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WEBCAST

## Hospital Operations Under HSFR: Optimizing People, Process, and Technology Across the Organization

**THURSDAY, MAY 7, 2015, 1:00-2:30pm (EST)**

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# Hospital Operations Under HSFR: Optimizing People, Process, and Technology Across the Organization

Thursday, May 7, 2015, 1:00-2:30pm(EST)

WEBCAST

## BACKGROUND

Health System Funding Reform is a positive step forward for health care, driving us towards a more accountable and empowered mode of operation. Underlying this approach is the need to adopt a longer term view of planning, informed by real-time, accurate data on all aspects of a hospital's operations.

In the context of HSFR, the most successful hospitals invest in making their operations more efficient and productive, to optimize their output. These investments, often, are not directly related to patient care: they're not in imaging equipment, or surgery robotics. And yet, they're critical to supporting key elements of leading practices that drive excellent quality and cost effective care.

### **Engaged employees are directly linked to better quality care – and to a more efficient, effective operation**

Studies show that engaged and empowered employees have a measurable, positive impact on the quality of care delivered. Operationally, your staff also represents one of your largest expenses. Yet the tools and data that enable hospitals to more effectively manage this strategic asset are not as widespread as one might hope. Many hospitals still struggle with issues like:

- Workforce data managed in silos, making it difficult to access and analyze data across the organization;
- Inefficient, error prone manual or semi-automated labour processes that unnecessarily increase or muddy the understanding of opportunities to improve efficiencies and effectiveness;
- Fragmented and arduous processes, perceived or real inequities, and “rearview” perspectives that have a significant impact on managers' and employees' enjoyment of their work.

Patient Services, Finance and HR often feel the same pain points in different ways – but they're linked across the organization. This makes a compelling case for gaining insights on the workforce and time management processes, tools and technologies that can help bridge the gaps across these key functions.

## THE OPPORTUNITY

One way to achieve success under HSFR is to integrate and optimize people, process, and technology across a hospital. Enabling technologies drive employee engagement. How? They allow automation of burdensome, repetitive and error-prone processes, and enable transparency through self-service tools that also ensure real-time, accurate data to feed planning, scheduling, budgeting, and decision-making.

Join three hospital executives representing Patient Services, Finance and HR as they share their experiences with the deployment of workforce management technology, and discuss the benefits of making workforce management a higher priority in hospitals across Ontario. They will be joined by the General Manager of Studer Group Canada, who will provide some context on the measurable, positive impact of employee engagement on the quality of care.

## AGENDA

1:00pm

### Welcome and Introduction

**Host: Nicole Filiatrault**

*Director of Marketing*

Kronos

1:10pm

### Optimizing People, Process, and Technology Across a Hospital

- Engaged employees and their measurable impact on the quality of care
- The business challenges and opportunities that drive the need for change
- Areas of efficiency realized
- Business benefits gained across the organization
- The positive impact on patient care and employee satisfaction

**Moderator:**



**Brian Edmonds**

*Management Consultant*

*Former VP Finance - Trillium Health Centre*

**Panelists:**



**David Coward**

*CHRO and Interim CFO*

*Royal Victoria Regional Health Centre*



**Susan Michaud**

*Director of Operations, Schulich Heart Centre*

*Sunnybrook Health Sciences*



**Mitch Hagins**

*General Manager*

*Studer Group Canada*

2:15pm

### Questions and Answers

2:30pm

### Adjournment

## LEARNING OBJECTIVES

- Learn about the business drivers and challenges identified by these experienced executives
- Understand the role technology plays in optimizing people, process, and technology to help drive a hospital's overall success
- Learn about the benefits that hospitals are realizing from their own journeys into technology-enabled workforce management
- Gain from the lessons learned by their experiences

## TARGET AUDIENCE

This webcast is targeted at manager through executive level titles within the Patient Services, Performance Improvement, Finance, HR and Payroll functions.

## REGISTRATION

To register for the webcast, [click here](#).

Space is limited, [register now](#).

The deadline to register for this event is May 6, 2015 (noon).

### Registration Requirements

The only technical requirements to participate in this webcast are a computer with high speed internet, functional computer speakers (for audio) and Microsoft SilverLight. You may need assistance from your IT department to download and install this software.

### Special Requirements

Closed Captioning can be made available for archived programs upon request. For further information, please contact **Sheema Ahanin** at 416 205 1355/1 800 598 8002 ext 1355 or [sahanin@oha.com](mailto:sahanin@oha.com) to register.

### Access and Presentation Materials

An email will be sent to all registrants one business day prior to the webcast which includes connection information, troubleshooting tips and presentation materials.

### Contact Us

For additional event information and questions, please contact **Sheema Ahanin** at 416 205 1355/1 800 598 8002 ext 1355 or [sahanin@oha.com](mailto:sahanin@oha.com).