

Moving forward in the changing world of healthcare.



In an industry that's no stranger to disruption, COVID-19 has accelerated transformation throughout healthcare. We've seen the rapid adoption of telehealth, redeployment and retraining of staff, creative sourcing of supplies and additional talent, and a shift to remote work wherever possible. While these heroic efforts served to manage surges and protect communities, long-standing challenges around clinician burnout and financial sustainability have only intensified.

Changes in payor mix and uncertainty in demand make revenues and reimbursements less predictable than ever. Instilling redundancy into the supply chain must be balanced with managing costs. Providers now operate in dual models of care to serve patients with COVID-19 and those without. And ongoing expansion of digital care delivery requires new skills, processes, and tools. Optimizing resources will be imperative to sustain operations.

As we look toward the future across healthcare, it's clear that agility is key. During the first half of 2020, organizations with cloud-based systems for finance, HR, and supply chain were better equipped to respond to shifting conditions, ensuring business continuity and addressing urgent workforce and operational needs. Here are some of the ways that enterprise cloud applications from Workday help healthcare organizations adapt quickly.

Guide every decision-maker with real-time insight.

Moving forward through uncertainty, healthcare organizations must understand the financial impact of fluctuating demand and business conditions, talent gaps, and supply chain disruption. A single source of truth improves collaboration across functions. Workday brings together finance, HR, and supply chain, along with data from operational and clinical sources, into one

system. Multidimensional analytics, drill-down reporting, and unlimited modeling help clinical and business leaders understand the impact of changing conditions. With real-time insight and active planning capabilities, Workday empowers every decision-maker to take swift and confident action.

Benefits for healthcare organizations:

- Monitor day-to-day performance with a blend of real-time financial, people, and operational data.
- Model the financial impact of changes to service lines, delivery models, and sites of care.
- Track and manage PPE and other critical inventory across all locations with real-time accuracy.
- Surface insights with self-service dashboards and ad hoc reports for leaders and frontline staff.

Hear from our customers:

The adaptability of Workday Adaptive Planning in the midst of this crisis has been phenomenal. We pivoted to month-to-month forecasting in just four days so we could better manage the COVID-19 impacts on our operations and patient care. And a few weeks after that we modeled three scenario cases for our CFO and Finance Committee to better guide them on making business decisions.

—Health System Customer

Adapt quickly with flexible processes and easy configuration.

As we navigate the new normal, organizations that can respond quickly have the advantage. The ability to spin up or unwind new locations or organizations is important for managing rolling surges and experimenting with alternate sites of care. And secure, remote access to run payroll, close the books, and administer shared services is critical for business continuity. With the object data model

and flexible business process framework in Workday, organizations can change data elements and workflows with no coding required. A cloud-based platform means employees can access Workday from almost anywhere. With all Workday customers on the same version and an active user community, it's easy to share leading practices and learnings.

Benefits for healthcare organizations:

- Ensure business continuity while minimizing exposure with a cloud architecture for secure, remote access.
- Optimize delivery models and align resources with one system to continuously plan, execute, and analyze.
- Adapt quickly and embrace change with the ability to add fields, adjust workflows, and modify organizational structures.
- Accelerate your response to changing conditions through collaboration with a community of peers.

Hear from our customers:

I do not know how we would have gotten through this crisis without Workday. We are able to develop quick codes for employee duties related to COVID-19, as well as track specific donations and uses of equipment related to COVID-19. We are able to figure out the daily P&L and impacts by service line. It has made us much more nimble, and it is easier to make informed and quick decisions related to people, supplies, and other expenses.

—Children's Hospital Customer

Increase efficiency with automation powered by AI and ML, plus mobile access.

As organizations grapple with reduced revenues, financial sustainability is a growing concern. Solutions that enable you to do more with less are critical to sustaining the mission of care. Increased automation can help offset a reduction in staff, and mobile access can reduce time spent on administrative tasks. To ensure compliance and maximize reimbursement, the ability to efficiently track and report spend against the CARES act, FEMA grants,

and other relief programs is essential. With Workday, organizations can easily track disaster-related expenses, report on employee illness, and enable document training to safeguard compliance. Machine learning streamlines processes, reduces errors, and boosts productivity. Smart automation in Workday helps your back office and clinical front line simplify workflows and save time.

Benefits for healthcare organizations:

- Remain focused on patient care with mobile capabilities that keep clinical staff and supervisors on the floor.
- Redirect resources to strategic activities by automating transactional work.
- Boost efficiency with machine learning that identifies patterns, detects anomalies, and makes recommendations.

Hear from our customers:

We used Workday to quickly review absenteeism figures and look at our employee spread by state. Before Workday, this would have taken us two weeks to get that all together. Now we have it at our fingertips.

—Health System Customer

Optimize talent to secure, deploy, and develop essential workers.

Healthcare depends on having the right people in the right roles at the right time. As workforce demands evolve and shift, the ability to match skills with needs is critical. Deploying clinical staff to practice at the top of their license keeps workers engaged while controlling labor costs. Development opportunities and enriched experiences help attract and retain top talent. Workday

leverages machine learning to personalize the employee experience with recommended learning and relevant opportunities to improve engagement and retention. In times of transition, Workday enables you to communicate policy changes, rapidly onboard new employees, and redeploy workers as needed.

Benefits for healthcare organizations:

- Quickly fill workforce gaps using talent pools and a skills-based lens to accelerate recruiting and redeployment.
- Optimize talent utilization with workforce and financial insights.
- Nurture workers with personalized experiences, credentialed skills development, and growth opportunities, powered by machine learning.
- Gauge employee well-being, sentiment, and engagement by aggregating data from pulse surveys.

Hear from our customers:

We faced a critical shortage of workers to fulfill the capacity needed to care for affected patients. But we were able to redeploy staff with the needed skills from other parts of the network and even activate and onboard hundreds of retired or external staff to help meet critical demand using Workday.

—Health System Customer

Workday is helping healthcare customers respond, recover, and adapt in a rapidly changing world. Find out how a single system for finance, supply chain, HR, planning, and analytics can help your organization achieve the agility you need to succeed. For more information, visit workday.com/healthcare.



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