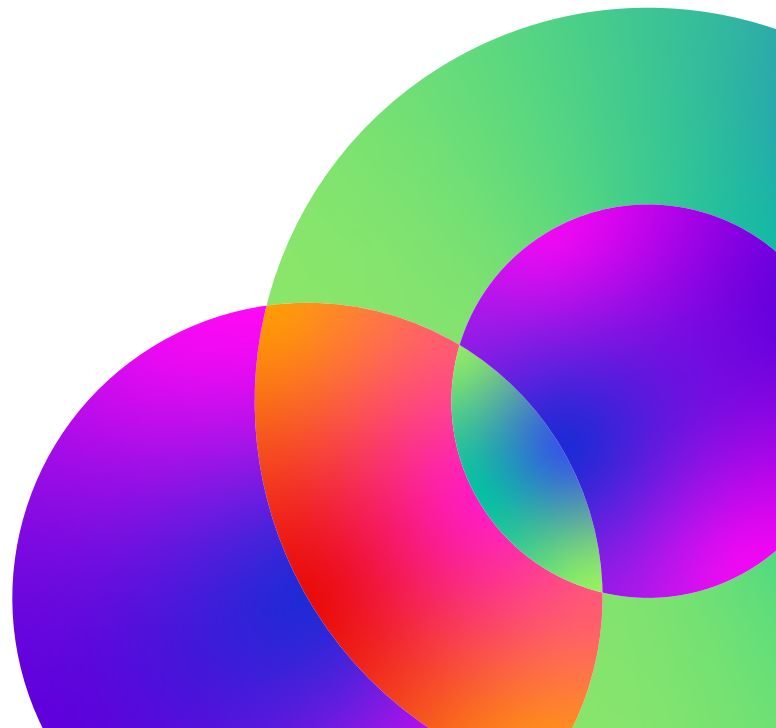


Workforce Strategy Assessment



Workforce Strategy Assessment

As healthcare continues to move from a volume to value model, organizations are re-evaluating their workforce strategies to ensure they address gaps that may impact performance for a number of key outcomes. This tool can help you evaluate whether your organization has gaps between your workforce capabilities and the priorities of your strategy.

1

Prioritizing Strategic Focus Areas

Every healthcare organization faces unique circumstances that shape its strategic priorities. As you think about the key challenges your organization has identified in your workforce management strategy, rate the importance of the following:

NOT IMPORTANT

MISSION CRITICAL

Labor cost containment

1 2 3 4 5 6 7 8 9 10

Throughput and capacity management

1 2 3 4 5 6 7 8 9 10

Patient engagement

1 2 3 4 5 6 7 8 9 10

Compliance, such as regulatory and union compliance

1 2 3 4 5 6 7 8 9 10

Staff engagement, including turnover and retention

1 2 3 4 5 6 7 8 9 10

Clinical outcomes, such as length of stay and readmissions

1 2 3 4 5 6 7 8 9 10

Patient safety, such as hospital-acquired infections and falls

1 2 3 4 5 6 7 8 9 10

2

Evaluate Past Performance

Every healthcare organization faces unique circumstances that shape its strategic priorities. As you think about the key challenges your organization has identified in your workforce management strategy, rate the importance of the following:

| | UNSUCCESSFUL | | MADE SOME PROGRESS | EXCEED GOALS | |
|--|--------------|---|--------------------|--------------|---|
| Labor cost containment | 1 | 2 | 3 | 4 | 5 |
| Throughput and capacity management | 1 | 2 | 3 | 4 | 5 |
| Patient engagement | 1 | 2 | 3 | 4 | 5 |
| Compliance, such as regulatory and union compliance | 1 | 2 | 3 | 4 | 5 |
| Staff engagement, including turnover and retention | 1 | 2 | 3 | 4 | 5 |
| Clinical outcomes, such as length of stay and readmissions | 1 | 2 | 3 | 4 | 5 |
| Patient safety, such as hospital-acquired infections and falls | 1 | 2 | 3 | 4 | 5 |

3

Organizational Capability

Your organization's strategic workforce plan should address its top priorities to measurably impact outcomes, but success depends on your organization's ability to achieve your goals. Rate the organization's capability to achieve its goals in the following areas:

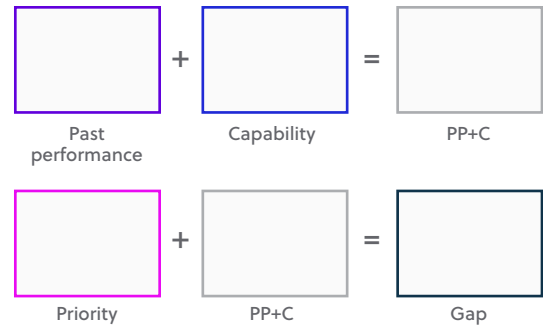
| | UNSUCCESSFUL | | MADE SOME PROGRESS | EXCEED GOALS | |
|--|--------------|---|--------------------|--------------|---|
| Labor cost containment | 1 | 2 | 3 | 4 | 5 |
| Throughput and capacity management | 1 | 2 | 3 | 4 | 5 |
| Patient engagement | 1 | 2 | 3 | 4 | 5 |
| Compliance, such as regulatory and union compliance | 1 | 2 | 3 | 4 | 5 |
| Staff engagement, including turnover and retention | 1 | 2 | 3 | 4 | 5 |
| Clinical outcomes, such as length of stay and readmissions | 1 | 2 | 3 | 4 | 5 |
| Patient safety, such as hospital-acquired infections and falls | 1 | 2 | 3 | 4 | 5 |

4

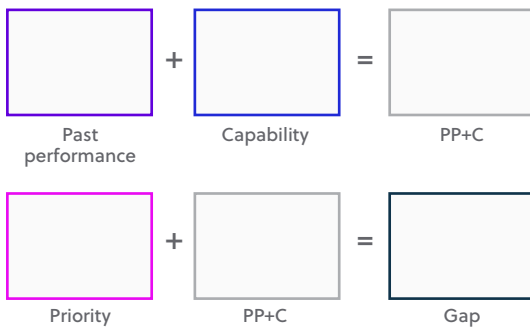
Identify the Gaps

In this section, we'll help you identify gaps between your past performance and capability and your plan's priority. Take your ratings from sections 1-3 to complete the formulas.

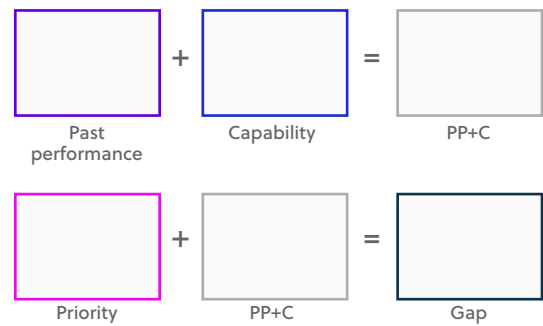
Labor cost containment



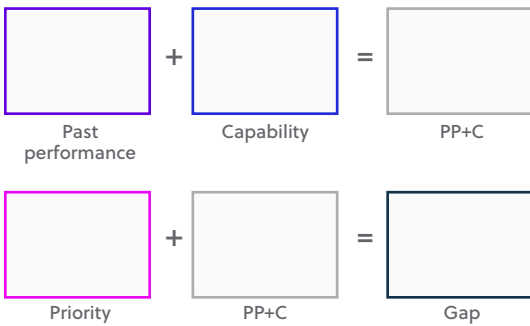
Throughput & capacity management



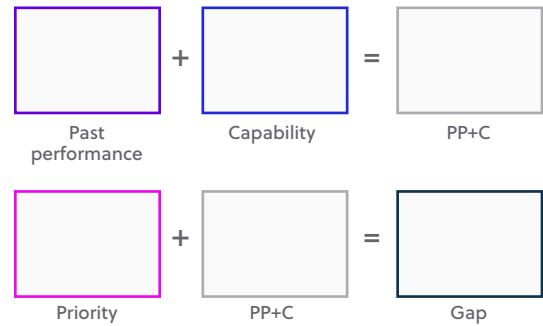
Patient engagement



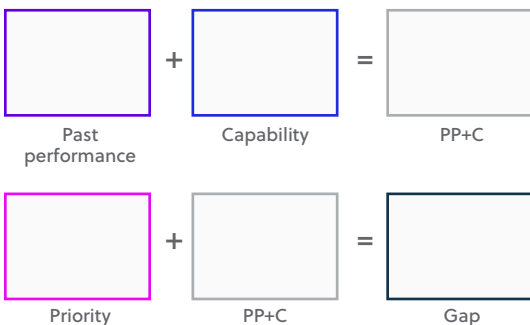
Compliance



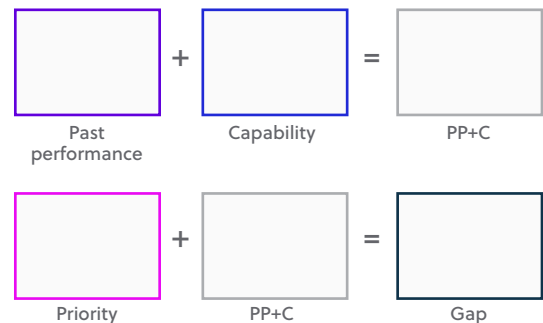
Staff engagement



Clinical outcomes



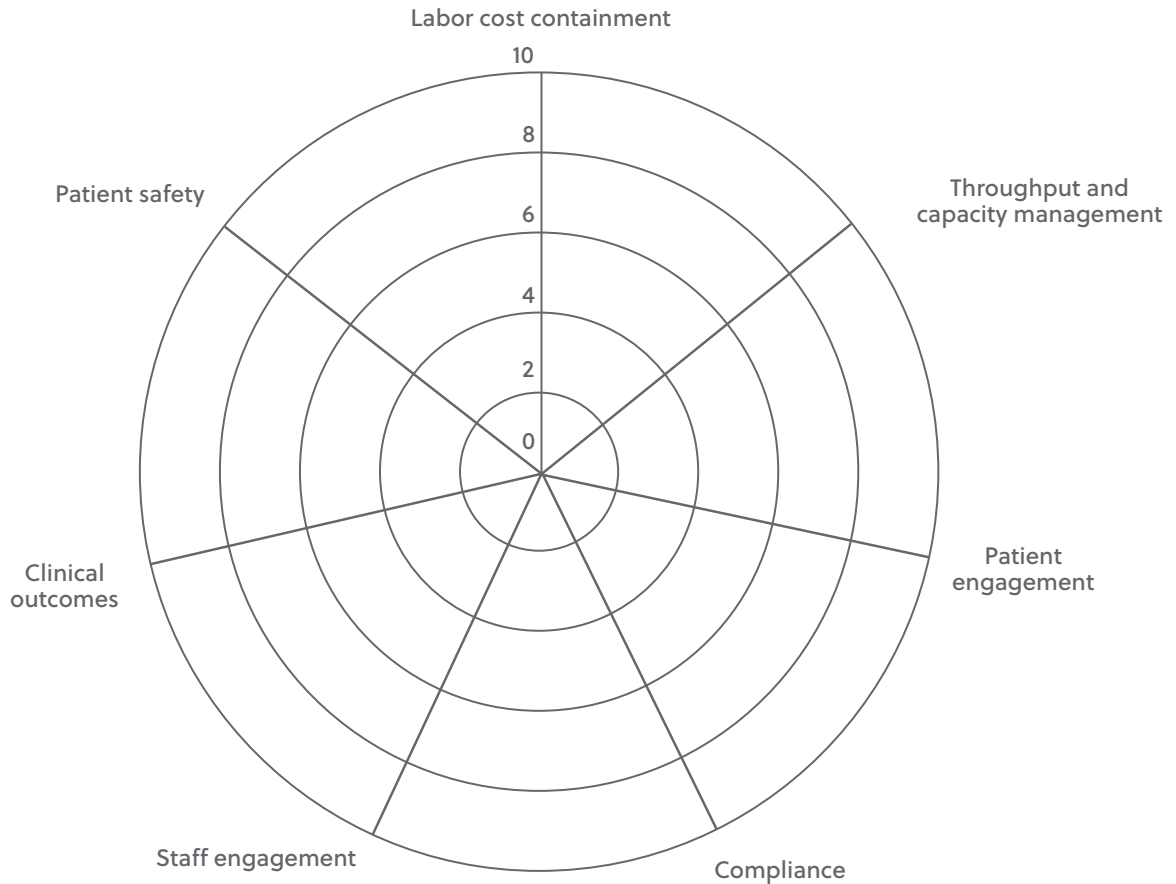
Labor cost containment



5

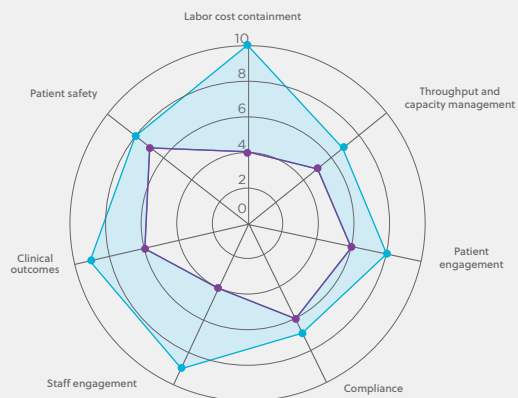
Visualize the Gaps

Plotting the gaps on a radar chart can help you see exactly where your organization should place extra focus. Start by using your priority score for each of the seven strategic focus areas. Then, plot your PP+C score for each focus area. Shade the area between the two to help you visualize the gap.



Gap Visualization Example

In this example, you can see the most significant gaps between the priority ranking and the combination of past performance and capability are in labor cost containment, and staff engagement.



6

Evaluate the Gaps

Now that you've charted your ratings on past performance, prioritization, and organizational capability, you may be seeing some gaps. Here are some additional questions to help you evaluate the gaps in your workforce strategy.

Where do significant gaps exist between your past performance, capability, and prioritization?

- Labor Cost Containment
- Compliance
- Clinical Outcomes
- Throughput & capacity management
- Staff engagement
- Patient Safety
- Patient engagement

Why do these gaps exist?

If you don't address these gaps, how will a continuation of the status quo hinder your organization's achievement of other priorities?

What changes need to be made to achieve your priority workforce goals?

How will you use your data to monitor your progress toward your priorities and measure the success of your plan?

7

Turn Workforce Data Into Balanced Outcomes

Balanced Outcomes symplr Workforce provides integrated, healthcare-specific workforce management solutions and services that empower healthcare organizations to use staff, patient, and operational data to drive improvements in five key areas: clinical outcomes, financial outcomes, staff engagement, patient satisfaction, and compliance.

Learn more at symplr.com/workforce-management.

About symplr

symplr's comprehensive healthcare operations solutions, anchored in governance, risk management, and compliance, enables our enterprise customers to efficiently navigate the unique complexities of integrating critical business operations in healthcare.

For over 30 years, our customers trust our expertise and depend on our provider data management, workforce and talent management, contract management, spend management, access management, and compliance, quality, safety solutions to help drive better operations for better outcomes.

As your trusted guide, we follow a proven approach to help you achieve your organization's priority outcomes by breaking down silos, optimizing processes, and improving operational systems.

Learn how at www.symplr.com.

