



# Infor Healthcare Workforce Management Suite

## Prepare for schedule changes

For healthcare organizations like yours, the workforce management process begins with baseline scheduling that projects a schedule four to six weeks into the future, based on patient census and budgeting assumptions. Because workload rarely matches the forecast, schedules can change in the days and hours before a shift.

To accurately staff an upcoming shift, you must be able to assess patient acuity, so you can accurately deploy staff to departments based on actual workload requirements.

## Choose a solution built for healthcare

The Infor® Healthcare Workforce Management Suite simplifies and automates processes so your entire staff can focus on delivering safe, quality care. You gain a comprehensive solution to reduce staffing complexity, control labor costs, boost staff morale, and improve patient care. Valuable data collection and analysis identify process improvements, helping you make better-informed decisions in real time.

Optimize scheduling and tracking with the Infor Healthcare Workforce Management Suite.

## Deliver optimal patient care

Because labor accounts for 60% of all expenses in hospital systems (according to the American Hospital Association), you need an efficient system to manage your workforce. Hospitals like yours face daily challenges with enhancing employee satisfaction, controlling labor costs, and accurately planning, budgeting, and deploying staff to accommodate patient volume fluctuations and deliver excellent care.



### Meet today's workforce challenges

In hospitals, over- or under-staffing situations, especially with nursing staff, are often due to workload that rarely matches your scheduling forecast, inaccurate patient needs, or acuity assessments changes to patient census during a shift unexpected staff absences. All of these situations can lead to low morale and budget variances—and patient care may also suffer.

At the same time, paper- or spreadsheet-based solutions often fall short when it comes to tackling the intricate workforce management process within healthcare. Spreadsheets aren't sophisticated enough to efficiently facilitate staff or data sharing between departments.

Similarly, paper-based staffing records hide valuable staffing trends, making it difficult to analyze performance. Nurse-patient assignment sheets with protected patient information pose a security risk, and paper costs money to store for the required seven years for adult patients or up to 28 years for pediatric patients.

By scheduling and staffing nurses based on patient acuity, equitably assigning workload in real time, and accurately tracking time and attendance, the Infor Healthcare Workforce Management Suite can help you balance quality patient care, labor costs, and employee satisfaction.

## Implement a patient-centered workforce management system

Join thousands of healthcare organizations that have aligned workforce management processes to focus more on patient outcomes with Infor Healthcare.

### Get the most out of your workforce

The Infor Healthcare Workforce Management Suite is built specifically for healthcare organizations like yours, so you can:

- Deliver the highest-quality care by balancing costs, demand, and compliance issues.
- Manage labor costs and compliance through advanced planning and scheduling.
- Save time by automating key workforce management processes.
- Anticipate workforce demands and schedule the right amount of nursing coverage.
- Better analyze workforce data.
- Comply with complex regulations through automated wage and hour rules.
- Improve productivity by providing real-time visibility into your workforce.
- Increase employee satisfaction and engagement by empowering employees to manage their own information and preferences.
- Improve employee morale by avoiding over- or under-staffing situations.
- Improve transaction times and information access through a web-based user experience.
- Eliminate the risk of paper-based systems and ensure patient confidentiality with electronic staffing assignments.
- Retrieve staffing records from a secure location.
- Determine staffing assignments based on patient acuity.
- Facilitate long-term workforce planning by connecting to shorter-term labor forecasting.

With the Infor Healthcare Workforce Management Suite, you can get the maximum value from your workforce by addressing every aspect of workforce management, including planning, scheduling, equitable workload distribution based on patient care requirements, staffing assignments, time and attendance, and absence management.

## Meet your organization's specific needs

No two healthcare organizations face the same combination of patient census, union rules, government regulations, and corporate policies driving their nurse scheduling processes. The Infor Healthcare Workforce Management Suite understands this challenge and has been built to specifically address your individual needs.

### Meet diverse requirements with workforce scheduling

- Create and edit sophisticated schedules by assigning nurses to meet required demand.
- Manage your scheduling process from demand planning, to schedule creation, to day-to-day staffing.
- Easily find appropriate replacement employees when necessary.
- Access real-time workload coverage indicators and key workforce summary statistics.
- Easily book employee time off.
- Standardize scheduling practices across your organization, while maintaining flexibility for unit-driven staffing processes.
- Seamlessly integrate with time and attendance functionality to ensure real-time payroll information availability.

### Handle rotation schedules with ease

No one understands the complexities of nursing rotations better than you. That's why our solutions come with the functionality you need to predefine your patterns of day, evening, and night shifts, build in appropriate number of rest days for your staff, and evenly distribute night shifts across the employee population using our scheduling capabilities. To help with your nursing rotations, our shift-based workload model offers these tools:

- Templates that define a baseline workload for each budgeting and staffing mix.
- Templates that include effective dates for seasonal adjustments to baseline workload.
- Master rotation schedules that allow for long-term planning and easy management based on pattern-based cyclical schedules, such as maternity leaves or vacations.

## Increase nurse satisfaction with self-scheduling

The Infor Healthcare Workforce Management Suite makes it easier than ever before to handle scheduling. When you're ready to schedule your nurses, you can opt to place staff into shifts or give nurses the opportunity to self-schedule. Self-scheduling allows nurses to select available shifts. You determine the rules for self-scheduling, while staff actively participates in constructing work schedules. Self-scheduling minimizes staffing office efforts, while maximizing employee satisfaction—plus you gain real-time feedback on compliance and schedule rule violations.

## Capture real-time information for better analytics

Our scheduling module gives your central staffing employees and charge nurses access to schedule management and execution information that helps them gain a bird's eye view of nursing schedules. Key performance indicators provide up-to-date information on overall schedule statistics, and you can rapidly adjust schedules when over- and under-coverage situations occur.

It's also easier to cover shifts when nurses plan longer term absences or vacations with systematic ranking of staff members in the float pool for offering schedule vacancies—something especially useful in hospitals with nurses unions. Audit logging captures all interactions with employees during shift offers, whether they are single or blocks of shifts.

## Provide individual patient care

The Infor Healthcare Workforce Management Suite includes a patient acuity and workload management solution that gives you a link between the patients being cared for, and the nurses who care for them. Nurses gain the ability to staff according to patient needs in their departments, which can help you:

- Decrease the number of hospital-acquired conditions and increase revenue.
- Reduce data entry labor costs and improve savings.
- Refine processes, maximize efficiency, and increase profits.
- Reduce staff turnover, decreasing hiring and training costs.
- Better predict patient procedure costs.
- Meet all perinatal standards established by the Association of Women's Health, Obstetric and Neonatal Nurses.
- Meet legislative requirements for safe staffing measures.
- Help magnet hospitals maintain national standards for staff assignments.

## Eliminate risk and improve documentation

Staffing assignments for healthcare facilities are often paper-based or written on a whiteboard. Our assignments offering gives charge nurses a digital view of patients and staff, allowing them to develop equitable staffing assignments for every unit and shift. Electronic staffing assignments eliminate the risk of paper-based systems, and ensure patient confidentiality. In addition, you can store staffing information, so records are secure and easy to retrieve whenever you need them.

## Improve compliance, data collection, and record keeping

With accurate time and attendance tracking, pay rules and conditions can be put in place for every pay situation, so you gain automated pay calculations. Nurses want to be paid accurately, especially for premium shifts, and time and attendance features manage that automatically for you. In fact, your nurses can view their timecards and make corrections before they are paid.

With our time and attendance functionality, you can:

- Fully automate federal, state, local, union, and hospital pay rules.
- Define what your rules need to do, and which rules apply to which groups of employees.
- Define the circumstances under which your full collection of rule variations apply.
- Execute your rules in real time, even if data changes.
- Create a direct link between time and attendance and scheduling.
- View an attendance history per employee.
- Automatically notify an employee's supervisor when attendance violates a configured policy.
- Achieve seamless data exchange among all workforce management, payroll, and human resources processes.
- Receive a record of employee clock-in and clock-out data that includes what time code, pay code, and pay rules apply to the employee.
- Automate overtime distribution based on established rules.
- Implement a rules-based shift-bidding system for assigning employees to shifts.
- Automate employee balance accruals and time-off requests.

## Manage your workforce from scheduling to tracking

For more than 30 years, Infor has helped hospitals and healthcare organizations manage a wide variety of workforce management needs. We recognize that nurse satisfaction has a direct correlation with patient satisfaction—and outcomes—and appropriately staffing according to patient needs plays a large role in nurse satisfaction. The Infor Healthcare Workforce Management Suite offers you a comprehensive solution built specifically for healthcare that can help you manage your workforce, save money, create operational efficiencies, and equitably distribute workload based on patient acuity.

### Benefits

The Infor Healthcare Workforce Management Suite provides you with end-to-end support for scheduling, assessing, staffing, assigning, and tracking your nurses from up to six weeks before they work through the day they are paid, so you can:

- Support scheduling and staffing.
- Control labor costs.
- Boost employee morale and satisfaction.
- Improve patient outcomes.
- Capture real-time information for better analytics.
- Gain compliance, data collection, and record keeping.



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