



## Workday for Healthcare Providers

The healthcare industry has undergone dramatic changes in recent years with widespread industry consolidation and evolving business models, driven by reform and the shift from fee-for-service to value-based reimbursement. These changes, combined with the importance of finding the right talent, require healthcare providers to become more agile, efficient, and adaptive.

Workday gives healthcare providers the ability to adapt to reform-driven changes, navigate mergers and acquisitions, implement and monitor new business models and service lines, improve operational efficiency and visibility, and cultivate the right talent to provide superior patient care. Numerous hospital systems, academic medical centers, and alternate/long-term care groups already use Workday Financial Management and Workday Human Capital Management to run their organizations.

Designed with direct input from healthcare partners, Workday delivers industry-specific capabilities to address the needs of healthcare providers, such as managing a diverse clinical and nonclinical workforce, monitoring financial performance, and supporting unique healthcare supply chain requirements.

### Workday for Healthcare Executives

For healthcare executives, Workday can help create competitive advantage through organizational agility, insights into recruiting and talent retention, and real-time analytics.

#### Organizational Agility

The healthcare industry is facing tremendous consolidation and executives need to be able to successfully execute and integrate these mergers and acquisitions. Workday provides flexible technology that enables and accelerates changes in:

- **Organizations**—reorganize in minutes without technical support.
- **Business processes**—integrate new business processes resulting from newly acquired organizations and modify them as the organization evolves.
- **Reporting hierarchies**—change and analyze reporting hierarchies and how the business is reported on (for example, incorporating newly acquired hospitals into the overall P&L or changing reporting from regional to functional).

#### Key Benefits

- Adapt to an ever-changing healthcare landscape.
- Enhance visibility, standardization, and compliance across the healthcare system.
- Improve efficiency and free up time to focus on clinical initiatives and patient care.
- Unify finance, HR, and supply chain in a single system.

#### Workday Applications

- Workday Financial Management
  - > Accounting and Finance
  - > Revenue Management
  - > Management Reporting
  - > Expenses
  - > Procurement
  - > Inventory
  - > Projects
  - > Grants Management
- Workday Human Capital Management
  - > Human Resource Management
  - > Compensation
  - > Benefits
  - > Talent Management
  - > Recruiting
  - > Payroll
  - > Time and Absence
  - > Learning
- Workday Planning
  - > Enterprise Planning
  - > Workforce Planning

## Insights into Talent

Workday provides one system for all stages of the employee lifecycle, from recruiting and onboarding to succession planning and retirement.

Attracting, hiring, and retaining talent is a focus area for all executives. Developing the best healthcare professionals and administrators provides a competitive advantage and determines who will succeed in the future—measured in financial results, patient satisfaction, and clinical outcomes.

For healthcare executives, Workday delivers new insight into an under-analyzed portion of their organization—their people. Traditionally, 60 to 65 percent of a hospital's operating expense is headcount, and legacy ERP systems offer limited views into organizational costs. As executives look for additional operating margin opportunities, it's crucial to have visibility into workforce costs as well as other expenses such as facilities, supplies, and services.

## Real-Time Analytics

Workday provides healthcare leaders with improved visibility into the costs and performance of the organization through analytics that are real time and predictive, and don't require a separate BI tool. Healthcare leaders can take action directly from reports on any device. Additionally, composite reports and analytics give leaders the ability to analyze multiple metrics from multiple systems in one location.

**“We wanted to provide a best-in-class system that will help employees be more efficient and effective in their jobs. Ultimately, we want to enable the healthcare professional to focus even more on the people they serve.”**

—Blair Lake, VP of Human Resources,  
Community Health Services

## Workday for Healthcare Operations

For healthcare operations, Workday can help promote organizational efficiency and decrease costs, improving operating margins and effectiveness.

## Secure and Auditable Business Processes

Auditable business processes are built into the core of all transactions in Workday, including notifications and workflows. One of the differentiators that sets Workday apart is a single security model for controlling access to functions and data based on role.

With comprehensive, always-on audit capabilities built into the software, there are no disruptive updates in Workday. Every change to a process, integration, or security is tracked and stored in Workday—something that's not possible for traditional relational databases and systems.

## Visibility into Costs and Performance

From a personnel perspective, healthcare providers are tremendously complex organizations. Employees require licenses and certifications and work across multiple organizations (which are often separate tax entities). There are both hourly and salaried employees with complex overtime rules and unions. And contingent workers and volunteers are major components of the overall workforce.

With Workday, healthcare providers have one system for all employee information (including contingents and volunteers), one system for reporting, and one system for all processes, eliminating the need for multiple and redundant systems. Instead of tracking just the costs of contingent workers, healthcare providers can use Workday to view their costs, skills, and performance together, allowing them to be included in the overall workforce planning process.

Providing best-in-class self-service and mobile capabilities also benefits system users. Paper processes are eliminated and tedious activities are streamlined, allowing managers to more efficiently tackle their administrative activities and spend more time proactively managing employees or assisting with patient care.

## Continuous Innovation

The changing demands of the healthcare industry are forcing healthcare IT to take on a more significant role in operations, from deploying systems that give executives more insight into their businesses to incorporating electronic medical records into the hospital workflow and supporting new technologies such as telemedicine.

To take on these strategic projects, healthcare IT organizations must shift away from transactional support. With its multi-tenant architecture, single version, built-in updates, and continuous innovation, Workday makes it possible for IT to focus on strategic initiatives and allows the organization to absorb new innovations with minimal disruption or downtime.

**“What Workday is doing by having HCM and financials as one system—not just integrated, but one—is a paradigm shift in the way of thinking about ERP. We started with Workday Human Capital Management three years ago and are now using Workday Financial Management because we believe one application for both will help us grow and scale. Ultimately, these decisions are about providing the best care for our patients, and Workday is giving us the efficiencies we need to do that.”**

—Douglas Menefee, CIO,  
TSG Resources

## Why Workday for Healthcare

With continuous changes and consolidation in the healthcare industry, healthcare providers need flexible solutions with built-in analytics. They need to be able to make decisions faster to achieve operational efficiencies and adapt to a value-based reimbursement model. Workday offers a unified solution that's tailored to healthcare and addresses industry-specific needs in finance, human resources, payroll, and supply chain. With Workday, healthcare providers can:

- Attract and retain key talent.
- Adapt to changes in the healthcare industry.
- Enhance visibility, standardization, and compliance.
- Improve efficiency and free up time to focus on clinical initiatives and patient care.

Workday is invested in creating and evolving business applications to help healthcare organizations run more effectively. If your organization is feeling constricted by legacy systems, consider the advantages you can reap by adopting a unified suite of cloud-based finance and HR applications. With an innovative foundation and a cloud delivery model, Workday grows and adapts with your organization over time, so you can move into the future and handle whatever comes next.



Workday, Inc. | 6230 Stoneridge Mall Road | Pleasanton, CA 94588 | United States  
1.925.951.9000 | 1.877.WORKDAY (1.877.967.5329) | Fax: 1.925.951.9001 | [www.workday.com](http://www.workday.com)