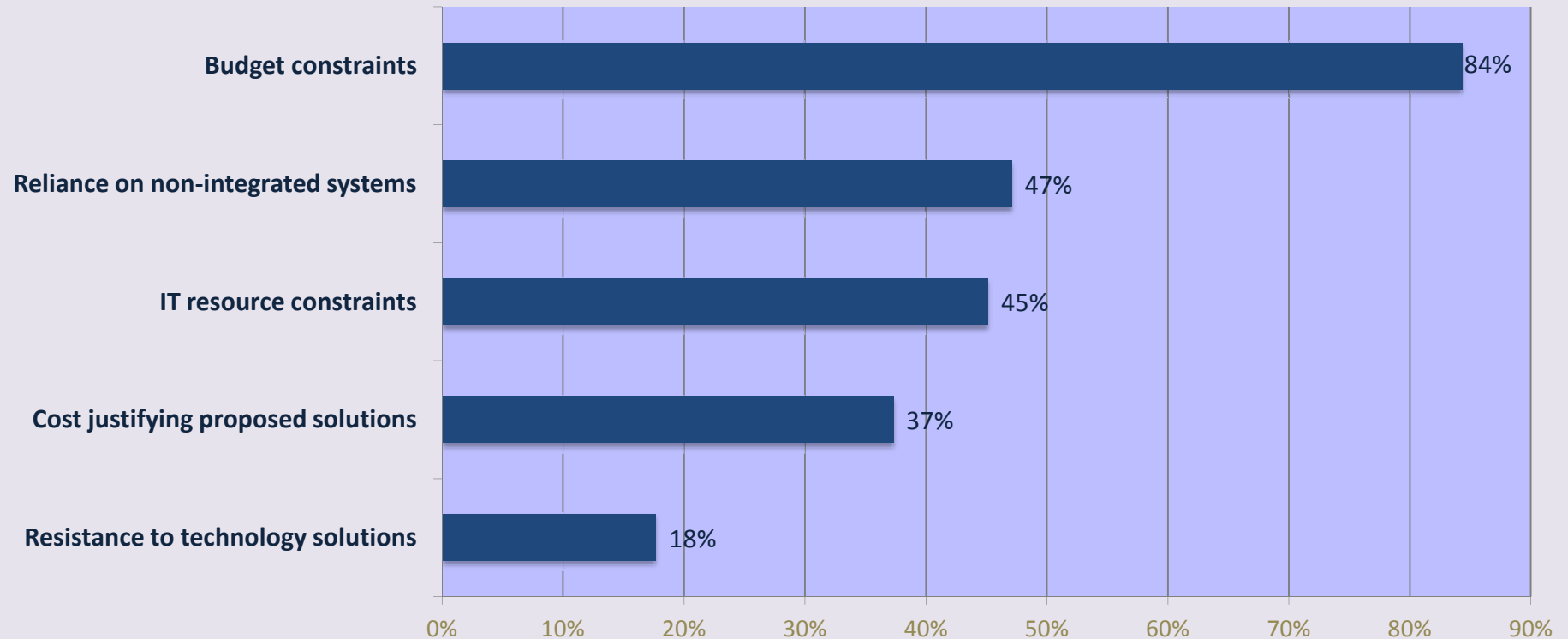
(Rate 1 to 5, 1 = least important, 5 = critically important)



Responders worry most about ensuring safe, high quality care and controlling labor costs, followed closely by employee satisfaction.



What obstacles does your organization face in improving workforce management?

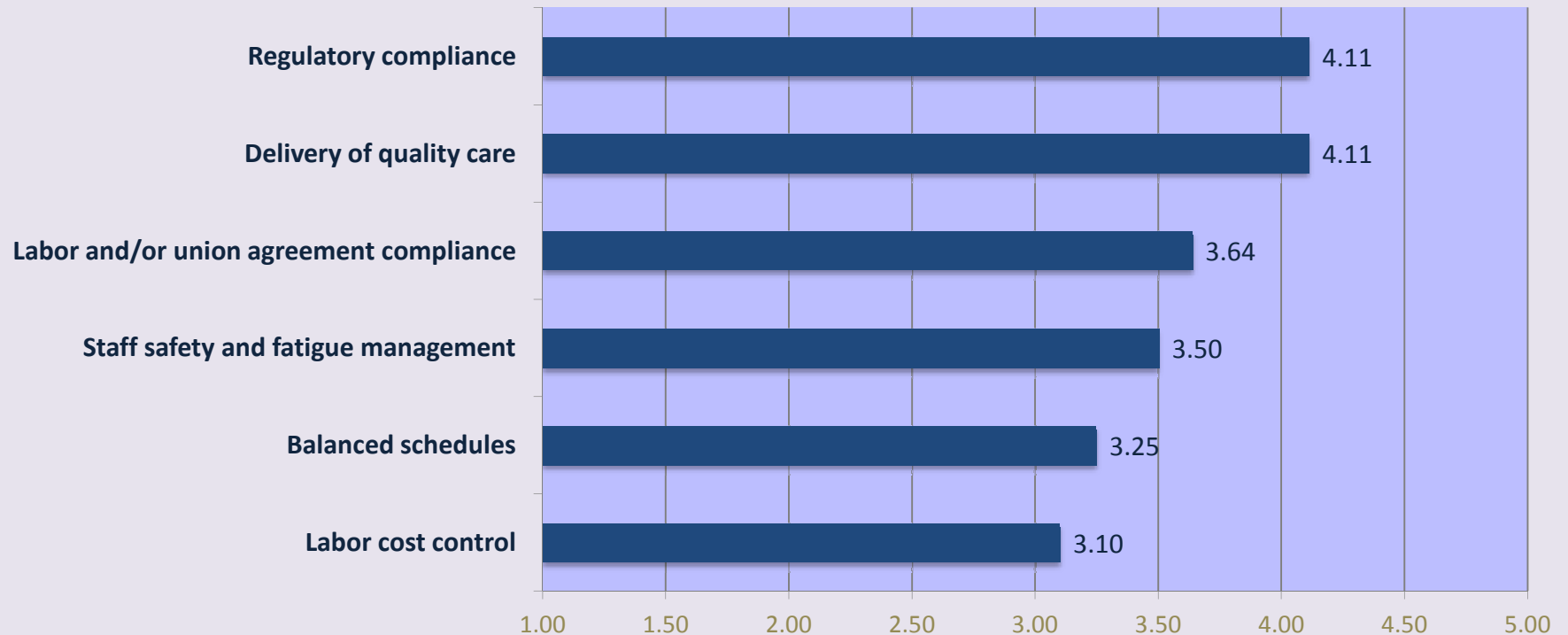


Responders report budget constraints as the the number one obstacle to improving workforce management.



How do you assess your current processes in the following areas?

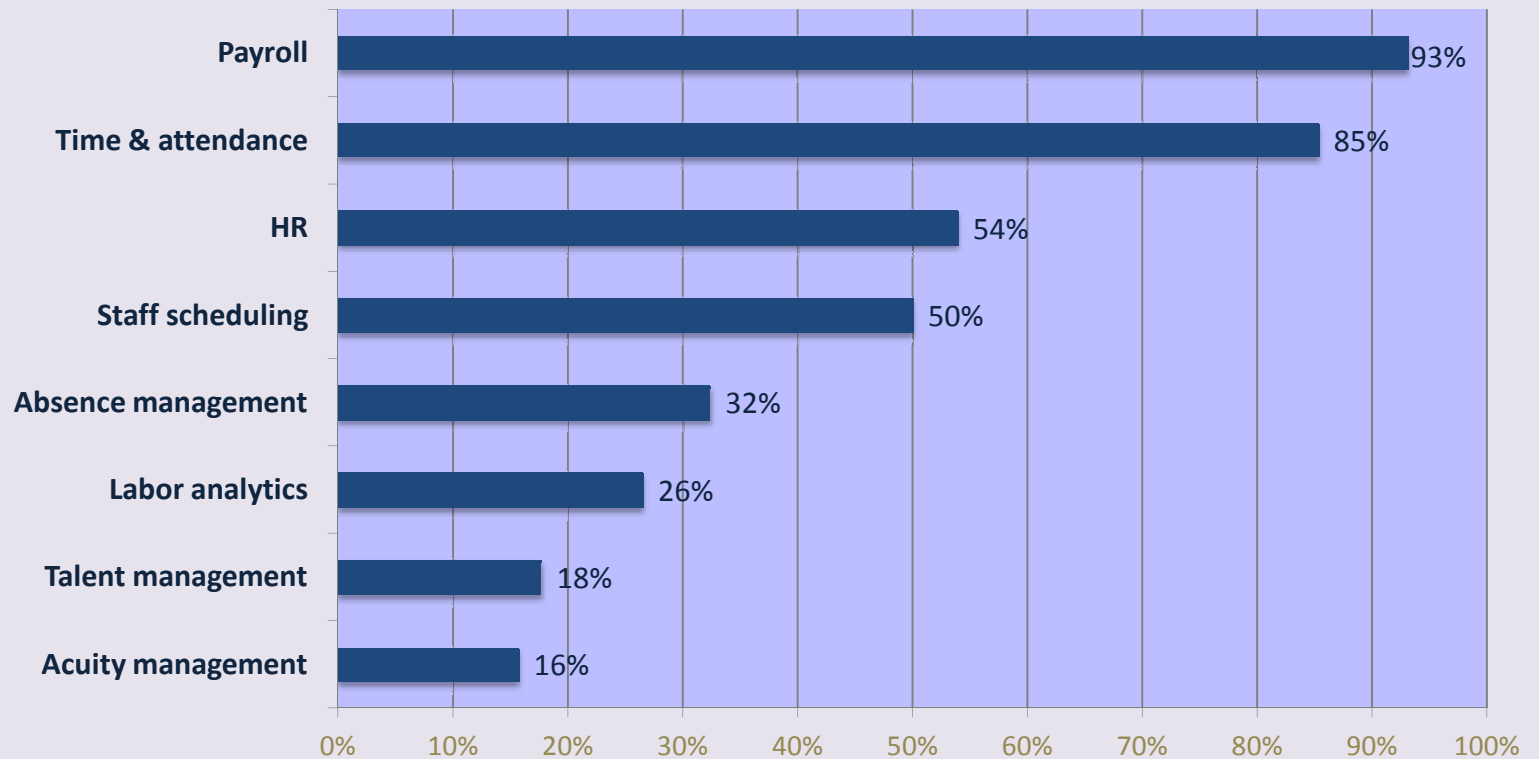
(Rate 1 to 5, 1 = unsatisfactory, 5 = exceptional):



In assessing processes, responders see the most room for improvement in controlling labor costs and balancing schedules.



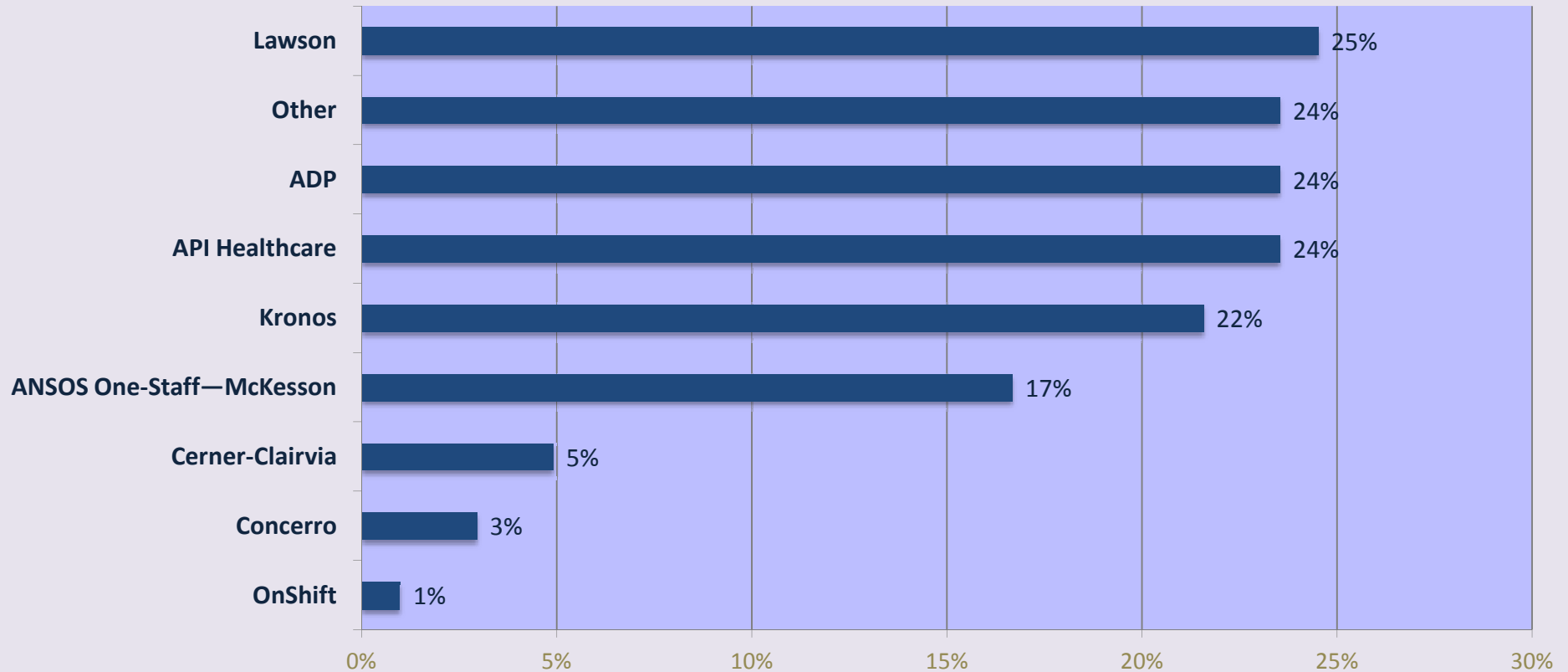
Which of the following workforce management processes are automated?



Payroll and time & attendance are widely automated. Talent and acuity management are not at less than 20%.



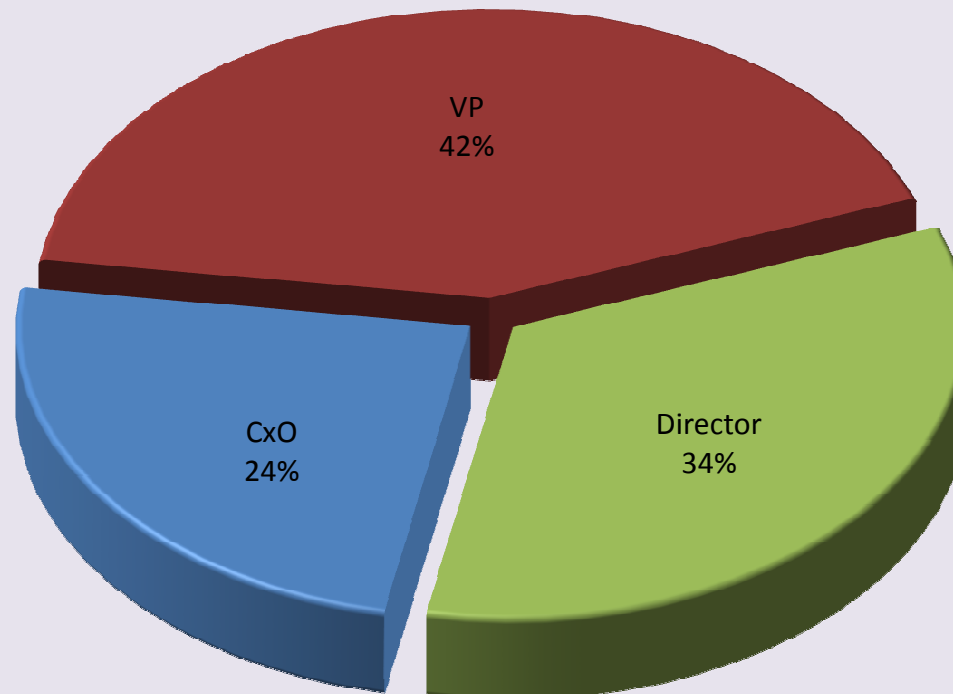
Do you use or plan to use workforce management solutions from the following vendors?



No one workforce management solution dominates – several vendors hold about a quarter of the market. Most responders use more than one vendor.



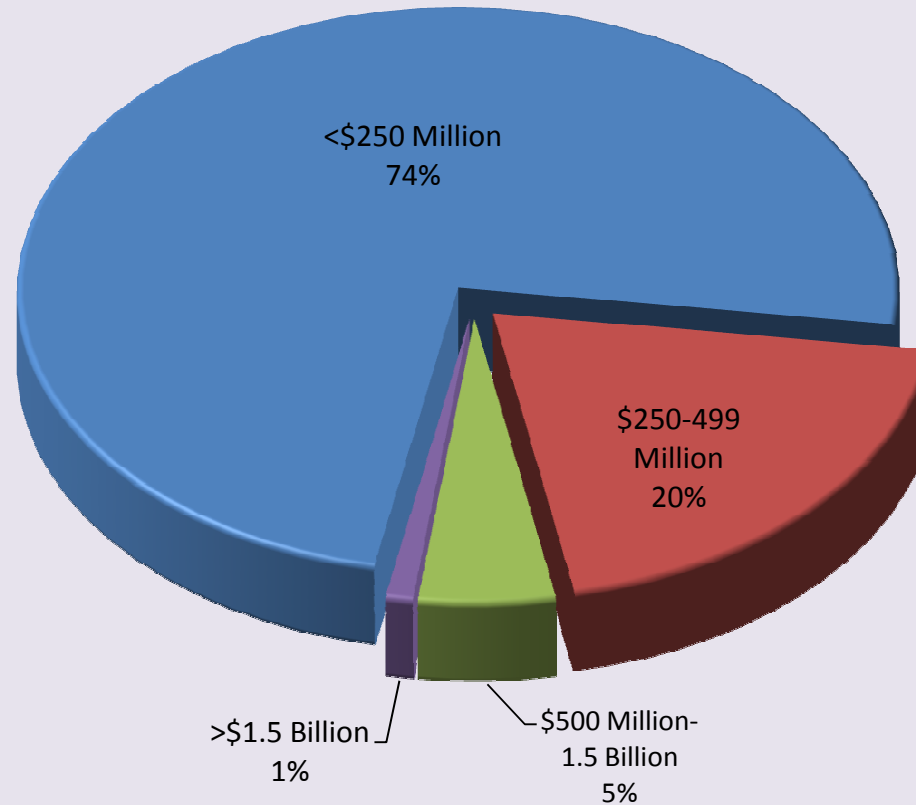
Profile of Responders: Job Level



66% of responders are at VP level or above.



Profile of Responders: Revenue



74% of responders have less than \$250 billion in revenue.



About KRONOS[®]

Kronos delivers the most advanced, clinically focused workforce management suite that enable healthcare organizations to control labor costs, minimize compliance risk, improve workforce productivity

For more information, visit <http://www.Kronos.com>