

## SAP Solution Brief

SAP BusinessObjects Analytic Applications

SAP BusinessObjects Staff Productivity Management for Healthcare

# STAFF PRODUCTIVITY MANAGEMENT

## OPERATE YOUR HEALTHCARE ORGANIZATION MORE EFFICIENTLY

The SAP® BusinessObjects™ Staff Productivity Management for Healthcare analytic application helps improve staff productivity; provides support for human resources, education, and safety tracking; and delivers insight into staffing ratios, quality of patient care, and other quality and cost performance measures.

A number of industry trends are compelling healthcare organizations such as yours to contain costs and improve efficiencies. As medical costs continue to outpace inflation, healthcare organizations in the United States and around the globe are under intense scrutiny to trim their cost structures. Payers, employers, and patients are demanding greater transparency into quality and cost performance measures, while healthcare providers are struggling with reduced revenue from declining reimbursements and adjusting to a shift toward value-based purchasing.

Healthcare organizations looking to trim costs often begin by targeting labor expenses, as they account for a significant portion of their operating budget. Yet organizations are also pressured to improve access to care – no small feat considering the shortage of nursing and physician staff. To deliver satisfactory patient outcomes and prevent adverse events, healthcare executives and chief medical officers must ensure that the organization is staffed appropriately.

To thrive in this environment, your healthcare organization must utilize resources efficiently while gaining insight into cost drivers and satisfying patient expectations. Yet this is easier said than done. After all, most facilities rely on a foundation of disconnected legacy systems supplemented by an array of paperwork that makes it difficult to quickly assess staffing levels and costs and staff certification and training needs. As a result, many healthcare organizations

are retooling to ensure that they have the right technology in place to meet their operational and reporting requirements.

The SAP® BusinessObjects™ Staff Productivity Management for Healthcare analytic application enables your healthcare organization to optimize resources, increase service responsiveness, and improve service quality. This application includes preconfigured dashboards and reports along with functionality to query data and track key performance indicators (KPIs), providing new levels of insight into staffing levels and potential problems. As a result, your organization is empowered to proactively balance staffing with patient requirements, build a skilled workforce, and address training requirements.

### Gain Better Insights

The application includes intuitive dashboards that provide aggregated views of information from multiple sources, including clinical databases, time and attendance applications, payroll systems, and staff-scheduling applications. The data is used to populate a multidimensional database that enables rapid, flexible data analysis. A prebuilt data model at the core of the database can be enhanced to incorporate detailed data and the management priorities of each organization. As a result, SAP BusinessObjects Staff Productivity Management for Healthcare provides an accurate, holistic picture of staffing and patient-care issues across single or multiple nursing care units.



Drill-down functionality built into the application enables insight at the level of detail that is required by managers. Built-in search combined with drill-down functionality enables managers to determine operational performance at a granular level. And managers can do this without the need for querying skills or knowledge of the underlying data. By providing both enterprise-wide and granular views into data, the software enables your healthcare organization to gain better insight into and control over its operations.

Role-based dashboards enable management and staff to see the data, views, and analyses that are relevant to their daily work. Role-based reports for managers enable them to easily access the data they need. Moreover, managers can drill into reports for root cause analysis to investigate and pinpoint issues without requiring other staff to participate in investigations.

### **Align the Workforce with Underlying Activity-Based Drivers**

Your organization needs to optimize its most expensive healthcare resource – its staff. If yours is like most healthcare organizations, you track staff hours by unit, job class, and employee, but you are hard-pressed to determine whether the hours are in line with fluctuating workload demands.

Healthcare managers can use SAP BusinessObjects Staff Productivity Management for Healthcare to align the organization's workforce with the underlying business activity drivers.

These can include average daily census, radiology exams, lab tests, patient visits, and relative value units (RVUs). In addition to nursing departments, ancillary departments like radiology, laboratory, pharmacy, physical therapy, and physician or other professional staffing can benefit from the SAP application. The flexible nature of the solution allows managers to customize activity drivers to their specific needs.

Interactive management dashboards populated with financial, clinical, and administrative data present timely business insights. The software pulls aggregated data from back-end systems used to manage accounting, payroll, patient volume, patient-care quality, and patient satisfaction scores, and generates standardized reports and dashboards to meet diverse needs. Dashboards give managers a consolidated view of business operations across the organization, along with the ability to filter results down to the cost-center level. They also deliver more accurate and timely reporting of hours worked per patient-day, for example. Armed with greater clarity into patient care and business operations, managers can improve staffing productivity, reduce the risk of adverse events and safety conditions, and stay in compliance with regulatory requirements.

### **Conduct What-If Analysis Dynamically, As Needed**

During the annual planning process, most organizations project nurse staffing levels based on historical and projected average daily census targets for

SAP BusinessObjects Staff Productivity Management for Healthcare enables your healthcare organization to optimize staffing resources and, as a result, increase service responsiveness and quality.

each nursing unit. However, staff workload is in constant flux due to the impact of various patient-related factors, such as case mix, patient acuity, and average length of stay. Workload is also impacted by external drivers that include patient volume and market share variations, new programs and services, disease outbreaks, physician referral patterns, and payers' contractual changes.

With SAP BusinessObjects Staff Productivity Management for Healthcare, your nurse managers can use a built-in staffing "workbench" that enables them to conduct what-if analyses of staffing scenarios in response to changes in original staff planning assumptions. Using the tool, nurse or ancillary managers can project staffing needs by staff type for a cost center based on assumptions around average daily census or other unit variables (activity drivers) that impact workload levels.

## Improve Financial Performance and Quality of Patient Care

The SAP application can help your healthcare organization minimize financial risk while maximizing clinical quality outcomes. The software tracks risk management issues commonly found in healthcare facilities – such as patient falls, medication errors, and hospital-acquired infections – that not only threaten patient well-being but can lead to medical liability and reduced reimbursements. With access to up-to-date information, your organization can detect problems earlier, investigate root causes more quickly, and address issues proactively to minimize their impact.

## HCAHPS and Other Patient Survey Data

SAP BusinessObjects Staff Productivity Management for Healthcare includes a dashboard view of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and other patient survey results. With this insight, your healthcare organization can identify and compare internal trends at the enterprise or nursing-unit level against benchmark goals.

## Benefits for Your Healthcare Organization

With SAP BusinessObjects Staff Productivity Management for Healthcare, you can control costs and enhance profitability by:

- Gaining a single, actionable view into reliable information about business operations

- More closely aligning staffing to the underlying activity drivers like the patient census
- Reducing administrative tasks and paperwork
- Freeing managerial staff to focus on business operations and patient-care activities
- Reducing payroll expenses while improving patient care and satisfaction
- Identifying root causes of staffing budget variances

## Find Out More

To learn more about how SAP BusinessObjects Staff Productivity Management for Healthcare can help you optimize resources while increasing service responsiveness and quality, visit [www.sap.com/businessanalytics](http://www.sap.com/businessanalytics).



Healthcare managers can use SAP BusinessObjects Staff Productivity Management for Healthcare to align the organization's workforce with underlying business activity drivers.

## Foster Understanding of Staffing Budget Variances

Finance closes the books on a monthly basis, and budget-variance reports reflect salary **dollars** paid for the **monthly** period as reported in the profit and loss statement to the board of trustees. However, department managers plan and focus on staffing and scheduling **hours** on a **pay-period** basis. As a result, there is often a disconnect for managers attempting to reconcile the monthly budget-variance reports generated by finance. With the SAP® BusinessObjects™ Staff Productivity Management for Healthcare analytic application, your organization can eliminate discrepancies and confusion associated with reconciling data from different time periods, as well as wages paid compared to hours worked.

The SAP® BusinessObjects™ Staff Productivity Management for Healthcare analytic application provides aggregated views of staff productivity data (hours and unit workload statistics) as well as costs, enabling you to understand and swiftly address the root causes of staffing budget variances – and ultimately improve patient care and safety.

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## Summary

The SAP® BusinessObjects™ Staff Productivity Management for Healthcare analytic application enables your organization to gain better insight into staff levels and patient-care concerns. As a result, you can proactively control costs and improve profitability while enhancing patient satisfaction.

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## Business Challenges

- Shortage of skilled resources
- Increasing operating costs
- Declining reimbursements

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## Key Features

- **Data aggregation** – Pull in aggregated data from back-end systems and populate a prebuilt data model designed for healthcare facilities
- **Problem identification** – Proactively identify budget variances, drill into underlying data to understand root causes, and develop a course of action to proactively impact performance
- **Patient-care management** – Track and trend changes in patient quality measures and quickly bring about any needed interventions

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## Business Benefits

- **Utilize resources efficiently and lower expenses** by closely aligning staffing levels to patient workloads
- **Improve decision making** through visibility into – and analysis of – organization- and department-level information
- **Help ensure swift course corrections** with insight into variances in key performance indicators
- **Increase managerial staff productivity** by reducing routine administrative tasks and paperwork requirements
- **Promote greater patient satisfaction** by identifying issues and tracking improvement efforts
- **Enable timely analysis of staffing budget** by drilling into data and identifying the root cause of budget variances

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## For More Information

To find out more about how SAP BusinessObjects Staff Productivity Management for Healthcare can help your organization operate more efficiently and profitably, call your SAP representative or visit us online at [www.sap.com/businessanalytics](http://www.sap.com/businessanalytics).

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