



Workday Human Capital Management for Healthcare

The healthcare industry has undergone dramatic changes in recent years, with widespread industry consolidation, evolving business models driven by reform, and a shift from fee-for-service to value-based reimbursement. All of this requires that healthcare providers become more agile, efficient, and adaptive. In addition, finding and keeping the right clinical and nonclinical talent has never been more critical. Unfortunately, many healthcare providers do not have the right technology to meet these challenges.

Traditionally, 60 to 65 percent of a hospital's operating expenses are headcount, and legacy ERP systems offer very limited views into a healthcare organization's costs. Workday Human Capital Management (HCM), however, is designed for the way healthcare works. It provides workforce and operational insights that help drive growth. Workday HCM offers a single cloud-based system for all stages of the employee lifecycle, from recruiting and onboarding to succession planning and retirement—all of which support the goal of attracting, hiring, and retaining the right talent. And by developing the best healthcare professionals, providers gain a competitive advantage—measured in financial results, patient satisfaction, and clinical outcomes.

Manage and Develop Your Workforce

Workday HCM provides real-time visibility into headcount, workforce plans and costs, and performance. It is the only enterprise application that unifies human resources, benefits, talent management, payroll, time and absence, recruiting, learning, and planning.

Workday HCM can help you manage the complexity and diversity of employees, volunteers, and contingent workers, including both hourly and salaried workers that often have roles across multiple locations. You can track requirements such as skills and education needed for staff management and career planning. Workday also provides self-directed career experiences to encourage your employees to develop a long-term career strategy.

Designed to Adapt and Scale with Your Organization

Workday is built with change in mind. As your business circumstances and requirements change—including organizational structures, business-process rules, staff assignments, and reporting priorities—you can quickly implement these changes and see them updated immediately in Workday.

Key Product Areas

- Human Resource Management
- Compensation
- Benefits
- Talent
- Recruiting
- Payroll
- Time and Absence Management
- Learning

All are fully unified with other Workday products such as Workday Financial Management, Workday Planning, and more.

Key Benefits

- Gain a more complete picture of your entire workforce—clinical and nonclinical
- Understand your total people cost, including contingent labor
- Empower employees through self-service, freeing up more time for patient care
- Easily configure the system for your specific healthcare provider workforce needs
- Take action at the point of decision

Workday lets you establish enterprise consistency but allows for local variation across regions, hospitals, clinics, or job profiles. For example, for each employee and position, you can track educational license and certification requirements and renewal deadlines. You can also track variations in compensation such as shift and other pay differentials for nurses.

Employees can manage health benefits, insurance, spending accounts, health savings accounts, retirement savings plans, flex plans, and additional benefits from a single unified system through a browser or mobile device. Benefit providers can be automatically updated with employee changes.

Cultivate the Right Talent

Workday gives you the tools to improve how you manage, develop, align, and reward your employees. With simplified onboarding, new employees get a positive first impression while also reducing administrative costs by helping new workers quickly assimilate into the organization. Once onboard, Workday helps healthcare organizations manage meaningful and transparent goals that align the workforce, helping to create more engaged and motivated employees and improve patient care.

Career planning capabilities can help employees take greater control of their careers by giving them the insight and tools to move ahead—including the ability to see where the next opportunity might be—while real-time insight into the performance and development needs of staff helps providers improve patient satisfaction and quality of care.

“We need to not only be efficient and effective in what we do, but we also have to look carefully at our costs, and technology’s one way to help keep costs down.”

—Matthew McElrath, CHRO,
University of Southern California

Recruit the Right Candidates Faster

Workday Recruiting helps healthcare providers achieve true visibility across the entire talent-acquisition process and acquire the best clinical and nonclinical talent—both of which are critically important in times of staff shortages and increased competition. Workday Recruiting gives your hiring team more configurable workflows and a positive candidate experience, enabling better collaboration to accelerate the hiring process. And it allows hiring managers to provide either a self-service or concierge experience when recruiting all types of staff, including physicians.

Pay on Time and Accurately

Workday Payroll is designed to address the full spectrum of enterprise payroll needs, offering complete control over payroll processes, data, and costs. A powerful calculation engine supports unlimited pay groups and pay runs. Healthcare payroll departments can retrieve and act on payroll data immediately to recalculate payroll as many times as needed. Built-in analytics supports both operational reporting and exception-based audits.

Workday also makes it simple for your payroll department to integrate with third-party payroll providers. Customers can use prebuilt integrations from Workday partners who build, maintain, and update them.

Capture and Track Employee Time

Workday Time Tracking provides a simple user experience that allows employees to check in and out via time clocks, or enter time from a mobile device or web browser. By enhancing visibility into time, organizations can reduce labor costs, minimize compliance risks, and increase worker productivity.

For healthcare providers with advanced scheduling needs, Workday interfaces easily with your preferred workforce scheduling and time system to ensure employees can easily record their time and get paid accurately.

Unprecedented Organizational Insight

Built-in analytics decreases the time and effort of deployment by providing information that addresses key business issues faced by HR, such as questions ranging from workforce planning, retention, and diversity to pay-for-performance, compensation, and payroll-cost analysis. Leaders across the organization, from the chief nursing officer to the chief financial officer to clinical department heads, will all have a single version of the truth in terms of performance, budget, and costs. By providing insight into the cost, capabilities, and quality of your people, you can optimize your resources and define the right strategies to achieve your organization's goals.

In addition, healthcare organizations can use Workday analytics capabilities to combine Workday data with multiple non-Workday data sources. For example, benchmark data, patient satisfaction scores, or other external data can be loaded and combined with employee performance or productivity data to deliver additional insight.

A Modern Platform for Continuous Learning

Learning is built into the fabric of Workday, providing customers with a single system to cultivate their workforce, close talent gaps, and measure learning initiatives against financial outcomes. Taking advantage of rich data from Workday HCM, Workday Learning offers an intuitive, meaningful learning experience that knows the learner and recognizes where the individual sits in the employee lifecycle—whether it's an employee's first day on the job, a new manager, or someone cultivating expertise in a current role.

“Associates entering today’s workforce will expect modern technology, and we wanted to provide a best-in-class system that will help them be more efficient and effective in their jobs. Ultimately, we want to enable the health care professional to focus even more on the people they serve.”

—Blair Lake, Vice President of Human Resources,
System Administrative Services, LLC, CHS of Georgia

Future-Proof

The cloud-based system in Workday enables you to grow and adapt over time. The technology platform lets you easily configure and automate your applications to meet your organization's evolving needs, and you can quickly change or add structures like service lines or locations as your organization grows. It's flexible without any additional costs, even after deployment. And with updates delivered automatically, you're always on the latest version. Workday HCM continually delivers new customer-requested features and technology so you're ready for whatever comes next.



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