

Intelligent HealthCare Consulting:
Workforce Optimization

Building effective & engaged workforces.



Intelligent **Engagement**

Today's market demands that organizations adapt the composition of their workforce to be effective as well as cost-competitive, without compromising the quality of service delivered. RelateCare applies the principles of workforce management, optimization, and planning in order to streamline your staffing and engage your workforce.

Our Workforce Management (WFM) tools focus on forecasting future demands in the context of the business planning processes to get the right people, the right skills, in the right place at the right time to support Patient Access via a process called Staff & Capacity Planning.

Workforce Optimization (WFO) refers to the tools necessary to support Workforce Management. Examples of these tools include forecasting models, optimization software, real-time adherence monitoring, and performance dashboards.

Finally, our Workforce Planning module focuses on evaluating the size and composition of the workforce and its effective deployment across an organization to operate successfully and pursue customer objectives.

In a recent poll by **ACHE***, the number one concern for hospital CEOs was “The Workforce Challenge.”

Successful Workforce Optimization generates the appropriate balance of well-trained and engaged staff, while streamlining processes and leveraging technology to deliver a seamless, customer-oriented experience. RelateCare’s Professional Services Team are experts in enhancing cross functional support models.

Forecasting & Scheduling

- Ensuring business continuity through strategy and proactive staff and capacity planning models
- Sharing insights from historical data to inform future planning, recommendations, and adjustments
- Scheduling resources to fit demand across channels and tasks
- Demonstrating a pragmatic approach to generating patient service representative staff schedules
- Providing real-time visibility over performance and productivity

Operations & Leadership Training

- Advanced contact center leadership mentorship
- Introducing data-driven decision-making
- Coaching and engagement skills
- Contact center communication skills
- Patient experience in the contact center

Agent Training

- Effective onboarding
- Customer service for healthcare agents
- Service line content review

Reporting, Analytics & Tracking

- Sharing insights from historical data to inform future planning, recommendations, and adjustments
- Introducing data-driven decision-making
- Focusing on cost management



*Feb. 13, 2023 - Press Release: Survey: Workforce Challenges Cited by CEOs as Top Issue Confronting Hospitals in 2022 - <https://www.ache.org/>