Attract and Retain the Healthcare Workforce

Presenter’s Name
Presenter’s Title
Safe Harbor Statement

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Agenda

• Leadership in Healthcare
• Innovation in Recruitment and Retention of the Healthcare Workforce
• Results Achieved by Oracle Customers
Oracle in Healthcare

Did You Know?

More than 350 leading healthcare providers run Oracle Applications

20 of the top 20 US Health Insurers run Oracle Applications

10 of the top 12 Fortune Global 500 healthcare organizations run Oracle Applications

70% of the top Multi-Hospital Systems in the US run Oracle technology
The Challenges We’re Hearing

Ensure Quality of Care and Patient Safety

“How can I gain a comprehensive view of the patient across the healthcare continuum, in order to deliver safe, quality care?”

“The First National Report Card on Quality of Healthcare in America” found that adults receive about half the recommended care for their condition.

Rand Corporation Study, 2006

Attract and Retain the Healthcare Workforce

“How can I identify and retain the best healthcare staff?”

Current data indicate that the demand for registered nurses is expected to grow by 40% between 2000 and 2020. In contrast, the current projection for growth of this workforce during this same period is only 6%.

Health Resources and Services Administration, July 2002

Mitigate Cost and Comply with Regulations

“How can I gain efficiencies in my clinical and administrative operations? How can I comply with regulatory requirements?”

In an Economist Intelligence Unit Survey, 73% of Healthcare Providers who responded stated a key challenge was Government pressure to lower medical costs.

Economist Intelligence Unit Survey, Jan 2004
Attract and Retain the Healthcare Workforce

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Current data indicate that the demand for registered nurses is expected to grow by 40% between 2000 and 2020. In contrast, the current projection for growth of this workforce during this same period is only 6%.

Health Resources and Services Administration, July 2002

- “The most critical issue facing health care systems is the shortage of the people who make them work” (The World Health Report 2003)

- The Global Health Workforce Alliance (GHWA) met on Tuesday for the first time to develop strategies on how to eliminate the shortages of healthcare workers around the world, according to United Nation (UN) News March 2007

- According to the Health Resources and Services Administration (HRSA), Massachusetts health care providers will experience a 41 percent vacancy rate in nursing positions by the year 2020, requiring more than 36,000 nurses to provide adequate patient care.
### High Cost of High Turnover

Cost to fill a vacated nursing position: 100% of a nurse’s salary

**Cost evaluation for a hospital employing 600 nurses**  
(at $59,000 per nurse per year)

<p>| | |</p>
<table>
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<tr>
<td>Staff turnover rate</td>
<td>20%</td>
</tr>
<tr>
<td>Replacement costs (a year)</td>
<td>$7,080,000</td>
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<tr>
<td>Impact on patient care costs</td>
<td>+36% per discharge (than hospital with turnover rate of 12% or less)</td>
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Average cost per nurse per year in USA:
- Medical / Surgery: $59,000
- Critical Care: $65,000

Source: Salary.com, April 2007
Oracle Leadership in HCM

- Oracle has the only world-class, award-winning Human Capital Management (HCM) solution
  - Oracle has the largest Healthcare implementation of HCM in the World*
  - The largest healthcare payers in NA use Oracle HCM**
  - Oracle HCM is appropriate for every size of organization and can be implemented as a shared service
  - Oracle HCM covers every aspect of the HCM roadmap—from core human resource (HR) transactional functionality through service automation and delivery to complete enterprise talent management solutions
- Oracle's Leadership in Human Capital Management solutions
  - Over 12,500 HCM customers worldwide
  - 9 of the top 10 Fortune 500 run Oracle HCM solutions
  - 65 of the top Fortune 100 run Oracle HCM solutions

“… the most widely used HR software in the world.”

Bill Kutik HR Executive Magazine     June 2006
#1 in Market Share for HCM

- Human Resource Management Systems
- Benefits Administration
- Payroll Administration
- Employee Self-Service
- Manager Self-Service
- Talent Acquisition
- Talent Planning
- Learning Management
- Workforce Performance Measurement
- Performance Management
- Portal (including HR functionality)
- Succession Planning

1 Source: CedarCrestone 2005 Workforce Technologies and Service Delivery Approaches Survey, 8th Annual Edition
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Fill Clinical Staff Vacancies
Comprehensive Recruitment and Applicant Tracking

- Role-Based Access
  - Employees
  - Managers

- Portal/Self Service
  - Candidates
  - Contractors
  - Ex-Employees

Best Practices

- Strategic Staffing
- Total Compensation
- Staff Development & Retention

Integrated Intelligence

- Budget Analysis
- Competency Analysis
- Performance Analysis
- Common Data Source

- Tracks skills, competencies, certifications, CEUs, CMEs etc.
- Integrates development plans with advancement planning (e.g. clinical ladders)
- Incorporates specific skill requirements for agency staff

Enterprise Applications

Content Partners
Fill Clinical Staff Vacancies
Comprehensive Recruitment and Applicant Tracking

**Recruiting Prospect**
- Browse job openings
- Request notification of openings

**Applicant**
- Internal
- External
- Contractor
- Search and apply for job
- Submit licenses, experience, certifications
- Monitor progression process
- Initiate and complete administrative processes

**Recruiter / Nurse Manager**
- Approve and advertise new jobs
- Coordinate and execute screening
- Progress assessment to offer
- Perform pre-hire checks
- Review recruitment process metrics
## Benefits by Role

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<th>Recruiter / Manager</th>
<th>Applicant</th>
<th>Recruiting Prospect</th>
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<tr>
<td>Streamline Requisition-to-Advertisement</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Expand Recruiting Reach</td>
<td>✓</td>
<td></td>
<td></td>
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<tr>
<td>Increase Applicant Quality</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eliminate Redundant Data Entry</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Automate Job Match Notifications</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Increase Application Processing Capacity</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Automate Offer Approvals</td>
<td>✓</td>
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<tr>
<td>Accelerate Hiring to On-Boarding</td>
<td>✓ ✓</td>
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Develop and Retain a Highly Competent Staff
Integrated Talent Management

**Recruiters**
- Reach, identify, evaluate, and hire internal and external candidates
- Search for human resources based on skills and track record

**Candidates**
- Update personal info and qualifications
- Search and apply for jobs online

**Department Heads**
- Facilitate appraisals and performance reviews on-line
- Monitor staff progression and align training with business needs

**Employees**
- Manage personalized, objective-based career development path
- Self-train, assess & update skills/competencies

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Develop and Retain a Highly Competent Staff
Integrated Talent Management

Learning Retention

Course Planning → Instruction → Measure & Monitor → Reward, Deploy, & Promote

Common Terminology for Competencies, Objectives Management and Instruction

Career Progression Metrics
- Training completion & success rates
- Skills/competencies improvement rates
- On-the-job proficiencies

Benefits:
- Link applicants to budgeted positions/vacancies by competencies and certifications
- Develop staff to provide specific skills and certifications
- Develop career path with integration of continuing education
Oracle Customer Profile: Children’s Hospital of Wisconsin

COMPANY OVERVIEW
Children’s Hospital and Health System is an independent health care system dedicated solely to the health and well-being of children. The 14 entities that make up the health system work to improve the lives of children everywhere through care giving, advocacy, research and education. The organization has 2,200 employees, 3 hospitals, and is a CHCA Member. Children's Hospital of Wisconsin houses nine inpatient units, including the Pediatric Intensive Care Unit, Neonatal Intensive Care Unit, Hematology/Oncology/Transplant Unit, Epilepsy Monitoring Unit and Short Stay Unit.

CHALLENGES/OPPORTUNITIES
- Manually intensive human resources processes and non-integrated systems

SOLUTIONS
- Oracle’s PeopleSoft Enterprise Human Capital Management
- PeopleSoft Enterprise Financial Management
- PeopleSoft Enterprise Supply Chain Management

CUSTOMER PERSPECTIVE
“By leveraging Oracle Applications to streamline and automate our business processes, we are able to expand our focus on efforts designed to continually strengthen the quality of care we deliver to our patients, Oracle provides the operational backbone needed to help improve efficiency and business intelligence, and support quality improvements.”

Michael Jones, Children's Hospital and Health System Vice President and Chief Information Officer

RESULTS
- Increased staff productivity and empowered employees with greater self-sufficiency via automated, self-service functionalities
- Obtained accurate financial reporting, internal accounting controls and increased financial staff productivity
- Enhance materials services and improved clinical staff productivity
- The system integrates directly with the group purchasing organization to help reduce supply costs and increase processing efficiencies
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Reduce Human Capital Management Costs

Self Service

Right level of service –
Right solution for each employee request

Increase workforce satisfaction while reducing costs

100 service requests reconciled

5%
20%
75%

Costs

HR Specialist

HR HelpDesk

Self Service

Employee Portal

Complexity

High

Low
Reduce Human Capital Management Costs
Self Service

• Oracle Self Service Human Capital Management Benefits
  ✓ Integrated across all applications
  ✓ Reduces HR administrative work
  ✓ HR can focus on strategic issues/value add
  ✓ Increases manager and employee productivity
  ✓ Increases employee satisfaction
  ✓ Ability to access 24X7
  ✓ Can be managed in house or through Oracle hosted services
  ✓ Provides standardized management processes
  ✓ Provides the ability to bring in new employees rapidly when acquisitions or consolidations occur
Reduce Human Capital Management Costs
Comprehensive Self Service Transactions: 100+ (Examples)

- Employee Transactions
  - Maintain Personal Information
  - View Paycheck
  - Manage Direct Deposit
  - Government Tax Information
  - Voluntary Deductions
  - View Accrued Leave Balances

- Manager Transactions
  - Maintain Personnel Information
  - View Employee Information
  - Reporting Changes
  - Employee Transfers
  - Employee Promotions
  - Miscellaneous Employee Actions
Customer Success Profile: National Health Service

COMPANY OVERVIEW
- NHS Electronic Staff Record is the World Class, national, integrated Human Resources and Payroll system which will be used by all 600+ NHS organisations (1.2M Employees) throughout England and Wales*

CHALLENGES/OPPORTUNITIES
- Needed to replace 28 ageing payroll solutions and 38 disparate HR solutions
- Needed the ability to effectively report and manage the entire workforce from within one integrated solution

SOLUTIONS
- E-Business Suite HR/Self Service HR
- E-Business Suite Payroll
- E-Business Suite Learning Management

CUSTOMER PERSPECTIVE
“ESR will free employees to spend less time on paperwork and administration, and more time providing value added service.”

“With Oracle HRMS, each employee will have a comprehensive and portable record that can follow him/her throughout their career within the NHS.”

Jim O’Connell, Programme Director NHS Electronic Staff Record

RESULTS
- NHS estimates that the introduction of ESR will deliver savings to the value of $230M per year.
- Real-time information will vastly improve the ability to manage unplanned absence
- Employee education and development will be improved through the ability to manage the efficacy, cost and provision of training.

*As of 1st April 2007 – 726,075 staff are being recorded and paid across 387 organisations
Summary

Attract and Retain the Healthcare Workforce
- Clinical Trial Management
- Electronic Data Capture
- Clinical Data Integration Analysis and Reporting

Employee-Centered
- Designed and developed with your best interests in mind, and validated at every step

Comprehensive
- Broad and deep HCM functionality to support your quest for Workforce Excellence

Proven
- 11,000+ Customers
- 50 million people powered by Oracle
The Only Complete Healthcare Solution
Market-Leading Middleware Platform

**Best-Selling**
- 32,000+ Customers Deployed
- 70% of World’s 50 Largest Firms
- 1B+ Business

**Highest Rated**

Only vendor in Gartner and Forrester leader quadrants for all Middleware components.

**Most Comprehensive**

User Experience
- Business Intelligence
  - Financials
  - SCIM
  - CRIM
  - Industry Apps
  - Composite Apps
- Security
- Tools
- Systems Management
- Grid Infrastructure
- Application Server

**Fastest Growing Middleware**

2005 Growth Rates

- Oracle: 39.6%
- BEA: 5.6%
- IBM: 6.7%
- Total Middleware: 7.1%

**SOA Vendor of Choice**

Source: Forrester Research ranking of Application Platform Servers, April 2005
Oracle’s People Advantage

- 30,000 applications customers
- 30,000 middleware customers
- 220,000 database customers
- 1,700 application ISVs
- 5,000 middleware ISVs
- 9,000 database ISVs
- 35 Fusion strategy council members
- 29,000 developers, support engineers and consultants
- 1,300 participants in early customer adoption programs
- 950 customers participating in Customer Advisory Boards
- 500 Industry & Product strategy council members
- 425 user groups

275,000 customers benefiting from shared innovation

28

30,000 middleware customers

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- Leadership in Healthcare
- Innovation in Healthcare Solutions
- Results Achieved by Oracle Customers
Charlie Fusco  
HRIS Development Manager, McKesson

“IT's not always about the tools and technology, it's about the continuous improvement and flexibility that Oracle HCM provides as a fully integrated solution.”
Jim Shepherd
Senior Vice President, AMR Research

Comprehensive

“One plus one actually equaled two plus”
Marianne Jackson
SVP Human Resources,
Blue Cross of California

“Our HR department is now able to focus on its core mission of optimizing the performance of Blue Shield with best-in-class HR practices.”

Proven

BlueCross of California
What Customers are Achieving…

- decreased days to fill vacancies by 40%
- reduced recruiting costs by $1,500 per vacancy

- reduced number of HR processes from 300 to 90
- basic HR tasks that took days to complete
- reduced HR and procurement costs by $4-5M annually

- NHS estimates that the introduction of the Electronic Staff Record (integrated Oracle HCM and Payroll) will deliver savings of $230M per year

- standardized 870+ facilities, expected ROI of 24%
  Broke even on investment 30 months after start of project
The Oracle Difference

Only Oracle...

• Only integrated solution for internal/external applicants. e.g. competencies, licenses, experience

• Only fully integrated comprehensive talent solution from recruitment to succession planning and training compliance

• Most out-of-the-box self-service transactions (100s) to reduce HR costs
Appendix
EBS HR Delivered HR Transactions

- 118 Delivered HR Transactions for:
  - Managers
  - Recruiting
  - Time and Pay
  - Learning
Employee SS: 47 transactions
Manager SS: 55 Transactions
Recruiting: 6 transactions
Time and Expense: 5 Transactions
Learning: 2 Manager Transactions

- Applications Administration
- Approvals Management Administrator
- Approvals Management Business Analyst
- Employee Self-Service
- Functional Administrator
- Global HR Professional V4.0
- HR Professional V4.0
- IExpenses
- IProcurement
- iRecruitment Employee Candidate
- iRecruitment Manager - VC
- iRecruitment Recruiter - VC
- Learning Administrator
- Manager Self-Service
- Mass Timecard Approval
- Payroll Professional
- Performance Management Framework (Targets Access)
- Performance Management User
- Preferences SEWA
- Purchasing, Vision Operations (USA)
- Self Service Time and Expenses
- System Administration
- System Administrator
- US HR Custom Discoverer Workbooks
- US Learner Manager
- US Learner Self-Service

Learning Management for Managers
- Learner Home
- External Learning
Learning: 2 Learner Transactions
Learning: 1 Instructor Transaction

Applications Administration
Approvals Management Administrator
Approvals Management Business Analyst
Employee Self-Service
Functional Administrator
Global HR Professional V4.0
HR Professional V4.0
iExpenses
iProcurement
iRecruitment Employee Candidate
iRecruitment Manager - VC
iRecruitment Recruiter - VC
Learning Administrator
Manager Self-Service
Mass Timecard Approval
Payroll Professional
Performance Management Framework (Targets Access)
Performance Management User
Preferences SSWA
Purchasing, Vision Operations (USA)
Self Service Time and Expenses
System Administrator
System Administrator
US HR Custom Discoverer Workbooks
US Learner Manager
US Learner Self-Service
US Learning Instructor Self-Service
US Learning Management Administrator

Learning Instructor
Instructor Home

1