

A person wearing a white lab coat is shown from the chest down, holding a blue smartphone in their left hand and pointing at the screen with their right index finger. They are sitting at a desk with a laptop. The laptop keyboard is visible, and a clipboard with a pen is in the foreground, slightly out of focus. The background is a soft, out-of-focus office or clinical setting.

HOBSON & COMPANY

Driving ROI

**The Business Case for Proven
Healthcare-Specific Workforce
Management Solutions**

The Business Case for Proven Healthcare-Specific Workforce Management Solutions

Labor costs compose the majority of health systems' operating budgets, and a recent study shows that workforce costs have grown 19.1% per patient since 2019.¹ Effective workforce management is critical for health systems as they adjust to operating in the challenging environment brought on by COVID-19. To survive and thrive, health systems require a healthcare-specific, integrated solution that can streamline healthcare operations, help protect revenue, and mitigate risk while improving care quality and patient outcomes.

Hobson & Company (H&C), a leading research firm focused on return on investment (ROI) studies, worked with symplr, a leader in healthcare-specific workforce management solutions, to explore market challenges and learn how industry leaders are responding.

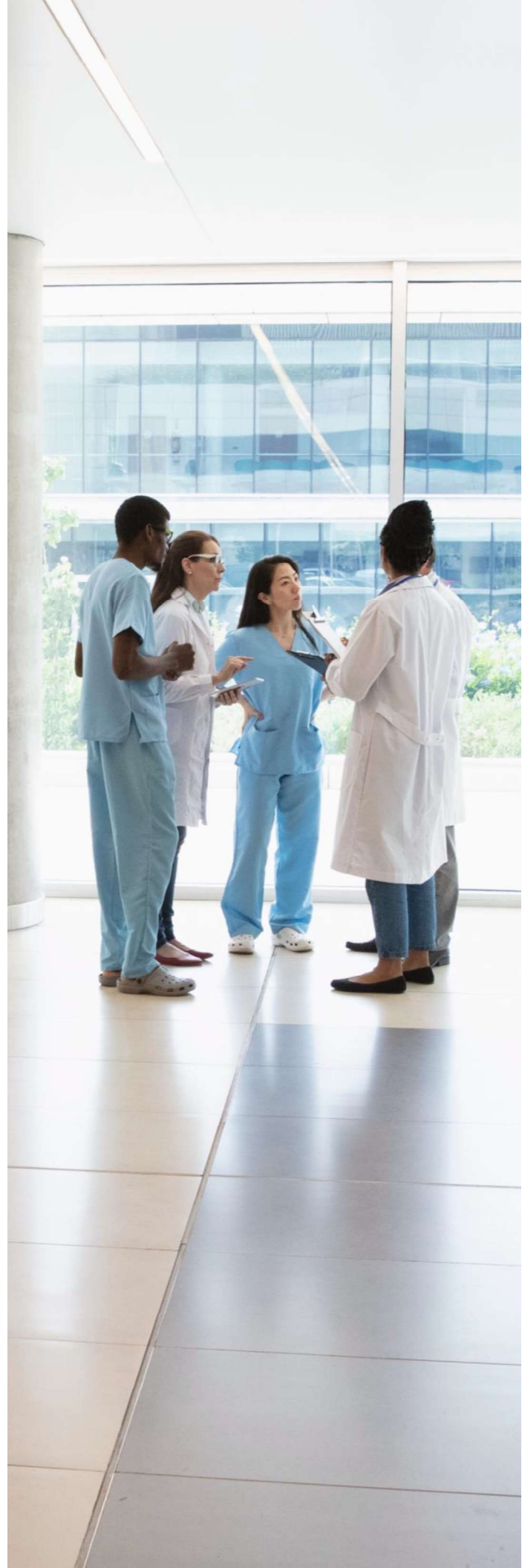
H&C conducted independent research consisting of seven in-depth interviews with symplr Workforce Management customers using the Time and Attendance, Staffing and Scheduling and/or symplr Clinical Communications solutions. The research revealed that symplr addressed specific customer challenges to deliver a quick and compelling ROI.

In one year, customers generated a:

467% ROI

The effects of symplr's Workforce Management Solutions are both strategic and measurable.

Based on H&C and symplr's analysis, a health system with 552 beds, 1,250 active employees, and \$1 billion in net patient revenue would pay back the cost of using symplr's solutions in less than three months and generate ROI of 467% in one year.



Workforce Management Challenges in Healthcare

Customers interviewed for the study noted that there are consistent and increasing challenges to effectively manage their workforce. Below is a list of some of the most universal concerns.

Complex regulatory environment



Health systems struggle to balance its staffing needs with the available resources who have the necessary licenses, competencies and skills on any given shift. For example, they cited difficulty meeting complex regulatory requirements when needing to fill shifts at the last minute.

Inefficient communication



The effects of poor communication in healthcare can have serious consequences. Inefficient or delayed communication increases the chances of medical errors, misdiagnoses, and poor patient outcomes. Poor communication also increases clinicians' stress and job dissatisfaction.

Lack of visibility



Data visibility is critical to health systems' operating efficiently. Customers reported facing many challenges when they wanted to collect and analyze their operational data for issues such as time card errors leading to bad decision making or quickly finding qualified staff to match patient needs.

**Customer research identified nine benefits of
symplr's workforce management solutions
across three key business objectives:**

Streamline Healthcare Operations

Grow/Protect Revenue

Mitigate Risk



Streamline Healthcare Operations

Reduce labor expenses and premium pay by improving visibility

Integrating Time and Attendance with Staffing and Scheduling provides a single source of truth supporting data-driven decisions to address and correct overtime before it happens. In addition, the solution interfaces with health systems' ADT system to automatically update staffing needs based on census. As a result, organizations streamline the workforce management process by integrating data, helping to optimize and contain labor costs.

Customers interviewed reported:

1%

REDUCTION in labor expense

"We were able to get thousands of hours of OT out of surgery, by having the administrative staff monitoring and working with the department leader on awareness of overtime."

*- 5-hospital, 730-bed health system in the Midwestern United States
System Director, Finance Information Systems*

Avoid one payroll related non-compliance penalty

Customers interviewed reported:

Avoiding 1

payroll related non-compliance penalty

The robust functionality within the Time and Attendance solution helps minimize compliance risk and administrative burden with automated management of complex regulatory, union, and organizational requirements.

"We take a lot of pride in having as much payroll accuracy as possible in case we are ever audited. We try to follow the pay laws very closely and symplr helps enforce the requirements, improves accuracy, and reduces manual adjustments."

*- 190-bed children's hospital/health system in the Southeastern United States
Director of Benefits*

Increase capacity of existing payroll team

Staffing and Scheduling integrated with Time and Attendance allows staff and supervisors to proactively manage time card accuracy, thereby removing much of this administrative burden from the payroll team.

"Our payroll department had four people when we were managing payroll for 3,000 employees and now that we have symplr, we have eight people and can manage 18,000 employees."

*- 8-hospital, 1,800-bed health system in the Northeastern United States
Labor Efficiency Manager*

Customers interviewed reported:

75%

INCREASE in capacity of existing payroll team

Streamline Healthcare Operations (cont'd)

Reduce administrative burden

Time and Attendance and Staffing and Scheduling help reduce the manager's time and administrative burden on staffing, scheduling, and timekeeping tasks. With Mobile Time Management and Mobile Scheduling apps, managers and their staff are empowered to manage their time cards and their schedules on the go. Managers can review and approve time cards and address staffing issues in real-time, ensuring their staff are in the right place at the right time..

"Instead of needing to carefully review every single time card, the system allows them to manage with exception based flagging. If there is a time card that is not abiding by the system set rules, it is flagged for manager approval. This has saved them a lot of time."

- 190-bed children's hospital/health system in Southeastern United States
Director of Benefits

Customers interviewed reported:

50%

REDUCTION in time spent on staffing and time cards

Reduce time spent communicating and coordinating across the organization

symplr Clinical Communications' role-based collaboration helps get the right information to the right person instantly with built-in on-call scheduling (automated roles), teams, and the ability to manually swap schedules and role assignments in real-time when needed.

Customers interviewed reported:

10%

REDUCTION in time spent communicating and coordinating across the organization

"Hospital rooms are managed within our EHR, and as soon as a patient is discharged, symplr automatically sends a text to the Environmental Services (EVS) team to request a room clean. Prior to symplr, providers needed to manually send a request to EVS, and ask them to come to clean the room. symplr takes providers completely out of the communication loop and allows them to focus on providing care."

- 4-hospital, 800-bed health system in the Southeastern United States
Medical Director

Consolidate communication systems

symplr Clinical Communications unifies all communication channels (messaging, voice calls, alerts, and clinical results) and roles (providers, nurses, other clinical and non-clinical staff, and patients) in a single HIPAA compliant solution.

"When we were first acquired, one of our trauma surgeons discovered the product and said hey, there is a product here that helps notify a group of people all at once and we don't have to carry pagers or special phones."

- 4-hospital, 800-bed health system in the Southeastern United States
Medical Director

Customers interviewed reported:

100%

REDUCTION in pagers

Grow and Protect Revenue

Reduce patient length of stay with more efficient clinical workflows

symlr Clinical Communications can integrate with multiple systems -- the Electronic Health Record (EHR) Private Branch Exchange (PBX), nurse call, and patient monitors -- to streamline multiple time-sensitive workflows including patient admission/discharge/triage, critical lab alerts and results, code team activation, sepsis care, bed transfer, operating room message screening, patient encounter notifications, specialty consult notifications and more. The effects are improvements in patient throughput and the ability to elevate care.

"We have integrated symlr Clinical Communications with our EHR which has significantly cut down the time it takes for us to start treating a patient."

*- 3-hospital, 470-bed health system in the Western United States
Head of Nursing Informatics*

Customers interviewed reported:

5%

REDUCTION in patient length of stay

Mitigate Risk

Improve staff retention

The symlr Time and Attendance solution empowers employees to take control of their data by letting them review time cards, track hours worked, view vacation and sick time, and request time off, all from their smartphone or tablet. Staffing and Scheduling's mobile schedule management enables employees to be more engaged and proactive in the scheduling process with the ability to trade and request open shifts, and receive notifications when their schedules change. In addition, symlr Clinical Communications improves provider satisfaction by reducing the number of devices (pagers, scanner, cameras, etc), improving clinician collaboration, and reducing the number of overhead pages and alarms.

Customers interviewed reported:

1%

INCREASE in staff retention levels

"People like the tool and the ability to do trades and offers electronically has been a positive."

*- 5-hospital, 730-bed health system in the Midwestern United States
System Director, Finance Information Systems*

Improve patient outcomes

symlr's Clinical Communications streamlines the critical care team activation process and improves outcomes using automated, role-based messaging. It enables instant communication with the right person, role, or team.

"With symlr Clinical Communications, we are able to simultaneously send a notification to the entire STEMI team and the message can include patient information that will help them prepare for treating the patient. This has been a huge win for us and we have been able to shave 30 minutes – 1 hour off the entire STEMI process, which used to take us a few hours."

*- 38-hospital, 6,000-bed health system in the Southeastern United States
AVP Information Services*

Customers interviewed reported:

0.2%

INCREASE in operating margin due to improved patient

Key Findings



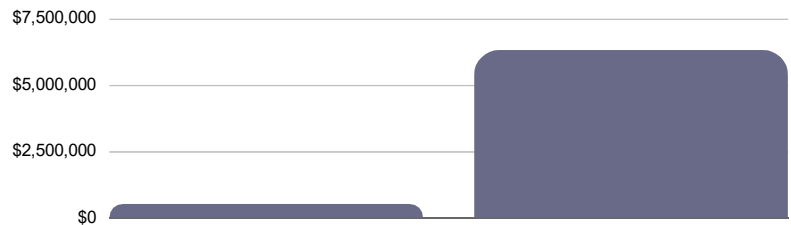
Research Results

The ROI of a validated, healthcare-specific workforce management solution is immediate and demonstrable. A sample hospital system with \$1 billion in net patient revenue with the following profile can realize significant financial benefits from an investment in symplr:

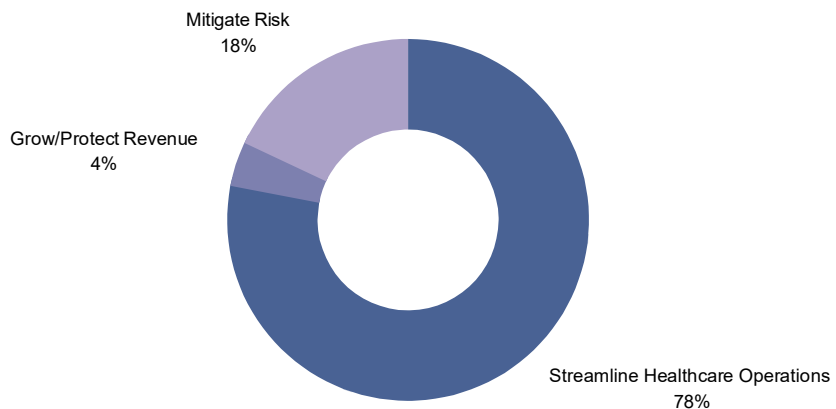
- 552 beds
- 1,250 active employees
- 750 pagers in use

A health system with this profile generates a positive return in less than three months and a one-year ROI of more than 460%, with annual benefits exceeding \$6.3 million.

Investment vs. Return



Benefits by Business Objective





About symplr

symplr is the leader in enterprise healthcare operations software and services. For more than 30 years and with deployments in 9 of 10 U.S. hospitals, symplr has been committed to improving healthcare operations through its cloud-based solutions, driving better operations for better outcomes. Our provider data management, workforce management, and healthcare governance, risk management, and compliance (GRC) solutions improve the efficiency and efficacy of healthcare operations, enabling caregivers to quickly handle administrative tasks so they have more time to do what they do best — provide high-quality patient care. Learn how at www.symplr.com.

About Hobson & Company

Hobson & Company helps technology vendors and purchasers uncover, quantify and validate the key sources of value driving the adoption of new and emerging technologies. Our focus on robust validation has helped many technology purchasers more objectively evaluate the underlying business case of a new technology, while better understanding which vendors best deliver against the key value drivers. For additional information, please visit www.hobsonco.com.

Disclaimer:

The return on investment (ROI) and other financial calculations expressed in this research paper are based on data provided by symplr customers and various assumptions, and provide estimates only. The actual ROI customers realize may vary from the estimates provided. symplr offers this tool to assist customers with evaluating their solutions; however, symplr and Hobson & Company (the firm that created the tool) are not responsible for the accuracy of any estimates.

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