Tackling nurse and healthcare staff shortage with Infor WFM and Clinical Science

Infor® Workforce Management for Healthcare helps hospitals schedule, deploy, and track their labor with a full suite of solutions designed for healthcare. Advanced scheduling and time and attendance help hospitals build schedules based on anticipated coverage needs and automates the most complex pay rules to ensure employees are paid accurately and on-time for the work they do. Infor Clinical Science, part of the WFM suite for healthcare, measures workloads for units and individual patients, providing leaders with up-to-date data to make the best staffing decisions each shift and ensuring nurses have fair, safe, and equitable patient assignments.

Why Infor Workforce Management (WFM) for Healthcare

Labor accounts for more than half of hospitals' total expenses in the healthcare industry. Hospitals face daily obstacles with enhancing employee satisfaction, controlling budgets and overhead costs, and deploying staff to deliver excellent care. With the Infor Workforce Management (WFM) Suite, you gain a comprehensive solution to alleviate administrative challenges that will also help you increase revenue, improve employee engagement, and provide quality patient care.

Workforce Management Improves Operations

- **Advanced scheduling**: Leaders can build schedules through a variety of means to meet the needs of different units and specialties as well as visualize openings or variances in coverage.

- **Employee self-service**: Employees can build and modify their schedules and timecards, based on organizational policies, to improve employee satisfaction while simultaneously decreasing the workload of managers.

- **Time tracking**: Infor Time and Attendance will reduce manual entries and edits by validating real-time labor data collection with zero-to-gross pay calculation automation.

- **Proactive alerts**: Infor WFM alerts to managers and employees to potential issues so they can be addressed before they become a problem to prevent compliance violations, costly scheduling and staffing mistakes, and payroll corrections.

Why Infor Clinical Science

Make data-driven staffing and assignment decisions with Infor Clinical Science

This is the State of Nursing predicts that the nursing shortage will reach 13 million by 2030. In order to attract and retain nurses, hospitals need to ensure they have safe working conditions and realistic workloads for their nurses. Infor's Clinical Science, powered by the GRASP Methodology, leverages data from your EMR to understand the care needs of patients and combines this with staffing data (scheduling combined with time and attendance) to create a comprehensive look for leaders to create a safe and engaging environment for staff and patients. Leaders will make effective staffing decisions to support each unit and charge nurses will spend less time making nurse-patient assignments. All of this is achieved while maintaining the ability for your leaders to make decisions based on their own professional judgement.

Key Features of Clinical Science

Direct care: Clinical Science captures the numerous interventions, or tasks, that nurses and other caregivers perform to provide care and meet patients' unique needs. Each intervention has a time value associated with it, based on the GRASP methodology with 40+ years of research and validation.

Indirect care: Infor understands that not all of a caregiver's time is spent providing direct patient care, therefore Clinical Science also accounts for indirect care, or the work required to support the direct caregivers and support the unit. Many indirect activities are controlled by department and hospital policy and may be specific to the unit rather than to the patient. Indirect Care is a value added to each patient's care hours each day, giving decisions-makers a complete picture of the workload for the unit.

What does Clinical Science and GRASP measure?

GRASP is a patient workload methodology based on multiple studies and decades of validation. The premise highlights that no two patients are alike and that hours of patient care required, should align with hours of nursing care available.

Combined, the direct and indirect values measure and predict the following:

- Physical and psychological care
- Care safety
- Coordination and care continuity
- Care administration
- Strategic planning for patient care
- Workflow disrupting events

Clinical bridge: Clinical Science aims to give leaders access to the data necessary to make labor planning decisions within one system, without any additional effort or documentation needed from nurses and other caregivers. Infor's EMR integrated interface is created using Infor Clinical Bridge, an industry leading solution and service that helps healthcare organizations connect clinical and business data systems, enabling unprecedented data flow and insight.

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