



# UKG Workload Manager for Healthcare

## Key benefits

- **Proactively improve patient level-of-care** by managing staffing needs based on intensity, census, and churn rate
- **Improve patient and staff satisfaction** with automated and equitable workload distribution
- **Create balanced patient assignments** that reflect staff workload, competencies, and continuity of care
- **Consistently provide quality patient care** by evaluating the oncoming shift to meet HPPD and \$PPD targets
- **Support compliance** with staffing ratio, legislative, and disclosure requirements and maintain auditable records

## Align staffing needs with demand for care in real time

In today's dynamic healthcare environment, managing unit workload is a complex and ongoing challenge. Nursing leaders must take into account each patient's unique care needs as well as current unit census, contact census, churn rate, and legislative staffing requirements to allocate clinical labor effectively. Then, as patient volume fluctuates or level-of-care intensity changes, leaders need real-time visibility to rebalance staff and maintain optimal coverage levels. Given these ever-changing factors, how can nursing leaders create cost-effective staff-to-patient assignments that improve employee satisfaction while supporting safe, high-quality patient care?

UKG Workload Manager for Healthcare assists nursing leaders by matching demand for care to the clinical-labor supply. This proven solution measures each patient's level-of-care intensity to quickly compile total workload, validate staffing levels, and generate balanced, equitable patient assignments for review and approval.

### Equitably distribute workload based on patients' unique care needs

Patient classifications coupled with real-time census information give nursing leaders the data they need to proactively manage staffing needs. Using defined guidelines to accurately represent the unique patient population on each unit, UKG Workload Manager for Healthcare automates individual patient-classification levels through integration with electronic health records (EHRs). A real-time HL7 interface continuously evaluates patient classifications to provide current, reliable data for workload quantification. Nursing leaders can engage and apply their professional judgment to override individual classifications by exception, as needed, to capture holistic patient care needs.

In addition, UKG Workload Manager for Healthcare integrates seamlessly with admissions-discharge-transfer (ADT) systems to present current unit census, contact census, and patient flow as well as staff members who are scheduled and available to care for patients. UKG Workload Manager for Healthcare allows nursing leaders to evaluate and staff the oncoming shift quickly and accurately — using real-time workload and census data — to control supplemental labor costs and minimize compliance risk.

### Assign the right nurse to the right patient for high-quality care

Taking into account unit geography, employee skills and certifications, and continuity of care, UKG Workload Manager for Healthcare automates the distribution of patients among your staff, reducing the time required to create fair, balanced, and safe assignments. Nursing leaders can evaluate assignments at a glance and make adjustments to minimize overstaffing or understaffing that can put budgets or patients at risk.

Workload		Staff Planning	Forecast	Schedule	Reporting	Setup	Admin	Manage	Patient History	Unit Overview																																																																																																																																																																																																																																																																																															
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### Increase staff engagement, satisfaction, and retention rates

UKG Workload Manager for Healthcare helps nursing leaders create optimal patient-staff assignments for fair, safe, and balanced workload distribution. Proactive management of staffing needs also helps improve the predictability of work schedules, resulting in fewer last-minute calls-in and calls-off. Driving better schedules that reduce risk of stress and fatigue, UKG Workload Manager for Healthcare can help create a more positive work environment for increased staff engagement, satisfaction, and retention rates. In addition, by informing effective staffing decisions shift by shift, UKG Workload Manager for Healthcare supports your organization's journey to ANCC Magnet Recognition® for nursing excellence and high-quality patient care.

### Minimize compliance risk and maintain auditable records

With its data-driven approach to workload distribution, UKG Workload Manager for Healthcare helps your organization meet staff-to-patient ratio, legislative, and disclosure requirements for improved compliance. The solution also supports improved performance in Core Measures and HCAHPS metrics related to patient satisfaction, which can impact Medicare funding under the Affordable Care Act.



Our purpose is people

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