

Workforce Workload Manager for Healthcare Utilization Review

Achieve optimal staffing coverage for cost-effective, premium patient care

Your ability to effectively manage unit workload has a direct impact on the quality and continuity of patient care you deliver. Multiple factors, including patient workload, unit census, churn rate, and ever-changing legislative requirements, make it challenging for nursing leaders to create equitable, cost-effective staff-to-patient assignments. Workforce Workload Manager™ for Healthcare, part of the Workforce Scheduler™ for Healthcare solution, takes into account these frequently shifting factors to help nursing leaders schedule the ideal staff-to-patient ratio.

Workforce Workload Manager provides valuable insight to help your organization improve patient care — and the bottom line. To achieve positive patient outcomes, you not only need to staff the appropriate number of nurses for any given shift, but you also need to assign the right nurses to the right patients at the right time for continuity of care. The ability to align staffing to unit workload can also help you manage compliance, minimize safety risks, and drive better business results. But are you using Workforce Workload Manager to its fullest advantage to achieve your value-driven healthcare delivery goals? Start by asking yourself the following questions:

- Has our delivery of care changed due to reorganization or onboarding of new unit/department leaders?
- Have we recently undergone skill-mix changes or in-house restructuring?
- Do we have existing workflows and processes that could be automated or streamlined?
- Is user adoption of our UKG system a concern?
- Are we able to leverage the information in Workforce Workload Manager to support our business needs?

Key benefits

Assess and understand the current state of your Workforce Workload Manager system

Validate workload measures for staffing and continuity of care

Create balanced patient assignments that reflect equitable staff workload, skills, and competencies, and patient demands for care

Identify opportunities, challenges, and risks associated with changing industry standards and practice requirements

Gain best-practice insights for better leveraging Workforce Workload Manager to support patient care objectives and business goals

Whether you lack clear answers to these questions or simply wish to evaluate the impact of recent changes on your organization, the Workforce Workload Manager for Healthcare Utilization Review can help. Performed on site or remotely, this annual evaluation helps determine how effectively you're using the solution to support your care objectives and business goals. Kronos strategic advisors analyze how your clinical labor supply aligns with patient demands for care. They look for signs of acuity creep, review compliance requirements, and evaluate process consistency and staffing decisions. Based on their findings, they will make best-practice recommendations for optimizing system utilization, improving process execution, and increasing user adoption so you can realize greater value from Workforce Workload Manager for Healthcare. With the optional Chart Review add-on, advisors coordinate facility staff to examine patient charts and compare how workload levels recorded in Workforce Workload Manager align with actual charting. Based on the Chart Review findings, advisors make expert recommendations for driving improvement.

Scope and approach

UKG strategic advisors kick off the engagement with a system configuration review before compiling key data and identifying both strengths and opportunities for improvement in your staffing approach. They will pull 60 days' worth of data and perform a compliance analysis for patient assignments, patient workload, census projections, and more across all departments. At the end of the engagement, your strategic advisors will document and present their findings — complete with unit- and department-specific detail — either on site via individual unit meetings or remotely to a core group of stakeholders.

A Chart Review add-on engagement is available for organizations interested in an inter-rater reliability analysis to understand how workload levels recorded in Workforce Workload Manager compare with actual patient charting. The Chart Review option augments the Workforce Workload Manager for Healthcare Utilization Review with additional workload management insights and process improvement recommendations based on detailed Workforce Workload Manager statistics.

Typical duration

The Workforce Workload Manager for Healthcare Utilization Review can take anywhere from 12 to 32 hours,* depending on the number of participating departments** and whether you choose the add-on Chart Review option. Kronos recommends establishing the Utilization Review as an ongoing annual exercise to help ensure your Workforce Workload Manager system remains aligned with your patient mix, standards of care, and evolving practice conditions.



Engagement deliverables

At the conclusion of the engagement, your Kronos strategic advisors will present a detailed Utilization Review report that includes:

- Complete analysis of the current state of your Workforce Workload Manager system, including an overview of any identified challenges and risks in your existing processes and validation of workload measures for staffing and assignments
- Process change recommendations related to your Workforce Workload Manager system aimed at producing the most effective and equitable outcomes for patient care and staff workload
- Additional UKG system functionality recommendations

Client participation

Active client involvement, including granting access to Kronos production environments, assigning a dedicated executive sponsor, and identifying department-lead and stakeholder participants, is critical to a successful Workforce Workload Manager for Healthcare Utilization Review. All designated stakeholders should have an in-depth understanding of your organization’s labor management process and participate in the findings presentation and debrief discussion. Chart Review add-on engagements require an additional preparatory period and an extended time commitment on the part of key participants.

Partner with the trusted leader

UKG 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.

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

*** Custom timelines are available for organizations that wish to include 37 or more departments in a Workforce Workload Manager for Healthcare Utilization Review or 21 or more departments in a Workforce Workload Manager for Healthcare Utilization Review plus Chart Review offering.*



Our purpose is people

At UKG, our purpose is people®. As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what’s possible when businesses invest in their people. One of the world’s leading HCM cloud companies today, UKG and our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people helps more than 80,000 organizations around the globe and across every industry anticipate and adapt to their employees’ needs beyond just work. To learn more, visit ukg.com.