Kronos Workforce Workload Manager for Healthcare

Align staffing needs with demand for care in real time

In today's dynamic healthcare environment, managing unit workload is a complex and ongoing challenge. Nursing leaders must take into account each patient's unique care needs as well as current unit census, contact census, churn rate, and legislative staffing requirements to allocate clinical labor effectively. Then, as patient volume fluctuates or level-of-care intensity changes, leaders need real-time visibility to rebalance staff and maintain optimal coverage levels. Given these ever-changing factors, how can nursing leaders create cost-effective staff-to-patient assignments that improve employee satisfaction while supporting safe, high-quality patient care?

Kronos® Workforce Workload Manager™ for Healthcare can help. Available as part of the Workforce Scheduler™ for Healthcare suite of offerings, Workload Manager assists nursing leaders by matching demand for care to the clinical-labor supply. This proven solution measures each patient's level-of-care intensity to quickly compile total workload, validate staffing levels, and generate balanced, equitable patient assignments for review and approval.

Equitably distribute workload based on patients' unique care needs

Patient classifications coupled with real-time census information give nursing leaders the data they need to proactively manage staffing needs. Using defined guidelines to accurately represent the unique patient population on each unit, Workload Manager automates individual patient-classification levels through integration with electronic medical records (EMRs). A real-time HL7 interface continuously evaluates patient classifications to provide current, reliable data for workload quantification. Nursing leaders can engage and apply their professional judgment to override individual classifications by exception, as needed, to capture holistic patient care needs.

In addition, Workload Manager integrates seamlessly with ADT (admissions, discharges, transfers) systems to present current unit census, contact census, and patient flow as well as staff members who are scheduled and available to care for patients. Workload Manager allows nursing leaders to evaluate and staff the oncoming shift quickly and accurately — using real-time workload and census data — to control supplemental labor costs and minimize compliance risk.

Assign the right nurse to the right patient for high-quality care

Taking into account unit geography, employee skills and certifications, and continuity of care, Workload Manager automates the distribution of patients among your staff, reducing the time required to create fair, balanced, and safe assignments. Nursing leaders can evaluate assignments at a glance and make adjustments to minimize overstaffing or understaffing that can put budgets or patients at risk.

Key Benefits

» **PROACTIVELY MANAGE STAFFING NEEDS** based on patient level-of-care intensity, census, and churn rate

» **AUTOMATE SAFE, EQUITABLE WORKLOAD DISTRIBUTION** for improved patient and staff satisfaction

» **CREATE BALANCED PATIENT ASSIGNMENTS** that reflect staff workload, competencies, and continuity of care

» **EVALUATE AND STAFF THE ONCOMING SHIFT** to provide quality patient care and meet HPPD and $PPD targets

» **SUPPORT COMPLIANCE** with staffing ratio, legislative, and disclosure requirements and maintain auditable records

Increase staff engagement, satisfaction, and retention rates

Workload Manager helps nursing leaders create optimal patient-staff assignments for fair, safe, and balanced workload distribution. Proactive management of staffing needs also helps improve the predictability of work schedules, resulting in fewer last-minute calls-in and calls-off. Driving better schedules that reduce risk of stress and fatigue, Workload Manager can help create a more positive work environment for increased staff engagement, satisfaction, and retention rates. In addition, by informing effective staffing decisions shift by shift, Workload Manager supports your organization's journey to Magnet Recognition® for nursing excellence and high-quality patient care.

Minimize compliance risk and maintain auditable records

With its data-driven approach to workload distribution, Workload Manager helps your organization meet staff-to-patient ratio, legislative, and disclosure requirements for improved compliance. The solution also supports improved performance in Core Measures and HCAHPS metrics related to patient satisfaction, which can impact Medicare funding under the Affordable Care Act.

About Kronos

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos for Healthcare provides advanced, clinically-focused workforce solutions designed to support the creation and management of a highly engaged workforce. More than 3,500 acute care hospitals and 18,000 post-acute care organizations representing the entire continuum of care use Kronos to improve consumer satisfaction, support the provision of quality care, and grow healthcare delivery powered by great people. Learn more about Kronos healthcare-specific time and attendance, scheduling, absence management, HR and payroll, talent management, labor analytics, productivity management, workload management and forecasting applications at kronos.com/healthcare. **Kronos: Workforce Innovation That Works™.**

Workload Manager automates the distribution of patients among your staff, reducing the time required to make fair, balanced, and safe assignments. Workload Manager classifies each patient according to his or her level-of-care intensity. It then automates the process of assigning the right nurse to the right patient, accounting for continuity of care, skills and certifications, and unit geography. Using the nurse's professional judgment, Workload Manager allows for an assignment override quickly and efficiently.

Workforce Innovation That Works™

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