KRONOS® OptiLink

Kronos OptiLink

KEY BENEFITS

- Build and update schedules in at-a glance or detailed views

- Assign staff by aligning patient care complexity with nurse competency and experience

- Use workload values to make patient-staff assignments that minimize safety risks

- Give staff self-scheduling capabilities while retaining control with manager approval

- Help ensure compliance with emerging state legislation staffing

- Monitor labor hours and costs in real time to drive cost-effective staffing decisions

- Make budget decisions using evidence-based workload measurements

Acuity-Based Scheduling Supports Quality-Conscious and Cost-Effective Care

Today's healthcare organizations are focused on delivering quality patient care while increasing efficiencies and controlling costs. But with critical nurse shortages on the horizon, increasing workforce satisfaction and boosting employee retention must also be top priorities. And the emergence of state-mandated minimum staffing ratios is forcing changes to the way many healthcare organizations approach staffing and scheduling. How can providers address these fiscal, operational, and regulatory challenges without compromising patient care?

Kronos® OptiLink®, a market-leading solution for acuity-driven patient classification and workload measurement, patient-staff assignment, productivity, and staff scheduling, reliably captures and projects workload volume to help nurse managers make care-conscious, cost-effective decisions — whether in the moment or a shift ahead. Using Kronos OptiLink to inform scheduling and staffing, providers are better able to meet staffing-related legislative requirements, distribute workload equitably, and maintain a safe environment for patients and staff alike. As a result, Kronos OptiLink helps healthcare organizations of all sizes across the care continuum to control labor costs, minimize compliance risk, improve workforce productivity — and most important — deliver quality patient care.
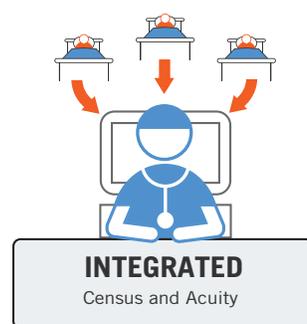
Deliver high-quality patient care

Proactive workforce planning is essential to delivering quality patient care, but managing the staffing and scheduling process is a never-ending challenge. Leveraging an acuity-based model that aligns the patient's level of care complexity with staff expertise and experience, Kronos OptiLink provides the complete automation and high-quality information nurse managers need to assign safe, compliant staff workloads that optimize individual patient care. Featuring a straightforward interface with intuitive drop-down menus, Kronos OptiLink delivers advanced, clinically focused workforce management capabilities that are easy to learn and use. So nurse managers spend less time on administrative tasks and more time doing what they do best: delivering quality patient care.

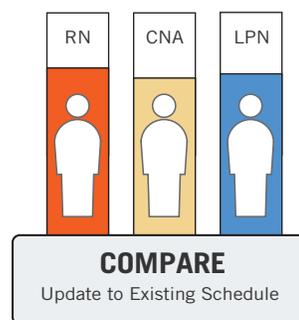### Create and manage schedules in a variety of ways

OptiLink's powerful scheduling capabilities let you manage staffing in single or multi-unit views over time periods ranging from a single day up to six weeks. You can build schedules manually, via templates that support easy replication of scheduling patterns, through web-based self-scheduling, or using a combination of methods. The scheduler can enter specific start/end

SCHEDULING ONE MONTH AHEAD

ACTUAL: 100 PATIENTS

COMPLIANCE
PROPER STAFF COVERAGE
EMPLOYEE SATISFACTION
ESCALATING LABOR COST

INTEGRATED
Census and Acuity

Base coverage estimates on average daily census or acuity-driven workload information

COMPARE
Update to Existing Schedule

Automatically consider employee skills, availability, seniority, and preferences

SCHEDULE
Staff Efficiently
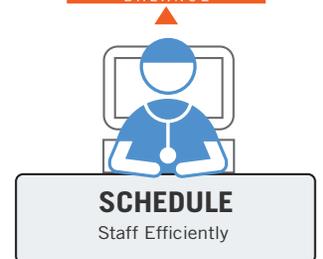
Empower employees to request time off, select shift preferences, and elect open shifts

times and/or shift codes while a shift matching feature lets staff post and fill open shifts for greater control over scheduling. Real-time display of current staff statistics as well as customizable alerts that flag overtime, overscheduling, and underscheduling provide unparalleled decision support.

Comply with staffing-related legislation

As demand for quality healthcare continues to skyrocket, staffing-related legislation is emerging across the United States. Kronos OptiLink helps you address the regulatory and legislative challenges related to staffing by supporting the equitable distribution of work and allowing you to report on performance metrics associated with patient-staff assignment. So you can minimize compliance risk and more effectively manage staff workload for a safer work environment and better patient care.

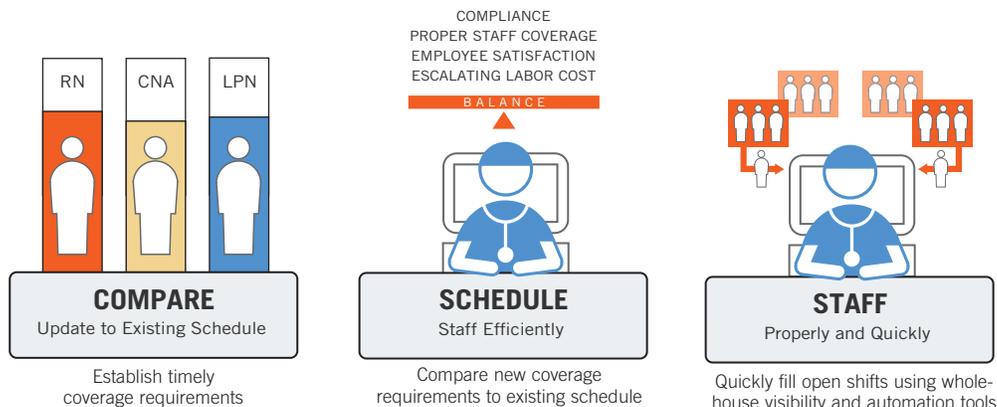## Increase workforce satisfaction and retention

Inadequate staffing practices can have serious consequences for both employees and patients alike. Failure to staff to workload has been linked to negative patient outcomes, including increased incidence of infections, longer patient stays, and higher rates of readmission. Kronos OptiLink's Professional Judgment methodology empowers nurses to use workload values — taking into consideration the complexity of unit activities and levels or nurse competency — to make optimal patient-staff assignments. Detailed visibility into staff workload and numbers makes it easy to monitor staff effectiveness across the organization while powerful reporting tools help drive more informed decision-making.

Control labor costs for bottom-line results

While delivery of quality care is your top priority, fiscal realities highlight the importance of increasing operational efficiencies and controlling costs in today's healthcare environment. Since labor represents as much as 60 percent of the total cost of delivering care[1], the ability to manage it effectively and efficiently can have a significant impact on the bottom line. Kronos OptiLink enables you to monitor labor hours and expenses in real time, so you can make proactive staffing decisions that minimize reliance on costly overtime and supplemental labor. What's more, you can use historical workforce data from Kronos OptiLink's centralized database to set realistic and appropriate Hours per Patient Day (HPPD) targets based on actual census data.

Boost organizational productivity and performance

In order to effectively control costs and optimize productivity, nursing and finance must use consistent workload measurements for budget planning and analysis. With Kronos OptiLink's acuity-based approach to staffing, nursing and finance managers can examine past performance and make future budget decisions based on a common understanding of workload values that take into account the complexity of patient care and associated staffing requirements. They can identify performance factors — from the enterprise level to the unit level to the employee level — and use that information to increase operational efficiency without compromising patient care. And because Kronos OptiLink provides tools for real-time impact analysis, your organization can make confident, informed budget decisions that effectively balance patient care and staff satisfaction with operational performance and fiscal responsibility.

RN CNA LPN

COMPARE
Update to Existing Schedule

Establish timely
coverage requirements

COMPLIANCE
PROPER STAFF COVERAGE
EMPLOYEE SATISFACTION
ESCALATING LABOR COST

BALANCE

SCHEDULE
Staff Efficiently

Compare new coverage
requirements to existing schedule

STAFF
Properly and Quickly

Quickly fill open shifts using whole-house visibility and automation tools

[1] American Hospital Association, "The Cost of Caring: Drivers of Spending on Hospital Care," *Trendwatch*, March 2011, 5, http://www.aha.org/research/reports/tw/11mar-tw-costofcaring.pdf.

KRONOS®

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

Kronos Incorporated   297 Billerica Road   Chelmsford, MA 01824   +1 800 225 1561   +1 978 250 9800   www.kronos.com