

# **CLOUDSUITE** Webinar Series **HCM FUNDAMENTALS** 6.)0), 0), 0)

Diana Van Blaricom | May 2018





## **Today's Speaker**

Diana Van Blaricom, Executive Director HCM Services at ROI Healthcare Solutions

- Providing strategic human capital leadership for over 25+ years
- Extensive background in global HCM transformations
- Passionate about business process improvement, organizational strategy execution, and pay-for-performance programs





- Trusted Health IT Partner since 1999
- Drive clinical, financial, operational efficiency gains through ERP, EHR, RTLS related initiatives
- Foundation of industry-centric project management and on-time, on-budget delivery
- 100+ Team Members, each with 10+ years of functional and technical experience
  - Core Capabilities:

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- Advisory Services
- Implementation & Business Transformation
- Optimization
- Application Support
- Staff Augmentation



- What We Stand For: An Attitude of Excellence
  - "Human" Culture
  - Quality & Performance
  - Passion
  - Teamwork
  - Expertise
- Our Partnership Commitment:
  - Foster though leadership across organizations
  - Collective success is the goal, not just for ROI
  - Collaborate throughout sales and delivery efforts
  - Seamless, cohesive solution delivery
    - Your partner in optimizing your technology

# **Our Infor Practice**







Alliance Partner CloudSuite™ Specialized



Hospitals and Health Systems



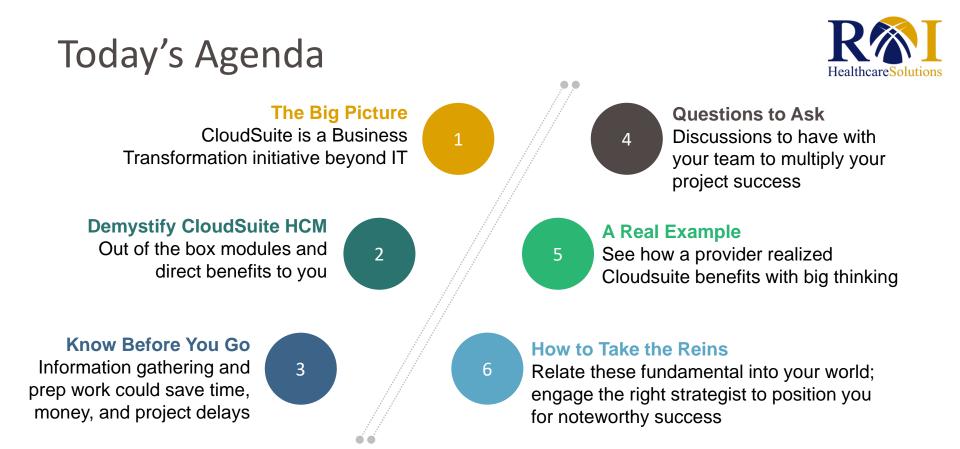
Extended Care Providers

#### Overview

- We implement and support Infor ERP
- Completed hundreds of large and small Infor related engagements to support business and IT initiatives
- KLAS Category Leader 2018: Business Solutions Implementation Services with 95.3% Customer Ranking
- Tenured consultants with deep technology and operational expertise in healthcare (10-20 years of experience per team member)

#### **Recent Projects**

- Large Children's Hospital: full-suite, hosted CloudSuite Financials & HCM implementation
- University Health System: comprehensive assessment & roadmap of Infor solution and business processes; consulting related to Finance and SCM; Infor Finance & SCM rollout to newly acquired facility
- Large Health Network: implementation consulting for rollout of Infor v10 within multiple facilities, previously on disparate systems and versions







## **The Big Picture**

CloudSuite is a Business Transformation initiative beyond IT

# The Most Common HCM Challenges

- Disconnected and/or outdated technology
- Loss of candidates due to less than ideal recruiting practices
- Need for increased visibility of internal talent
- Unreliable data sources without true analytics
- Tactical fire drills cloud focus on strategic alignment with organizational vision

# It's Not Just About IT



- Business owners MUST drive this project
- IT will be their partner to support them
- Operational focus vs. transactional focus
- Needs to take a comprehensive view of the people, the processes and the platform
- View changes from the end-user perspective
- Focus on *their* usability
- Explore how you will validate business outcomes-which ones are important to the organization's strategic vision



# The Big Picture



#### **BENEFITS & RECRUITMENT &** COMPENSATION **ONBOARDING** Benefit Administration **LEARNING &** Applicant Tracking ٠ **HIPAA** Compliance • • DEVELOPMENT Background Checks & . Affordable Healthcare ٠ **CORE HRMS** Goal Management **Hiring Assessments** Compliance ٠ **Employee Profiles** • Performance Employment Eligibility (19) ٠ Absence Management ٠ • Job & Position Management Management • **Onboarding Tasks** Compensation Health & Safety ٠ Competency **Contingent Staffing** ٠ • Management Grievance & Disciplinary ٠ Management Workforce Management . Actions Training (incl. T&A) • **Rewarding Good Work** Manager Self Service ٠ Staffing & Scheduling • **Employee Self Service Motivating & Mentoring** PAYROLL **Finding the Right** People to Work **About the People**

## SUCCESSION MANAGEMENT

- Career Paths
- Career Planning
- Long-term Learning
- Succession Planning

#### **Building Future Leaders**



## Demystify CloudSuite HCM Out of the box functionality and direct benefits to you

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# CloudSuite HCM Core Bundle (Multi-Tenant)





- Core HRMS
- Position Budget Management
- Employee Relations
- Occupational Health
- Safety Management
- Benefits Management
- Absence Management
- Transition Management: Onboarding, Crossboarding, Off-boarding



- Talent Acquisition
- Transition Management: Pre-boarding
- Compensation Management

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- Goal Management
- Performance Management
- Development Planning
- Succession Management



- LMS
- LCMS
- Content Creator\*
- Advanced Certification
- Ad Hoc Reports
- Mobile Learning

\*sliding scale based on number of licenses

Case Mgmt Knowledgebase ( (HRSD)

- Knowledgebase Benefit Decision Support
- Knowledgebase
- Case Management
- Mobile HR Service
   Delivery



- Assessments
- Custom Performance Profiles\*
- Best Practice
   Profiles\*
- Strategic Leadership Insight Job Templates\*

\*sliding scale based on number of licenses

App Technology

Landmark, IPA, Infor Notifications, Landmark Admin, Spreadsheet Designer

Suite Technology

Ming.le CE Enterprise, ION CE, ISS, IFS, PingFederate

# **HCM Optimization**



Align Processes Across the Organization	Reduce Manual Processes & Leverage Technology Investments	Reduce the "Cost" of HR	Leverage Technology to Improve HR Operations	Accessible, Reliable Data for Better Informed Decision Making
Eliminate disparate systems and standardize processes	Reduce the cost of system maintenance (no holistic view of resources)	Lack of position management controls increases contract labor costs	Derive additional cost savings by moving to tiered approach for HR service delivery	Focus key HR metrics aligned to key objectives and business imperatives
Link HR and Payroll to enforce budgets and controls Reduce compliance and	Reduce administrative costs tied to disparate, custom or legacy applications	Reduce turnover by understanding root cause and effect through key metrics	Move transactions to the individual – When they want it, where they want it, when they NEED it	Hold department heads accountable for decision making based on "facts" not "opinions"
risk with visibility to key data and trends	Eliminate spreadsheets, manual logs and databases	Enable self-service capabilities with structured routing and approvals	Centralize transactional functions and provide consultative expertise where needed	Create an "outcome- driven" culture

Presentation: CloudSuite Launch Webinar Series





## **Know Before You Go**

Information gathering and prep work could save time, money, and reduce the risk of project delays

# How Clear is Your Roadmap?

- Determine priorities to determine your roadmap
- Catalog requirements
- Standardize your processes
- Align your HR programs



# Filling Up on RICE



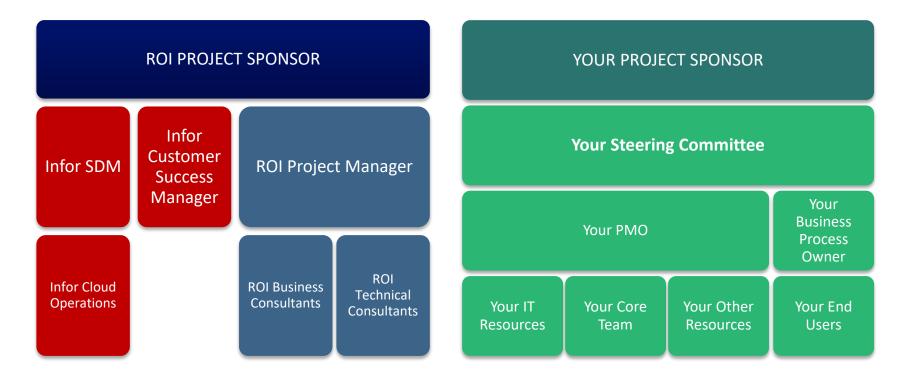
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# Assess Your Internal Skills









## Questions to Ask Discussions to have with your team to drive project success

## **Executive Discussions**





## **Top 6 CEO Challenges**

- Building teams with the right talent
- 2. Motivation
- Leading with the right scalable strategy
- 4. Breaking traditions in business units
- 5. Differentiation
- 6. Alignment and prioritization

# **Questions to Ask Your Team**

#### **CORE HRMS**

- Do we have a single source of data for employee information?
- Do managers have visibility into where their data change requests are in the approval process?
- Can employees log in and get questions answered at their convenience?

## RECRUITMENT & ONBOARDING

- Can we source internal & external candidates to ensure we truly are getting the "best" fit?
- What would our new hires say about their onboarding experience?
- Are we relying too much on contingent workers?

## LEARNING & DEVELOPMENT

- Does every employee know what THEY need to do to help the company grow?
- Are we providing enough training?
- Can employees update their talent profiles; are they encouraged to do so?

## BENEFITS & COMPENSATION

- Are our benefits competitive?
- Are our compensation plans working to reward the "right" behaviors?
- Are we truly rewarding our TOP performers?
- How do we know who our top performers really are?



#### SUCCESSION MANAGEMENT

- Do employees have the ability to see what other positions they are qualified for?
- Are managers discussing career opportunities with their direct reports?
- Do managers know who is at risk of leaving and how close they really are?

Presentation: CloudSuite Launch Webinar Series





## A Real Example

See how a provider can realize Cloudsuite benefits with big thinking

## Case Study: Infor CloudSuite HCM & Payroll

A Large Children's Hospital



#### **Client's Challenge**

Needed to move to a talent-driven organization, eliminate inefficient processes, and put information into the hands of individuals where and when needed.

## **ROI's Solution**

- Established the ability to view the workforce holistically across all departments and abilities
- Improved HR service delivery to the organization utilizing self-service and mobile technologies
- Reduced compliance and risk associated with complex pay structures and other dynamics
- Empowered staff to engage in their career development, areas of interest and skills growth
- Eliminated bottlenecks and improved response times for processing HR transactions, thus reducing the "cost" of HR

### **Project Outcomes**

- Standardization of HR processes
- Reduction of data input errors by 50%
- Standardization of Job and Position structures and definitions to support staffing and talent initiatives
- Improved payroll cycle processes, increasing accuracy and decreasing time to process
- Automation of HR transaction routings and approvals
- Increased patient satisfaction scores by ensuring talent is aligned to patent needs through talent programs





## How to Take the Reins

Relate these fundamentals into your world; engage the right strategist to position you for noteworthy success

# What does YOUR roadmap look like?



	PATIENTS CUSTOMERS	FINANCES	PEOPLE	Business Benefits
Prep-work	Master Data Clean Up Job & Position Structures HR Codes EE Status Codes Pay and Ded Codes	Process standardization Policy standardization (where appropriate)	<ul><li>RICE Analysis</li><li>Reporting definitions</li><li>Interface definitions</li><li>Conversion planning</li><li>Extension analysis</li></ul>	Evaluation and Standardization
Phase One (12-14 months) Replaces HR, PA, BN, LP, Taleo, etc.	Global HR Talent Acquisition with Transition Management (Pre-boarding, Onboarding and Crossboarding)	Benefits Mgmt, EE Relations, Ab Mgmt, Position Budget Mgmt, Compensation (Salary Grade Ranges Schedules and/or Step & Grade ONLY)	<i>Talent Science*</i> Manager and EE Space (Mobile)	Improved Operations and Cost Savings: Replaces legacy functions, Reduces recruiting costs and continent labor spend Focus on HR excellence
Phase Two (6-9 months) Replaces Halogen and others		Compensation Management <ul> <li>Incentive Pay</li> <li>Salary Planning &amp;</li> <li>Merit Awarding</li> </ul>	Goal Management Performance Management HR Metrics and Analytics (addt'l tools)	Optimizing Talent
Phase Three (3-6 months) Focuses on Long-term Planning		HR Metrics and Analytics (additional tools)	Development Planning LMS* Succession Management	Process Refinement & Strategic Planning

## **Next Steps**



- Engage Human Capital Expert: dvb@roihs.com
- Participate in related webinars within the *CLOUDSUITE* Series:
  - Book of Basics: CloudSuite Financials
  - Understanding Jobs and Positions, The Cornerstone of Human Capital Management
  - Money Doesn't Grow on Trees: Top Ways to Find More Funding for your Implementation



Thank You for Joining *HCM Fundamentals* 



No matter where you are on your path to CloudSuite Financials or HCM, ROI Healthcare Solutions can offer you strategic and tactical expertise to help you reach your organizational objectives with Infor.

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