Ensuring the Success of System Selection, Configuration, and Implementation

Implementing systems within an organization is a critical process that demands thorough consideration of the existing business processes. Unfortunately, systems are often put in place with inadequate regard for these processes or with an expectation that the organization will adapt to the system's design. **Consequently, these systems often fail to meet operational requirements, and in some cases, they automate the problems they were intended to fix**. This raises the risk of failing to achieve the intended business benefits. Correcting these issues can be an arduous, multi-year process, and often, operational "workarounds" create a gap between system utilization and consistency.

Your Journey with HRIS, Scheduling, and Payroll Systems

Human resources, operators, staff scheduling, and payroll are closely intertwined aspects of an organization, significantly influencing the overall employee experience. These complex functions frequently lead to questions, decisions, and strategies that ultimately land on your desk. Below in Figure A is a representation of how these responsibilities are typically distributed.

Figure A: The Typical Scope of HR, Scheduling, and Payroll Responsibilities

HUMAN RESOURCES

Recruitment | Employee Demographics | Position/Job Management | Compensation Management | Benefits Administration | Performance Evaluation | Skills, Licenses & Training

STAFF SCHEDULING

Unit Master Schedules | Employee Schedules | Time & Attendance | Leaves & Absences | Vacation Planning | Availability & Shift Swaps

PAYROLL

Payments | Tax Withholding | Leave Accruals | Allowances

Integrating Human Resources Information System (HRIS) modules with stand-alone scheduling, timekeeping, and payroll systems is common practice. However, there's a growing trend among vendors to provide comprehensive "end-to-end" systems that cover the entire lifecycle of these functions. These systems are often structured as modular arrangements, where specific modules handle related functionalities, **such as Time & Attendance, Recruitment/Applicant Tracking, or Benefits Administration.** There are also cross-stream modules that encompass multiple functionalities, like Reporting & Analytics, and Self-Service for employees and managers.

In many cases, more than one system is required to deliver an integrated employee journey, along with suitable interfaces and business rules. This journey starts with maintaining accurate employee information (HR) and position controls (Finance) within the HRIS. These elements connect to a scheduling module that holds staffing needs or interface with a separate staff scheduling system containing real-time scheduling and deployment data. An optimized staff scheduling environment ensures that clean, accurately linked time data flows seamlessly to payroll.

This scheduling data is essential for HR, Finance, and Operations to collaborate, constantly focusing on budget, staffing levels, and real-time quality assessment. It's also crucial for effective workforce planning, skill management, validation of vacancies, and day-to-day deployment decisions.
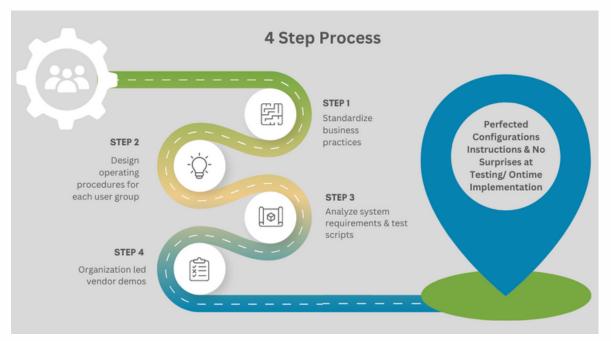
Considering a New System Acquisition?
Follow These Steps

Workforce Edge was founded to address the challenges associated with unsuccessful system implementations. Following our diagnostic assessment, our approach begins with a collaborative business process design methodology and the development of user operating procedures. This ideally occurs before system procurement or, at the least, in advance of local configuration requirements definitions.

We've consciously engineered practice design as the first step to ensure the system aligns with your business of providing care and so that your operations are not constrained by system deficiencies.

4 Step Process

STEP 1
Standardize business practices

STEP 2
Design operating procedures for each user group

STEP 3
Analyze system requirements & test scripts

STEP 4
Organization led vendor demos

Perfected Configurations Instructions & No Surprises at Testing/ Ontime Implementation

Our collaborative methodology encourages buy-in and commitment to new operational methods and scheduling support. **This leads to standardized, consistent, and detailed business practices, which, in turn, provide clear and detailed local configuration instructions to system vendors.** This significantly reduces confusion and rework that often surfaces after the requirements gathering phase. Where misunderstandings or difficulties expressing needs to vendors can cause issues and drastically delay implementation timelines.
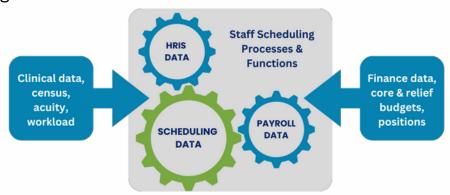
Standardized processes and practices must be established to drive accurate system setup. Any project implementing enabling technologies must invest upfront in ensuring consistent and standardized business practices are designed in advance and guide technology configuration.

Collaborative business process design, including key stakeholders, is the foundation for securing a broad commitment to the intended future state. **Organizations should not underestimate the extent of change management support required for corporate services, leaders, and frontline employees.** Without adequate investment in change management, organizations risk failing to achieve their intended benefits or investing more to address problems post-implementation.

Benefits to Fund Systems Acquisition

When assessing quantitative benefits, there should be a strong focus on staff scheduling processes and functions, as they are the source of achievable financial savings, a crucial factor in today's value-based funding environment.

This approach can lead to staff scheduling optimization projects **that fund subsequent project phases**, including acquiring an HRIS and other necessary systems.

Benefits can be extracted from the planning, scheduling, and deployment ecosystem to invest in new systems acquistions.

If you're interested in exploring how to become the leading health-care organization in your region, please contact us for a collaborative discussion at **info@workforce-edge.com.**