infor

HEALTHCARE

Organizational structure, culture, and safety matter. Here's why.

**It's been a tough time for healthcare workers.
What have we learned?**

Shift the culture when challenges emerge

68%

of HR's #1 priority in 2021 is building critical skills and competencies.[1]

The healthcare landscape is transforming and you can, too.

Pre-COVID	Post-COVID
<1% Telehealth patient visits	**50%** Projected ambulatory telehealth visits[2]
47% Employees who never worked from home	**44%** Employees who now work from home 5+ days a week[3]
83% Execs who consider remote working successful	**71%** Employees who consider remote working successful[4]

Here are 5 things you can do to embrace transformation:

1. Focus on your people to maintain fluid operations

Mobile solutions can help your workforce culture when it comes to:

- **Reskilling and retraining** existing team members
- **Leading your leaders** with activity measurements
- **Recognizing great work** with frequent feedback
- **Staffing accordingly** to patient needs based on acuity

2. When it comes to staffing: Think outside of the box

Leverage talent science tools

Combine **person-to-job fit evaluations** with **person-person behavioral analytics** to put the **right people** in the **right place**.

Take advantage of the gig economy

"When asked which factors most contribute to a future-ready workforce, organizations most often ranked gig workers as the best way to add critical competencies."

– Gartner[5]

3. Leverage data to create additional resilience

A robust analytics platform for revenue cycle, ERP system, and clinical system information can:

Collect HR data

from team members, patient survey results, and clinical information

Analyze HR data

on full-time and contract employee effectiveness and their challenges

4. Reinforce the wellness and safety of your people

In a McKinsey & Co. study, respondents who felt their organization responded well to the pandemic were:

4x more likely to be engaged

6x more likely to report a positive state of well-being[6]

To reassure team members their well-being is a priority, implement:

- Enhanced cleaning protocols
- Mobile clocking with GPS
- Staggered scheduling
- Contact tracing with real-time location services
- Wellness alerts

5. Maintain occupational health and safety records

With COVID-19 vaccinations rolling out, an occupational health and employee safety system can help keep records of how many people:

- ✓ Have and haven't been vaccinated
- ✓ Have declined the vaccine

And the same system can help you remember to:

- ✓ Send vaccine appointment reminders
- ✓ Relay scheduling information

For more on how to reimagine organizational structure, culture, and employee safety, check out our new guide.

LEARN MORE

1. Gartner, Top 5 HR trends and priorities for 2021, 2021.
2. McKinsey & Co., The CEO moment: Leadership for a new era, July 21, 2020.
3. Statista, Change in remote work trends due to COVID-19 in the United States in 2020, 2021.
4. PwC, It's time to reimagine where and how work will get done, Jan. 12, 2021.
5. Gartner, Workforce planning for competitive advantage post-COVID-19, June 1, 2020.
6. McKinsey & Co., COVID-19 and the employee experience: How leaders can seize the moment, June 29, 2020.