



## Maximising time spent on care

Reducing the friction of time and attendance management in hospitals and healthcare

# INTRODUCTION - SO SIMPLE, YET SO COMPLEX

Theodore Roosevelt once said that nothing worth having comes easy. Something that appears relatively simple - recording time and attendance - is incredibly complex in large healthcare organisations that operate 24/7, dealing with multiple types of awards and contracts, and are unionised. As a healthcare provider, you'll be aware of the challenges you need to overcome, but if your organisation is committed to improving payroll efficiency and accuracy, the effort required to meet those challenges will be worth it.

As healthcare organisations continue to strive for process excellence and economies of scale, those processes are becoming standardised and centralised, and payroll is no exception. This guide is about why more providers are moving from disparate payroll systems to a consolidated operation, one that is centralised, optimised, and yielding significant cost savings. The path to achieving greater payroll efficiency is down to having a solution on board that streamlines the time entry, time approval, and accrual management processes, while controlling labour expenses.

# TABLE OF CONTENTS

Aligning employee payments with employment contracts ..... 5

Consequences of sticking with outdated legacy systems..... 6

Investing in a digital time and attendance solution: what to look for ..... 7

Spend more time with patients and less time tracking hours:  
the ANSOS™ Time and Attendance solution ..... 8

Conclusion ..... 9



# **MAXIMISING TIME SPENT ON CARE**

**REDUCING THE FRICTION OF TIME AND  
ATTENDANCE MANAGEMENT IN HOSPITALS  
AND HEALTHCARE**

# ALIGNING EMPLOYEE PAYMENTS WITH EMPLOYMENT CONTRACTS

One of the biggest challenges faced by most healthcare providers is ensuring the award interpretation engine in their payroll system correctly calculates employees' payments as per their employment contracts. Some of the difficulties presented around paying people as per their contracts and having visibility over those payments include:

- Calculation of overtime hours
- Penalty rates
- Call-backs
- Late timesheets
- Different rates for different roles

Not only that, but the data contained within the system needs to enable managers to:

- Approve timesheets and relevant payments
- Facilitate and improve decision-making
- Have visibility over payments

Healthcare organisations that really want to reduce admin overhead, reduce the load on staff, and above all, improve payroll efficiencies, need to focus on making their processes as easy as possible.

Healthcare organisations that really want to reduce admin overhead, reduce the load on staff, and above all, improve payroll efficiencies, need to focus on making their processes as easy as possible.



## CONSEQUENCES OF STICKING WITH OUTDATED LEGACY SYSTEMS

Now more than ever, digital transformation is continuing to accelerate across all industries, and on a global scale. Where business processes can be automated and streamlined, they are. Digital solutions are being increasingly adopted in order to gain efficiencies and improve accuracy wherever possible, it's certainly the path to improving payroll efficiency as well as supporting proactive management decisions with cost-focused current and future data.

A [recent article by PwC](#) underlined the importance of digital transformation for the healthcare sector:

“Healthcare in Australia is in the midst of significant transformation. Rapid digitisation, increasing and changing demand for services, evolving community and government expectations and major investments in health infrastructure are driving well documented changes across the healthcare system.”

If a healthcare provider continues to resist digitising their processes and remains reliant on manual, outdated systems, the consequences can be significant, including:

- Incorrect payments to employees
- No visibility over employees' actual hours compared to rostered hours (for example, someone who is always late or away the first day of every shift)
- Schedule variances and unscheduled assignments
- Staff spending more time than necessary keeping track of their hours
- Being unable to benefit from insights provided by current and future data
- Continual errors caused by manual processes

What we've learned is that any or all of these consequences can have a detrimental impact on healthcare providers, and if your organisation is experiencing them, it's time to invest in a time and attendance solution that will mitigate risks and streamline labour management processes.

# INVESTING IN A DIGITAL TIME AND ATTENDANCE SOLUTION - WHAT TO LOOK FOR

Although you need to focus on solutions that were designed with healthcare in mind, it's important to remember that there's no such thing as one-size-fits-all. Your organisation will have unique needs and requirements, so the options you're considering should be fully customisable and able to meet all contract conditions. Be wary of anything that claims to work straight out of the box; for your organisation to maximise the benefits of the solution and optimise the ROI, you need to work with a partner to implement it and then tailor it for your individual needs.

Evaluate the usability of each option. Is it easy to use, so that your staff can minimise the amount of time they spend keeping track of their hours? If it's too complex, it defeats the purpose; everyone should be able to get to grips with it with relative ease.

Look for specific features, such as:

- Process automation - this improves accuracy and saves time
- Real-time data - you need this for decision-making, insights, manager intervention and scheduling
- Multiple methods of time collection - staff can track time to multiple cost centers or projects
- Staffing and payroll integration - managers can see the potential impact of staffing choices and make adjustments to control cost

It's also important to have standard interfaces to leading payroll systems, as this helps to eliminate duplicate entries, correct inconsistencies, and support your unique algorithms and requirements.

When it comes to selecting a partner to implement the solution, it's essential to choose one that has a real, deep, and robust understanding of the healthcare system, the challenges it faces in terms of staffing and payroll, and a proven track record of working with their clients to achieve the best outcomes.

“Healthcare in Australia is in the midst of significant transformation. Rapid digitisation, increasing and changing demand for services, evolving community and government expectations and major investments in health infrastructure are driving well documented changes across the healthcare system.”



## SPEND MORE TIME WITH PATIENTS AND LESS TIME TRACKING HOURS — THE ANSOS™ TIME AND ATTENDANCE SOLUTION

When you partner with HealthStream, you're bringing on board a team that is dedicated to improving patient outcomes through the development of your greatest asset: your people. When we implement the ANSOS™ Time and Attendance solution, you'll be able to leverage a self-service portal that empowers your staff to:

- Submit time sheets
- View schedules
- Request time off and check leave balances online

Not only that, but you'll be improving satisfaction and reducing calls to HR and payroll. Supervisors can review and approve time, labour, and absences at their convenience.

You'll also benefit from timeclocks and webclocks, or for using the roster as actuals. These clocks allow your managers to be able to see employees' actual physical hours, e.g. if they clocked in late or early.

With this solution, you can apply user-defined pay rules to automate complex time and payroll calculations. On-demand reporting and trending analysis of actual staffing and payroll data helps you manage costs.

[Learn more about the ANSOS™ Time and Attendance solution](#)

# CONCLUSION

If a healthcare provider is genuinely committed to the best outcomes for both patients and staff, gaining efficiencies wherever possible is essential. For your payroll system to function at its optimal level, compliant with union rules and aligned with staff contracts, it needs to be as streamlined as possible. Investing in a digital time and attendance solution is the path to achieving this and will ensure your staff spend less time recording hours and more time delivering accurate care.

If you're keen to see the solution in action, [fill out this form](#) and we'll arrange a time to discuss your requirements.

# HealthStream™

## Australia and New Zealand Head Office

79 Litchfield Street  
Christchurch 8011  
New Zealand

[www.healthstreamanz.com](http://www.healthstreamanz.com)

## About HealthStream

Helping hospitals and healthcare institutions globally, our team of experts understand professional medical pain points and have the knowledge and technical solutions to solve them. If you're looking to advance your institution's medical processes and ensure patients receives consistent, quality care, [please reach out to the HealthStream team](#). With a wealth of medical software solution experience, we are confident we can help.