

Enhancing patient care and staff efficiency with Infor WFM

Comprehensive time and attendance & workforce scheduling

The most flexible WFM solution streamlining complex staffing needs, empowering healthcare employees with an intuitive, mobile-friendly experience.



The healthcare industry faces unique challenges in managing its workforce

The healthcare industry faces unique and complex challenges in workforce management that directly impact operational efficiency and patient care. Persistent issues such as chronic under- and overstaffing, low employee engagement, inefficient management of hybrid and contract labor, and process bottlenecks continue to strain healthcare organizations. In fact, 75% of healthcare managers report overspending time fixing inaccurate schedules, while 57% of healthcare leaders still manually track time and attendance, highlighting inefficiencies in current workforce processes¹.

The lack of real-time visibility and data integration limits the ability to forecast labor demand and optimize staffing, increasing administrative burdens and contributing to burnout. Addressing these workforce challenges is critical to improving staff satisfaction, ensuring compliance, and ultimately delivering exceptional patient care.

A modern WFM solves today's healthcare workforce challenges



Forecasting capabilities enable healthcare organizations to predict workforce needs accurately while applying skill- and competency-based scheduling to ensure the right staff are in the right place at the right time.



Empowering employees with shift swapping, self-scheduling, and mobile time tracking fosters stress-free experiences that boosts job satisfaction and reduce turnover.



Compliance processes are simplified by managing regional labor law complexities and driving real-time adherence to rules, minimizing risks of penalties and legal disputes, and alleviating the mental workload from managers.



Role-based workspaces empower users with information relevant to their role and tasks within WFM. This quickly surfaces information they need to know or actions they need to perform to minimize their time in the system, allowing them to focus on what matters: Patient care.

¹ Behind the Curtains: Healthcare's Quiet Battle with Burnout and Technology Lag | Article 2024



Infor Workforce Management (WFM) delivers:



80+ out-of-the-box operations reports providing visibility into the agility and productivity of your units.



An extensive library of configurable rules and workflows ensuring legislative compliance with labor laws.



Artificial intelligence (AI) digital assistants to help employees get work done faster and easier for tasks like swapping schedules.



The ability to align staffing levels with patient care demands while ensuring high-quality care delivery.



A variety of scheduling strategy options tailored to meet the diverse needs of your organization.



Robust security and scalability powered by our strategic partnership with Amazon Web Services® (AWS®), leveraging cloud infrastructure designed to meet healthcare's stringent data protection requirements. Features include encryption, multi-factor authentication, and compliance with HIPAA and other regulatory standards to safeguard sensitive healthcare information and maintain patient confidentiality.



Streamlined operations through integrations with Electronic Medical Records (EMRs) and automatically calculating workloads based on nurses' existing documentation—eliminating the need for additional input from bedside staff.

Drive smarter staffing and patient care with versatile enterprise workforce management



Dynamic, AI-driven workforce scheduling

Leverage healthcare-specific drivers such as patient acuity, appointment schedules, and unique departmental requirements to forecast comprehensive coverage needs while considering employee preferences, helping leaders build a more efficient schedule.

Leverage AI-powered tools like Open Shift Automation to intelligently reduce manual tasks by automatically posting open shifts and proactively notifying employees via broadcast messaging based on organizational rules and criteria—streamlining the shift-filling process and driving greater operational efficiency.



Actionable workforce insights

Utilize Infor™ Data Lake to seamlessly integrate data across all healthcare applications for unparalleled insights into staffing and operational efficiencies.

Analyze trends in staff productivity and patient outcomes to guide strategic adjustment and improve overall performance, maintaining a patient-centered approach.

Leverage real-time productivity tools that empower clinical leaders to adjust and allocate resources dynamically, enabling proactive operational decisions beyond traditional retrospective reporting.



Mobile friendly for healthcare professionals

Empower healthcare staff to have a say in their schedules and bid for preferred shifts with a few taps on their devices, enhancing work-life balance.

Reduce burnout and improve job satisfaction by providing staff with user-friendly technology to manage work schedules around personal commitments.

Leverage modern, secure work technology that attracts and retains talent as well as supports a fulfilling healthcare career while balancing flexibility with the necessary standardization.



Agile operations with Infor Industry Cloud Platform

Leverage capabilities like AI, automated business processes, embedding predictive analytics, providing contextual insights, and facilitating rapid innovation through a low-code development environment—all tailored to the healthcare industry.

Improve efficiency and reduce administrative burden with AI digital assistants that automate routine tasks such as shift swapping, schedule adjustments, and time tracking, providing real-time support that minimizes errors and frees staff to focus on patient care and more rewarding activities.

Why Infor WFM for healthcare

Infor WFM is designed for the complexities of healthcare operations, supporting large-scale implementations across various healthcare facilities—from clinics to large hospitals.

- **Flexibility with a framework:** Adapt schedules with flexibility while maintaining a standardized approach for consistency and reliability. Infor WFM supports both centralized and decentralized models, ensuring efficient workforce management.
- **Exceptional patient care:** Meet patient care demands to ensure staff availability during peak times, enhancing service and care quality. Predictive analytics and real-time data enable proactive staffing adjustments, improving patient outcomes and satisfaction.
- **Platform security:** Ensure the highest standards of data security and compliance with measures to protect sensitive healthcare information and maintain patient confidentiality. Features include encryption, multi-factor authentication, and compliance with regulations like HIPAA.

“Our supervisors were able to **cut the time spent on closing the pay period in half.**

Less time spent on incentives for hard to fill shifts. Employees have more control over their schedule.”

Gina Seekers

HRIS Director,
Children's of Alabama

Deployed across 250 organizations, Infor WFM is reshaping how work gets done²

11-14%

reduction in lost productivity costs

8-12%

decrease in employee turnover

10-12%

average reduction of cost in payroll and legal non-compliance

² Statistics are sourced from independent third-party evaluation assessment of actual customer outcomes.

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

[infor.com](https://www.infor.com)

**Transform your
workforce management
strategy today**

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