KRONOS®

for Healthcare

Long-Term Care

Seeking a Long-Term Cure for What Ails You?

Discover the Workforce Management Remedy That Helps You Deliver Cost-Effective, High-Quality Care

"Kronos helps us be more fiscally responsible for the money we spend on patient care and staff. We know we're paying people correctly and consistently, and we've reduced our potential liability."

Valerie Herl, Vice President of Business Operations
Pikes Peak Hospice & Palliative Care

## Four Reasons | You Need Kronos for Long-Term Care

LABOR COSTS YOU. Labor costs for long-term care (LTC) facilities can easily get out of control with round-the-clock staffing and the shift differentials needed to ensure appropriate coverage. To avoid turning to expensive alternatives such as ineffective use of internal staff, dependence on agencies, and overtime usage, you need real-time information on the most qualified and cost-effective staffing.

COMPLIANCE IS NOT OPTIONAL. It is nearly impossible for LTC facilities to comply with complex and shifting labor regulations through custom-coded applications or manually. The growing emphasis on employee and resident safety — especially given the increased focus on comparative quality measures such as the American Healthcare Association's Quality First initiatives and the CMS Five-Star Quality Ratings — further intensifies this challenge.

A PRODUCTIVE WORKFORCE IS CRUCIAL. Painful administrative tasks, high turnover, vacancies and absenteeism, and poor staffing practices all conspire to negatively impact your staff's productivity and morale. You need a reliable, automated system that helps you hire and deploy the right number of properly skilled workers to each unit and shift while eliminating repetitive administrative tasks from day-to-day operations.

QUALITY RESIDENT CARE IS ESSENTIAL. Quality of care for your most vulnerable residents is jeopardized when labor is incorrectly aligned to workload and staff are unable to focus their energies on providing quality resident care. It's imperative to recruit and retain the right people, reduce administrative tasks, and increase time spent on what matters most: your residents.

$25K per week

$1.4M
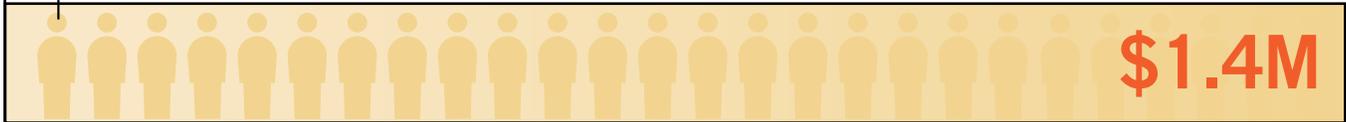
Kronos for Healthcare is saving Masonicare $25,000 to $30,000 each week in supplemental labor expenses. The organization is on track to save a total of $1.4 million over the course of a year.

CONTROL LABOR COSTS | Reduce Your Largest Expense

Nursing homes are labor-intensive, with a need for RNs, LPNs, and nursing aides. Salaries and wages usually amount to more than 50 percent of revenue.[1] With Kronos for Healthcare, you can better control labor costs. The fully automated solution captures actual time and accurately applies complex work and pay rules so you can avoid wasteful payroll costs associated with errors and inflation.

Better staffing decisions are also made with Kronos for Healthcare's comprehensive time and attendance and scheduling data that are funneled into a real-time, consolidated view of labor utilization. Managers can then make proactive decisions to use their internal staff more effectively and reduce their dependency on costly alternatives such as overtime and outside agencies.

And by using Kronos for Healthcare's selection science tools and technology, you can systematically attract, screen, select, and retain the individuals best suited to work in the LTC environment. **The result: improved hiring quality and efficiency and lowered labor costs.**

MINIMIZE COMPLIANCE RISK | Centralize Policy Management

It's nearly impossible to accurately apply and enforce workforce policies when using manual or custom-coded systems. Without automation, important data often cannot be integrated with other key systems. The result: Your organization can face severe legal and financial consequences from noncompliance. Furthermore, you may create the perception that you run an unfair working environment.

By using Kronos for Healthcare's automated solutions, you can provide centralized policy management that allows you to consistently apply and enforce standards across your enterprise. As a result, you may reduce employee grievances and claims, lawsuits, fines, and sanctions. Furthermore, you'll be better-equipped to meet mandated staffing ratios with greater ease. And you'll have the ability to quickly and easily fill open shifts and print schedules, which will help ensure compliance with federal and state staffing regulations and rules.

And by using Kronos for Healthcare's frontline healthcare assessments, you can identify applicants who are more likely to follow workplace and safety rules and exercise good judgment in practicing safe workplace behaviors.

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[1] First Research Nursing Homes and Assisted Living (June 2009).

IMPROVE WORKFORCE PRODUCTIVITY | Hire and Empower Best-Fit Employees

Highly specific factors contribute to an applicant's on-the-job success. While the competencies required for different jobs may be similar, the criteria used to measure success can vary depending on job role in the organization. Using and understanding the factors that influence performance will help support your efforts to improve the overall quality of staff and management as well as retain your best employees. Kronos scientists have conducted research to identify the key factors that influence job performance for frontline caregivers, nurses, and healthcare administrators.

Also, giving employees a role in the management of their work without an automated solution is an administrative nightmare, and yet not providing it negatively impacts productivity and morale. **With Kronos for Healthcare, you can empower staff to manage their own schedules and make it easier for managers to create schedules.**

In trying to meet the growing demand for services while doing more with less, staff are freed up to do other tasks — promoting positive work/life balance and improving overall productivity.

DELIVER QUALITY RESIDENT CARE | Maximize Employee Satisfaction and Effectiveness

Poor staffing practices affect more than your employees. There is strong evidence that improper staffing to workload is linked to lower quality measures such as increases in residents' skin ulcers, weight loss, and pain. Furthermore, time-consuming manual processes keep managers and staff from focusing their energies on providing quality resident care. The supply and skills of LTC nursing staff are so central to the quality of care that Medicare's Nursing Home Compare system cites nursing staff hours per resident as one of the three major factors that indicate the quality of individual nursing facilities.[2]

The Kronos for Healthcare solution supports the delivery of quality care by helping provide appropriate staffing ratios, certifications, and skill mix, which maximizes the effectiveness of current staff. The resulting enhanced employee satisfaction and positive work environment leads to better caregivers who can focus more on resident issues and less on paperwork and administrative tasks.

With the proven hiring technology and selection science of Kronos, you will be able to consistently and reliably hire and retain employees who work more safely, deliver care sensitively, communicate effectively, manage time well, and are less likely to leave early. Rather than relying on instinct and intuition alone, you can greatly enhance your recruitment and retention strategies to hire the "best fit" employees.

> *"A hiring process with superior selection tools is what we were looking for. With Kronos, we found not only that but also the added benefit of greater efficiency in our application management and hiring process."*

Lee Ann Lecheler, HR Director
Cambridge Healthcare Management

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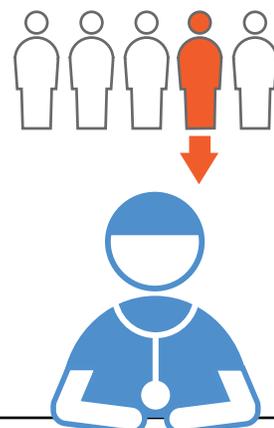
[2] Act Now: For Your Tomorrow: Final Report of the National Commission on Nursing Workforce for LTC (April 2005).

Kronos helps organizations across a variety of industries manage their most valuable, and expensive, strategic asset — their workforce. How? By giving them the tools they need to help them control labor costs. Minimize compliance risk. And improve workforce productivity. The easy-to-own workforce management solutions from Kronos make complete automation and high-quality information a reality.

Our time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics solutions give Kronos customers the edge they need to compete in the global marketplace. With thousands of installations in organizations of all sizes — including over half the Fortune 1000® — we're proving **workforce management doesn't have to be so hard.**

Put Kronos for Healthcare to work for you:
(800) 225-1561 │ **kronos.com/healthcare**

KRONOS®

TIME & ATTENDANCE   **SCHEDULING**   **ABSENCE MANAGEMENT**   **HR & PAYROLL**   **HIRING**   **LABOR ANALYTICS**

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