

WHY WORKDAY

How Five Healthcare Organizations Are Transforming with Workday

Ambulatory and Post-Acute-Care Edition

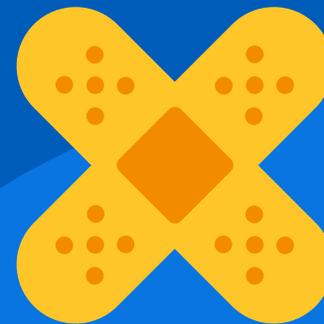


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A business foundation to drive care forever forward.

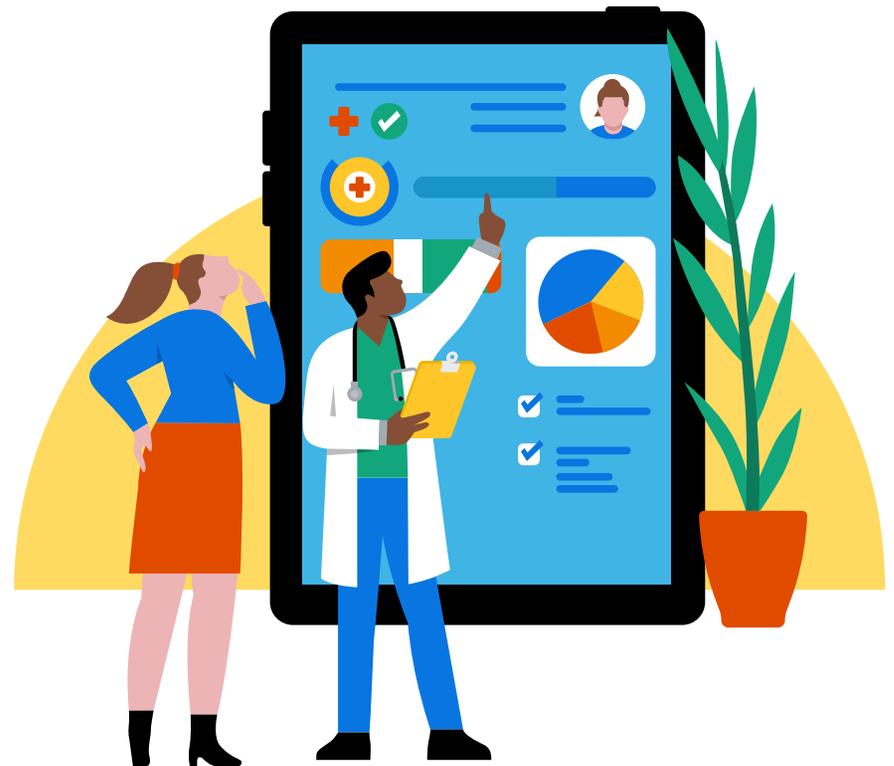
Healthcare providers are united by a mission to deliver quality patient care despite finite resources. Ambulatory and post-acute-care providers are particularly impacted by declining reimbursements and clinical staffing shortages.

Additionally, persistent economic inflation and supply chain disruption have seen supply costs rise alongside labor costs. That means practice owners and facility operators must balance efforts to secure and retain the right personnel against initiatives to drive savings.

Many providers are looking to grow their business, as increased patient volumes and M&A can boost revenues. But without 360-degree visibility into operations, it can be difficult for leaders to identify opportunities for expansion, let alone plan and execute growth strategies. In every setting, legacy technology and siloed data compound the challenge. To remain competitive, healthcare organizations need better business solutions.

That's where we can help. Workday outperforms competing cloud ERP systems by delivering real-time insights, process efficiency, and the ease of use needed by physician practices and other ambulatory organizations. As a result, it's easier to maintain margins, accelerate growth, and ensure quality care—and be confident you have the business foundation you need to succeed.

Read on to learn how five leaders in ambulatory and post-acute-care organizations use Workday for a unified view into finance, HR, and supply chain to plan and adapt for the future.



Join the healthcare community
that's already partnered with Workday.



Four reasons healthcare providers trust Workday.

More than 875 healthcare organizations trust Workday solutions for finance, HR, supply chain, and planning. Learn how we enable the insights, agility, and continuous innovation you need in an ever-changing landscape.

Drive flawless business and financial operations.

Many ambulatory and post-acute organizations lack the tools needed to streamline their back-office or administrative processes. Using Workday to automate previously manual tasks enables physician practices, clinics, rehab facilities, and senior living communities to free up finance and accounting teams to focus on more strategic objectives. And Workday makes it easy for non-IT personnel to drive such efficiencies using business process configurations without requiring technical support. Decision-makers can adapt processes with ease, ensure compliance, and connect every aspect of the organization.



We can do more with a smaller staff and fewer errors than the industry standard. My team can perform data analysis because all the fundamental aspects of financial management are handled by Workday.

Senior Manager, Financial Planning & Analysis,
ChenMed

Empower your people for maximum performance.

Attract and retain the best talent by elevating your employee experience. The Workday mobile app is loved by direct care providers and supervisors—as well as support staff—because it simplifies and accelerates their HR tasks.

Workday also makes it simple to evaluate, develop, and recruit key skills for the way healthcare is changing. Whether you're a specialty practice looking to bolster data analysis capabilities, or a skilled nursing facility seeking occupational health specialists, AI embedded at the core of Workday recommends the right candidate for the right job. It also connects existing employees with open opportunities, learning content, and mentors to keep them growing their careers with your organization.



Workday is essential to our talent management strategy and enables us to elevate, retain, and grow our staff within the organization.

CFO,
CommuniCare Family of Companies

Make confident decisions, faster.

Siloed systems make for disparate data—a time-consuming headache that medical practices and senior care facilities can't afford. By unifying people, financial, and operational data, Workday transforms decision-making for the better. Users can access everything in real time, casting aside spreadsheets and on-premise tools and mitigating risks as they appear.

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Workday has helped us improve transparency and put each manager and director in touch with the financial side of the business to inform agile decisions.

Consultant,
Rehabilitation Hospital of the Pacific

Turn supply chain management into a strategic advantage.

Embrace unified supply chain management to balance costs, quality, and outcomes. With automated processes across source to pay and stock to replenish, Workday delivers real-time visibility and multidimensional analytics that let you optimize inventory and spend across all your locations. From supplier performance to supply utilization, Workday surfaces the insights your organization needs to make the best decisions for your patients and your business.

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Departments get what they need faster with greater accuracy and less time spent moving inventory around. We can track and manage it on mobile devices. And efficiency on the front end means our caregivers can spend more time on other tasks.

Executive Director, Supply Chain,
Roswell Park Comprehensive Cancer Center



Workday for finance teams.

Finance teams supporting outpatient clinics, independent practices, and other care providers have their work cut out. Learn how Workday helps them manage costs, increase efficiency, and surface insights.

Scale financial operations.

Care delivery models have to be financially sustainable. The Workday platform helps medical practices, ambulatory services, and post-acute organizations reduce administrative costs, support growth, and enable workers to spend more time on strategic transactions. Thanks to comprehensive automation, finance teams can automate tasks, approval routing, and report transmission.

Workday also enables continuous reconciliation and consolidation, leveraging machine-learning (ML)-driven anomaly detection to surface variances and help manage risk. And its unified data model means HR and finance teams can spend more time working together on solutions.

Stay ahead of evolving regulations.

Managing compliance and financial audits doesn't have to be a challenge. With Workday, finance teams get real-time data, built-in controls, and the ability to click through from reports down to the individual transaction level. That means you can quickly answer any question, freeing up more time for planning and analysis.

With annual CMS rule changes, increased transaction oversight, and ongoing healthcare reforms, FP&A teams need flexibility to revise models and adapt plans. Workday Adaptive Planning provides multidimensional, driver-based modeling; revenue dashboards; and robust variance reporting. That means you can rapidly create and update detailed plans for each care center or service line, monitor revenue by physician, and deliver more meaningful insights. Workday enables healthcare finance teams to react to changes in real time—and plan for how they might impact business performance.

Optimize procure to pay.

When you're running a finance system for distributed clinics, multiple senior communities, or numerous physician owners, it's quite a job to enforce spending policies, respond to supplier and staff inquiries, and keep accounts payable running efficiently. But with Workday, business process controls and a consumer-friendly interface boost self-service adoption while ensuring adherence to policies.

A guided requisition experience and AI-driven spend category recommendations prevent errors and simplify purchase order (PO) creation in Workday. AI capabilities embedded at the core also make supplier invoice automation hyper-efficient and hyper-accurate. With all the details on who, what, when, where, and why in each transaction reflected in real time in reports, Workday helps you better understand and manage organizational spend.





ChenMed finds a new model for removing barriers to healthcare access.

ChenMed developed a concierge-style primary care model to simplify access to medical care. The senior medical care facility has long used Workday to manage its business operations, including during its rapid expansion from 2020 to 2023 with the opening of 30 new care centers.

The less time finance teams spend on administrative tasks, the more time they have to provide full-service support to the practice. So to make it easier to manage its vendors and procurement, ChenMed decided to reinvent its finance operations. The company combined its procurement, sourcing, and accounts payable teams, and reconfigured Workday Financial Management to merge each workflow into a single automated source-to-pay (S2P) process.

Reinventing procurement and providing self-service capabilities help ChenMed improve the employee experience companywide, including that of the clinicians, who want to focus on helping patients. Simplifying vendor onboarding and approvals and creating the right security roles in Workday assist the P2P team in supporting the evolving procurement needs of clinical staff and medical centers.

Workday automations are key to continued growth while managing finance with lean resources. ChenMed uses electronic data interchange (EDI) communications with larger vendors. The organization is adopting more Workday capabilities to keep pace with its rapid expansion. The supplier portal provides further ways to automate transactions, offering self-service for vendors to create invoices directly from POs. In addition, the project functionality in Workday will enable ChenMed to streamline management and ensure purchases are properly recorded against each project.

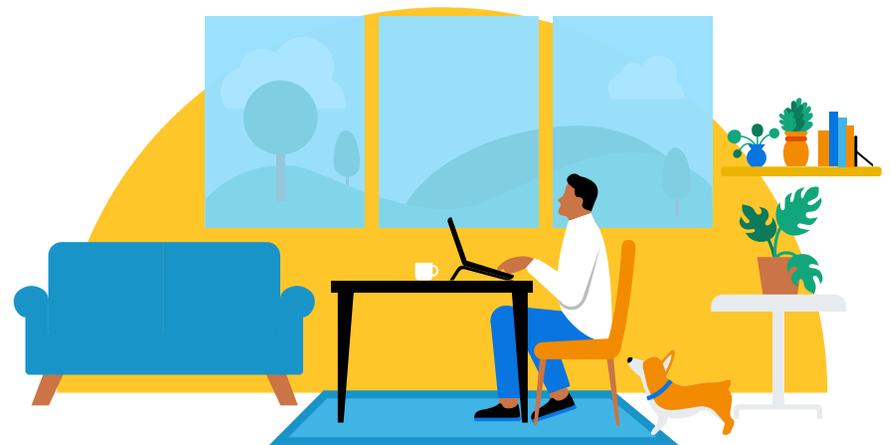
Results at a glance:

- Increased the number of invoices processed by 36%
- Automated 80% of all PO and invoice transactions
- Automated 94% of expense reimbursements



Workday enables the scalability and best practices that allow us to pursue our ambitious growth goals.

Director of Financial Operations,
ChenMed





Masonic Villages: Collaboration between operations and finance enhances forecasting accuracy.

Masonic Villages of Pennsylvania delivers care so residents within its five communities can achieve the highest quality of life. With ever-changing regulations in healthcare, the organization needed a technology partner to help it streamline business processes and boost collaboration in order to focus on its mission.

As a senior living organization, Masonic Villages provides a lot of diverse services—nursing, pharmacy, therapy, dining, a children’s home, and a Masonic library and museum—each operating under different key performance indicators (KPIs). With Workday Adaptive Planning, the budget process was designed to use customized KPIs for each department. Today, finance and operations share the same data and terminology, enabling better collaboration for planning a successful business strategy. The teams can also spend more time on deeper data analysis, and have access to real-time revenue dashboards.

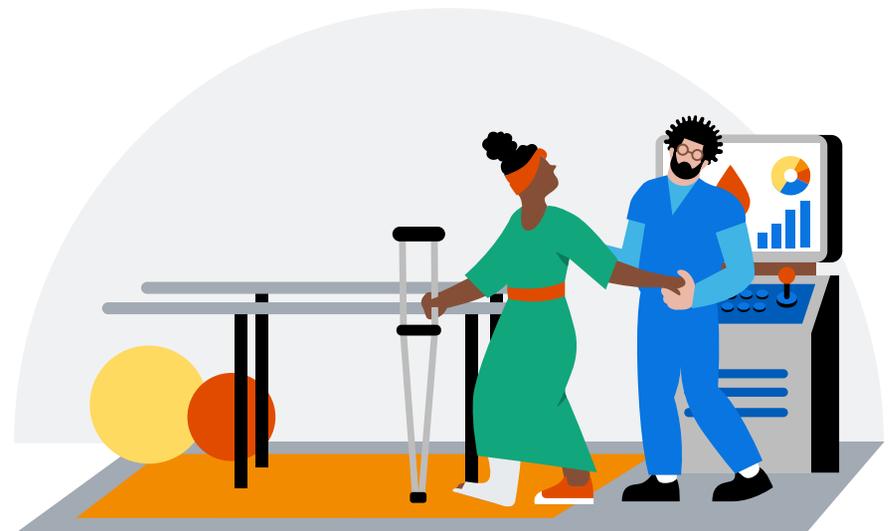
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With Workday Adaptive Planning, it’s easy for me to do complex revenue modeling, which is key to funding our business and serving the mission.

Director FP&A,
Masonic Villages of Pennsylvania

Results at a glance:

- Reduced the budget cycle by seven weeks
- Achieved complex revenue modeling
- Decreased stress on personnel with enhanced reporting and increased visibility to ease workload



Workday for HR teams.

From ambulatory to post-acute, your success depends on having qualified and engaged clinicians and caregivers to address patient needs. That's where HR plays a critical role. Workday is the modern and scalable solution you need to secure the right talent, optimize labor costs, and empower workers with the skills your organization needs.

Manage and develop your workforce.

Unlike other enterprise applications, Workday unifies everything you need in one platform—from core HR, time and absence, and payroll to total rewards, recruiting, talent optimization, learning, and planning. And it's easy to manage the complexity and diversity of employees, volunteers, and contingent workers—including hourly and salaried staff members working different shifts or even different roles across multiple locations. With Workday, you can track licenses and certifications along with required training to ensure compliance, while self-service automation makes it easy for workers to stay up to date. Beyond that, built-in performance management, combined with the AI capabilities of Workday Skills Cloud and the career hub feature, suggests self-directed career experiences to help employees continue their development so they're ready to take on new opportunities as the organization grows.

Recruit and onboard the right candidates, faster.

Workday helps healthcare providers achieve true visibility across the entire talent acquisition process and acquire the best clinical talent and support staff.

The platform helps your hiring team manage every stage of talent acquisition from an easy-to-use recruiting hub, while configurable workflows enable better collaboration across departments. With HiredScore AI for Recruiting,* you can accelerate time to fill while maximizing talent pool utilization. Candidate engagement and SMS messaging improve the experience for all prospective staff, including physicians. And faster onboarding—even when remote—gets new hires onto the schedule more quickly.

Improve the clinician experience.

Workday helps you continually improve the clinician experience so you can deliver consistent quality care. Clinical and support staff get anytime, anywhere access to self-service workflows in a native mobile app. Everything, from requesting time off to submitting expenses, becomes faster and easier. Supervisors can view dashboards and complete approvals anytime, anywhere, and clinicians spend less time on administrative tasks and more time with patients.

With Workday Peakon Employee Voice, monitoring and acting on workforce sentiment becomes a breeze, too. Embedded ML parses feedback to surface actionable insights to managers and site administrators, guiding everything from retention initiatives to facilities improvements.

* HiredScore is a Workday company.



M Physicians achieves 98% HIPAA training completion rate in 30 days.

University of Minnesota Physicians (M Physicians) is a multispecialty academic physician practice based in Minneapolis. A few years ago, the practice found that its learning management system was actually complicating learning. Clinicians and administrative staff could not easily see which courses they needed or enroll in the courses once found.

With Workday Learning, administrators can quickly define audience criteria, and deliver learning requirements, content, and training reminders based on detailed data already in the system. Staff licenses and certifications are automatically uploaded into Workday, which drives alerts and creates mailing lists to notify staff of the courses they need to complete to stay current.

Workday Learning provides M Physicians staff and managers with secure access to all learning content in the same interface as other Workday applications. Just one sign-in allows workers to access everything they need, from new employee onboarding and benefits enrollment to compliance and leadership training.

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Workday helped us move to a monthly required learning format that allows employees to consume content in bits.

HRIS/Workday Operations,
University of Minnesota Physicians

Results at a glance:

- Achieved 98% HIPAA training completion in 30 days
- Reduced compliance reporting time from 4 hours to 20 minutes
- Decreased learning content creation time from 1 month to 1 day



Workday for supply chain teams.

Supply chain challenges can be stubborn. But with Workday, organizations get a sourcing, procurement, and inventory solution that is proven for healthcare providers of every type and size.

Drive greater savings.

Reducing costs without compromising care is a priority for all healthcare providers. With Workday, you can leverage economies of scale with centralized sourcing and contract management, while addressing the unique needs of specific locations through flexible configurations. Automated business processes ensure consistency and compliance with contract pricing, product formularies, and spend policies. Workday also surfaces insights into the cost, quantity, and utilization of your supplies, making it easy to identify trends and standardization opportunities, while keeping clinical outcomes at the forefront of decision-making.

Reduce risk and increase resilience.

Workday gives you the tools to minimize the impact of external disruptions on your ability to deliver care. Inventory automation means supplies are replenished as needed without intervention so you can prevent stockouts. And defined business processes mean fewer errors than manual workflows—especially with a built-in mobile app. Real-time visibility ensures you always have an accurate view of supplies on hand, so you can optimize inventory across sites of care and manage any recalls.

Integrated supplier risk assessment accelerates sourcing decisions while an easy-to-use supplier portal accelerates onboarding of new vendors. This makes it easier to achieve supplier diversity goals and secure backup suppliers. At the same time, preapproved substitutes and automatic substitutions ensure you can stay ahead of back orders and adapt in case of shortages. With Workday, your team can increase productivity and resilience, resulting in less waste, lower costs, and better patient care.

Embrace innovation.

Because Workday continually partners with healthcare providers on development priorities, supply chain teams can lean into a constant stream of industry-specific enhancements—enabled by AI and ML at the platform's core. A more certain supply chain ensures post-acute and ambulatory practices of all types can focus on evolving care delivery and drive outcome-based value for both the patients and the business.





Roswell Park discovers better processes, insight, and outcomes.

Roswell Park's approach to complex cancers and integrated care draws thousands of people for treatment each year. The company's reputation for cutting-edge clinical trials and improving survival rates offer hope to exhausted patients and families. When you're treating 46,000 patients annually, your enterprise and supply chain should just work. No headaches. No surprises. And no unnecessary spending.

The tools to procure vital supplies.

Roswell Park recognized that an outdated, inefficient ERP system was hindering its ability to operate efficiently and cost-effectively. It sought a solution that would provide real-time insights into material purchases and inventory.

Following an open bidding process to identify a new resource-management tool, Roswell Park deployed Workday Supply Chain Management for Healthcare as part of its Workday Enterprise Management Cloud. This has given the organization the ability to manage strategic resources and processes across finance, HR, and supply chain with one unified solution.

Results at a glance:

- 68% reduction in cycle time from requisition to PO
- 50% increase in automated purchase orders
- 60% reduction in PAR count cycle time from 30 minutes to 10 minutes
- 69% of spend brought under contract

A clear view of availability.

Since making the switch, Roswell Park's team has developed multiple purchasing and inventory management dashboards in Workday to increase insights and operational agility.

Less manual work, 900 fewer daily requisitions.

The cancer care specialist has eliminated all manual paper-based requisitions and moved them into Workday with automated controls and approvals that can be converted into a PO. By using controls based on organizational policy, available inventory, and other conditions, Roswell Park expedites the requisition process to prevent delays and ensure compliance.

Mobile access to critical information.

Since deploying Workday, hospital staff members manage receiving and inventory with handheld devices. This lets them execute PAR counts, pick items, and print goods delivery labels, which has improved transparency in tracking and receiving.



Team members love how much easier and faster the new process is. There's less paper, less end-of-day entry, and more-accurate picking on the front end, so the right supplies can make it to the right people on time.

Executive Director, Supply Chain,
Roswell Park Comprehensive Cancer Care

Workday for IT teams.

Healthcare organizations often make conflicting demands on IT: tighter cybersecurity but also greater self-service analytics, more AI innovation but with fewer systems, elevated consumer experiences but a lower cost of care. The good news? Workday Enterprise Management Cloud helps IT teams to move forward with multiple priorities, empowering innovation while reducing risk.

Unlock insights and empower decision-makers.

The platform's intelligent data core lets you unify people, financial, and supply chain data with data from other systems, including revenue cycle, operational metrics, and patient satisfaction, for a 360-degree view that accelerates decision-making. Workday protects that data using a consistent security model across every process and device.

Built-in application security ensures users see only what they are entitled to see. So finance and HR can build their own datasets and reports independently without constant approval, and site administrators and shift supervisors can access relevant insights right within Workday.

Accelerate value from inorganic growth.

For many physician practices and continuum of care providers, M&A activity is fundamental to growth. But technical debt and inefficiencies tied to disparate systems significantly delay ROI. Workday makes it easy to integrate acquired organizations or even stand up new entities within your existing data model. You can adapt business processes to accommodate local needs or leverage the system to standardize operations in the new locations.

Beyond operational adaptability, our true-cloud architecture delivers scale and elasticity, so you don't have to worry about fluctuating workloads. Workday is the one system you'll never outgrow.

Innovate continuously.

Workday was born in the cloud and enables continuous delivery innovation by default. It's also open, extensible, and interoperable, making it easy to connect to other solutions.

Teams looking to build new apps for unique business needs have a go-to solution in Workday Extend—an intuitive low-code approach to rapid app development. AI and ML are built in to the core of Workday, so you can empower your users with fresh, smart capabilities that are embedded into the flow of work. We're committed to transparency in AI and keeping humans in the loop—with Workday, our customers remain in control of their data and their decisions.





Dialysis Clinic Inc.'s fresh solution for business workflow speeds up process improvements.

Siloed applications—along with a 30-year-old finance solution that was no longer supported—segregated Dialysis Clinic Inc.'s data and required manual, paper-based workflows. On top of that, its finance and HR teams lacked the agility to move fast without relying heavily on IT.

But Workday has equipped the organization's finance and HR employees with one system that they can use to holistically automate, manage, and refine workflows and insights. Since the switch, finance and HR teams can also make system configuration changes without help from the IT staff, helping to speed up process improvements. The organization was also able to fill an open IT position by upskilling a business employee to be a Workday systems administrator.

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We took the opportunity to deploy a system that would get us where we want to be and support us as we refine our processes in the future.

Chief Information Officer,
Dialysis Clinic, Inc.

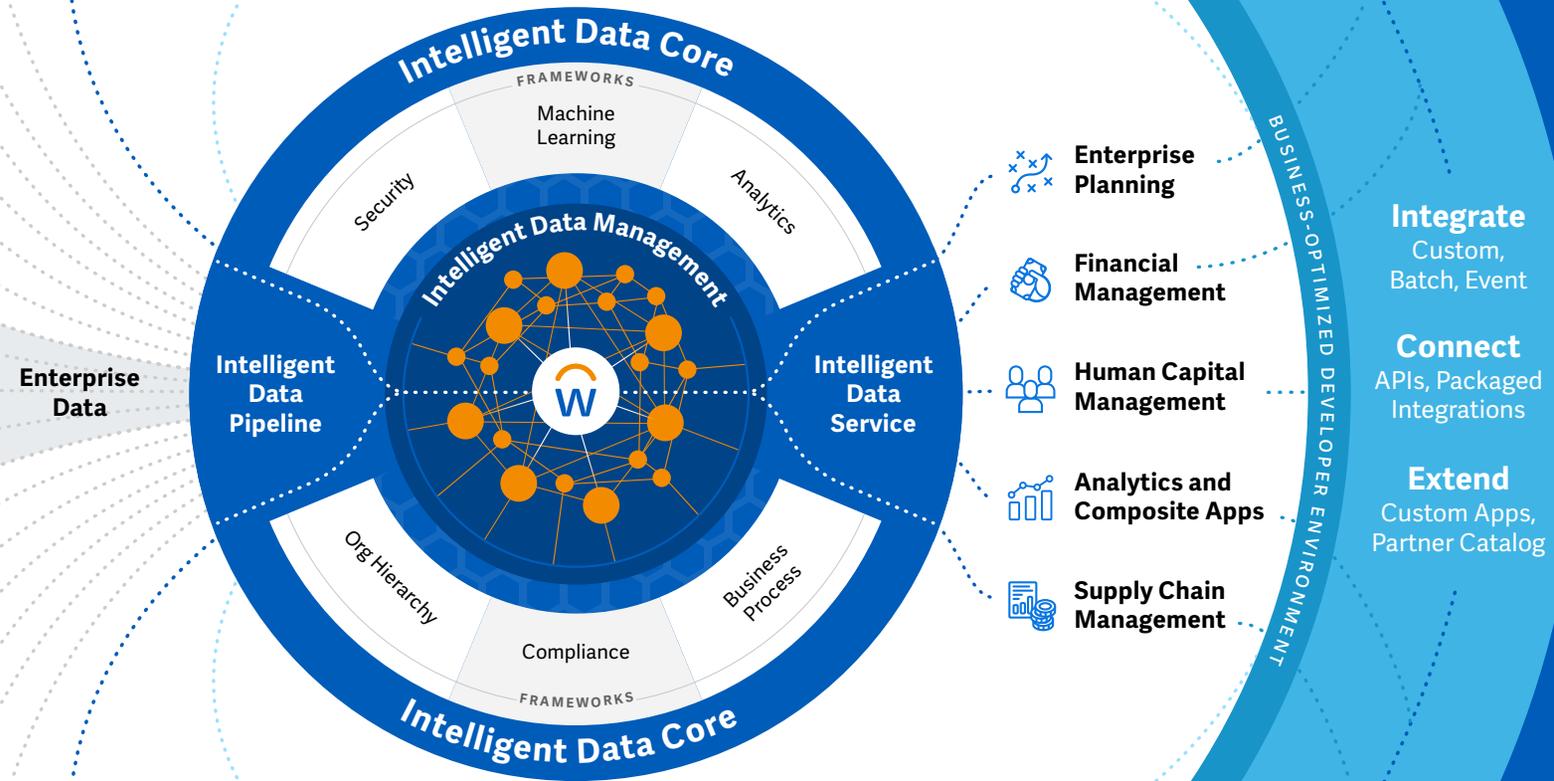
Results at a glance:

- Cut operational costs by \$100,000
- Improved agility to meet requirements in new ways, including accelerated financial audits
- Expanded the hiring pool



Workday Enterprise Management Cloud Platform

The Power to Adapt



Technology Ecosystem



Integrate

Custom, Batch, Event

Connect

APIs, Packaged Integrations

Extend

Custom Apps, Partner Catalog

Personalized, Omni-Channel Experience



Take the next step with Workday.

To create better people strategies and enable smarter, faster decision-making, visit us at workday.com/healthcare to learn firsthand how we can help you stay ahead of the competition.





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