



RIZING

Optimizing employee experience in the healthcare sector

How a human capital management solution from Rizing can help your healthcare organization unlock vital efficiencies and transform the experience for your employees.

The COVID-19 pandemic has left its mark on healthcare organizations around the world. Hospitals and other institutions have been left ravaged by the sudden surge in patient numbers, as well as the associated shortage of equipment and, most importantly, the lack of skilled and trained staff.

Alarming, the pandemic has also exposed the lack of overall digital transformation in the sector, with many institutions still operating using dated, manual technology to manage their overall employee experience.

For many healthcare workers, especially those at the frontline of patient care in hospitals, the last two years have been extraordinarily challenging. Now, healthcare organizations are in a situation where they need to prioritize employee experience more than ever before.

In this eBook we explore some of the core challenges that relate specifically to employee experience in healthcare, and explain how a solution from Rizing can help.

Why employee experience matters in healthcare

A positive experience for healthcare workers is generally reflected in better job performance, increased discretionary effort and higher retention:¹



Healthcare workers with low employee experience scores are

2x likely to leave an organisation.²



Healthcare workers with high employee experience scores are

31% more likely to put in discretionary effort.

10% more likely to report high levels of job performance.³

In this eBook:

Challenges for
healthcare

How to innovate
with technology

Why Rizing?

Is your employee
experience up to scratch?

Success story: Carolinas
HealthCare System



Challenges for healthcare

Across the globe, the last two years have been extraordinarily challenging for the healthcare sector as a whole.



Shortage of skilled staff

The COVID-19 pandemic has stretched hospitals and other healthcare institutions around the world to their limits. The shortage of available, qualified healthcare professionals has seen many existing employees working unfairly long shifts, with certain departments struggling to employ and retain workers with required levels of training and experience. This lack of available workers has a clear flow-on effect in terms of patient outcomes.



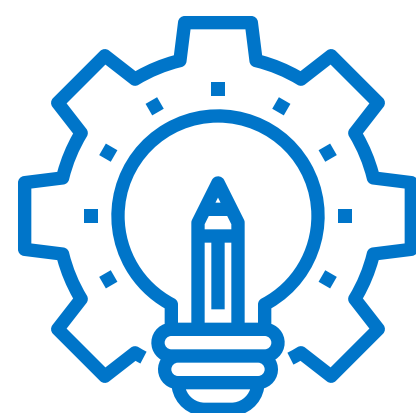
Staff rostering

Whether in a hospital, a general practitioner's office, or a specialist clinic, scheduling and staff rostering plays an extremely important role. Ensuring that the right staff are assigned the right shifts, with the best combination of colleagues, can be a complex and difficult task – and one that's hard to manage manually. Yet many hospitals are still relying on dated and overly manual systems for rostering and scheduling, which is creating inefficiencies and affecting the overall employee experience.



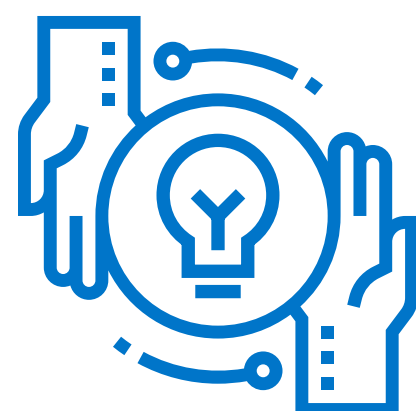
Payroll

Healthcare is also a very complex sector when it comes to payroll. Many healthcare workers are employed on a contract and shift basis, and there are also many different EBAs, awards with payment tiers, and structures that need to be adhered to. The salary for more junior contractors, such as residents, may also be directly tied to a specialist that they report to. Unless a healthcare facility has data-led tools to manage this complexity, it's very easy for inefficiencies to creep in, and for it to impact the experience of individual healthcare workers. If a healthcare worker frequently has issues with their pay, it's a valid reason to seek employment elsewhere.



Learning and development

Healthcare workers must meet certain mandatory training and development requirements to ensure that their skills and knowledge remains current – and that they’re delivering the best possible care. However, many healthcare institutions simply lack quality, online tools for learning and development to further enhance the skills and capabilities of their people. As a result, many healthcare workers simply don’t end up doing anything beyond government-mandated training and development. Similarly, checks that workers have necessary qualifications for a certain role are often performed manually, with records retained by the human resources team.



Onboarding and knowledge transfer

Healthcare organizations have complicated organizational structures where the HR department is responsible for recruiting candidates, but each department manages its own hiring procedures. Added to this is the complexity of different personnel – for example, volunteers compared to full-time staff – requiring different onboarding experiences. This creates inconsistent hiring processes that vary from department to department and result in poor candidate experiences that negatively affect the organization’s brand image. Additionally, as a heavily regulated industry, hiring is long and tedious with complex screening processes involving multiple state and industry-mandated tests as well as detailed background checks.



Healthcare employees who experience a sense of belonging, purpose, achievement, happiness and vigour perform at higher levels and are more likely to contribute ‘above and beyond’ expectations. They are also less likely to quit.

IBM, Smarter Workforce Institute⁴



Is your employee experience up to scratch?



Flexibility

Do you support flexible, hybrid ways of working?



360° view

Do you have end-to-end HR software in place?



Payroll

Is your payroll operation smooth and efficient?



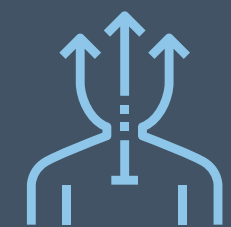
Learning and development

Do you encourage continual learning?



Incentives

Do you support pay for performance?



Support for growth

Do you enable continuous performance management?



Leadership

Are you building a generation of future leaders?

How a modern technology solution can help

When it comes to the employee experience, there is a very real need for businesses to move away from HR solutions that are simply focused on payroll and employee administration, towards more robust, data-led solutions that support the employee experience at every step.



Key features to prioritize for healthcare

Features to attract and retain staff

Given the shortage of available staff, your HR software needs to support you in processing both new and internal applicants quickly and efficiently, while also helping you attract the right talent to your recruitment funnel. This means including features for recruiting marketing (for attracting and engaging top talent), recruiting posting (for seamless posting to job boards) and recruiting management (for selecting and hiring the best candidates) to drive better results.

Automated and efficient scheduling

In healthcare, being able to effectively roster and schedule staff is of vital importance – and critical to your employee experience.

80% of healthcare workers report a more positive experience when their work schedule is flexible enough for them to meet family/personal responsibilities.⁵

A modern HR solution should help you streamline the scheduling process and automate

as much as possible. This also has an important flow-on effect in terms of patient outcomes.

Payroll and compliance

It's not uncommon for healthcare organizations to waste tens of thousands of dollars every month addressing administrative or compliance issues to do with HR management or payroll.

In fact, typical error rates are between

1% to 8%

of total payroll when companies do not use robust payroll solutions.

Also, even though the cost for non-compliance can be significant, most companies underestimate the level of risk they currently hold by using dated payroll software. Instead, a modern solution should be based on accurate, automated and centralized data. It should also be compliant across multiple countries and jurisdictions.

End-to-end experience

Many HR solutions serve merely as filing cabinets for record-keeping, with no business impact. Siloed from talent, they prevent organizations from making workforce decisions based on a 360-degree view of the employee. They also feature primitive analytics that provide minimal insights into the workforce and no support for workforce planning. Ideally, your HR software should offer a central view of your healthcare workers, with support for qualifications and certifications, personal data, time off and payroll data with full employee lifecycle process support. It should also help you digitize and simplify your processes to improve efficiency, while ensuring compliance with relevant legislation.

Support for continual learning

Ensuring your healthcare workers can continually develop and grow their skills is essential for compliance as well as staff retention. It's also important in ensuring you are delivering quality services and products, and ensuring everyone is aware of, and committed to meeting, relevant legislation and requirements. A modern HR solution should enable employees to develop new skills, share ideas, and gain insights, making

them more motivated and productive. It should support formal, compliance-related training, as well as informal, self-directed training, mobile learning and extended enterprise training.

Drives career succession and development

Having the right people in the right place to effectively execute on your strategy is quite a challenge. While HR needs to ensure that current leaders are in place and working effectively, it is equally critical to ensure a healthy pipeline of future leaders who are recognised, mentored and developed early to support company strategies.

81% of healthcare workers report a more positive employee experience when they receive feedback on their work performance.⁶

Carolinas HealthCare System: Supporting a culture of engagement

Carolinas HealthCare System is one of the most comprehensive public, not-for-profit systems in the USA, with 3000 physicians and 900 care locations in the Southeast supporting around 12 million patient interactions every year.

To help all employees promote the organization's mission to improve health, elevate hope and advance healing, Carolinas HealthCare System is using SAP SuccessFactors HCM Suite for everything from recruitment to continuous learning and development.

Using the solution, the HR team empowered to look for new opportunities and synthesize data for better outcomes, and employees are empowered to actively engage in their futures.



It was the first time I had a complete platform of information regarding our workforce. SAP SuccessFactors gave me a platform that was easily accessible, understandable, and brought together the entire human resources team.

Debra Plousha Moore, Executive VP, System Chief of Staff





Ensuring a positive
employee experience:
a checklist

FLEXIBILITY

Do you support flexible, hybrid ways of working?



Challenge:

According to a recent KPMG survey, the top three priorities for employees post COVID-19 are: increased flexibility (41%), option to work remotely (39%), and more frequent communication (34%).⁷



Solution:

Updating your HR processes and policies to support a remote workforce, and providing the technology that people need to work reliably and efficiently from anywhere, at any time.

360-DEGREE VIEW

Do you have end-to-end HR software in place?



Challenge:

Many HR solutions serve merely as filing cabinets for record-keeping and are siloed from talent; preventing companies from making workforce decisions based on a 360-degree view of the employee.



Opportunity:

Investing in HR software that offers a central view of your employees, with support for organisational data, personal data, time off and payroll data, with full employee lifecycle process support.

PAYROLL

Is your payroll smooth and efficient?



Challenge:

Employees can very quickly become frustrated when their pay is inaccurate, or when errors occur. In fact, typical error rates are between 1 to 8% of total payroll when companies don't use robust payroll solutions.



Solution:

A modern, end-to-end people management solution based on accurate, automated and centralised data that is compliant across multiple countries and jurisdictions.

LEARNING AND DEVELOPMENT

Do you support continual learning?



Challenge:

Ensuring your employees can continually develop and grow their skills, and that everyone in your business is aware of, and committed to meeting, relevant legislation and requirements.



Solution:

Modern HR technology that enables employees to develop new skills, share ideas, and gain insights, making them more motivated and productive. Ideally, it should support formal, compliance-related training, as well as informal, self-directed training, mobile learning and extended enterprise training.



INCENTIVES

Do you support pay for performance?



Challenge:

Employee compensation is the largest expense for most companies, yet compensation planning that relies on e-mail and spreadsheets can be error-prone, unsecure, and unproductive.



Opportunity:

A modern HR solution to help business leaders, compensation managers, and HR professionals dramatically improve budget accuracy and reduce risk, by providing data to help managers determine who is truly high-performing and reward them appropriately.

SUPPORT FOR GROWTH

Do you enable continuous performance management?



Challenge:

If your talent is not aligned to your desired outcomes, you risk not delivering the results required. Performance being measured yearly or twice yearly is a practice that is fast being phased out, as the focus shifts to providing team members with continuous, meaningful feedback and coaching.



Solution:

Modern software that enables managers to align employee activities with organizational strategy and monitor the performance of achieving those goals.

LEADERSHIP

Are you building a generation of future leaders?



Challenge:

While HR needs to ensure that current leaders are in place and working effectively, it is equally critical to ensure a healthy pipeline of future leaders who are recognized, mentored and developed early to support company strategies.



Solution:

Modern HR software that helps HR professionals identify and develop the talent needed to improve organisational strength and achieve today's business goals, while providing visibility and planning for future growth.



How can Rizing help?

Rizing is a leading SAP services and solutions firm with deep human capital management experience. We help healthcare organisations accelerate their digital transformation by providing best-practice HR technology based on SAP SuccessFactors, which supports the full employee lifecycle.

Find out more

Need to evolve your healthcare organisation's human resources technology? Request an assessment and industry benchmark from our expert team.

RIZING

1-6. IBM, The Employee experience of healthcare workers, [online], <https://www.ibm.com/downloads/cas/QNWEQWEP>

7. KPMG, Embedding new ways of working, [online], <https://home.kpmg/au/en/home/insights/2020/08/embedding-new-ways-working.html>

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