



# Aspect® Healthcare Workforce Management

To compete in a patient driven marketplace, healthcare systems need to plan and deploy the right staff, at the right time, for the right patient. Aspect Healthcare Workforce Management is an easy-to-use forecasting, planning, scheduling, employee self-service and real-time management tool that ensures every employee and supervisor is productive, engaged and delivering an exceptional patient experience at the lowest cost.

As the global leader in workforce management, Aspect ensures you have the right employees, with the right skills, at the right time and helps plan and manage the performance of inbound, outbound and blended staffing resources across all patient engagement channels. Aspect Healthcare Workforce Management can be extended beyond the contact center to manage healthcare experts and back office personnel that can be blended with front office staff to get the most from your total workforce. The software's core forecasting, scheduling and tracking capabilities allow healthcare systems to accurately project future staffing requirements to support patient demand and back office task completion, create efficient single and multi-skill staffing plans, evaluate schedule efficiency, monitor staff performance and adjust resources to meet changing patient demand in real-time.

## Key Differentiators for Aspect

- ✓ **Modern, Graphical User Interface**  
Highly simplified, web-based, graphical user interface with same look and feel as other Workforce Optimization components significantly increases employee productivity
- ✓ **Multi-skill Back Office Support**  
Apply workforce management best practices to the back office and blend back office labor with front office labor
- ✓ **Forecasting Accuracy**  
Unparalleled forecasting accuracy with multiple forecasting algorithms, variable historical pattern weights and accurate intra-day shrinkage
- ✓ **Business Planning**  
Explore the effect of disruptions and constraints in demand and resources with unlimited "what-if" scenarios. Perform analysis with drill down and roll up capabilities in user customizable views of key business information including staff productivity, intra-day performance data, staff shrinkage, and superstate analysis.
- ✓ **Schedule Optimization**  
Optimize schedules based on business need (requirements based), staff preference (preference based) or both
- ✓ **Schedule Validation**  
Create and test limitless trial schedules that optimize business needs and resources before making the best schedule official
- ✓ **Real-time Adherence Monitoring**  
Real-time views that automatically surface non-compliance in even the largest healthcare contact center environments
- ✓ **Track Against KPIs (Key Performance Indicators)**  
Real-time and historical interactive dashboards with pre-built and custom KPIs and reports
- ✓ **Employee Self-Service**  
Browser-based self-service scheduling with new trade and request rules provides scheduling flexibility and minimizes administrative overhead
- ✓ **Deployment Flexibility**  
Choose the options that fit your business needs and operational environment; deploy on-premise, in the cloud or both as a stand-alone solution or as an integral part of the Aspect Healthcare Workforce Optimization suit

## Key Components

- **Workforce Optimization User Interface**

Aspect® Healthcare Workforce Management integrates seamlessly with the other recent versions of the Workforce Optimization suite including Aspect® Healthcare Quality Management and Aspect® Healthcare Analyze. Employees are provided with a single graphical user interface for all components of Aspect® Healthcare Workforce Optimization, which sports a modern, uniform, look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows 8. This responsive web design supports all popular browsers including Internet Explorer, Safari, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. Unlike some other workforce management providers in the healthcare market, no browser plug-ins are necessary to achieve full functionality.

With this new user-focused design, Aspect has been able to remove any technology barrier between the employee and the complexities of workforce management. With easy-to-understand graphical icons, widgets, dashboards and screen layouts, your staff can understand key performance details at a glance, and streamlined navigation allows employees to get to specific areas of the program more quickly and efficiently. In essence, employees can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

- **Back Office Management**

The Back Office Performance Module makes Aspect Healthcare Workforce Management as useful in the back office as it is in the front office. Traditional front office workforce management systems cannot be used effectively in the back office because, unlike the front office, the back office typically requires execution of several parallel tasks with backlog accumulation at each step. Further, the employees staffing the back office usually can perform multiple tasks, so staffing projections for these multi-skilled employees is more complex than in a healthcare contact center. For example, a new patient engagement back office process would require health insurance eligibility review, verification of in-network providers, credit checks, scheduling a new patient encounter, scheduling baseline lab work and, coordination with insurance providers for payment of approved procedures. The Back Office Performance Module allows traditional workforce management capabilities of forecasting work, scheduling employees and tracking actual staffing to be applied in the back office environment.

- **Strategic Planning and Forecasting**

Evaluate multiple staffing scenarios to determine optimal resource deployment based on projected demand and resource pool characteristics for both short-term and long-term planning. Take all pertinent data into account including historical contact volumes, seasonal patterns, campaign completion rates and holiday variations. Using an exponentially weighted moving average tailored to each forecast group, the forecasting model merges historical data with current data providing the most accurate forecasts possible. Supervisors and managers can:

- Quickly evaluate trade-offs between service quality and staffing numbers
- Determine the impact of scheduling training, meetings and other off-phone activities on service and campaign goals
- Understand impact of patient service quality goals and demand patterns on budget

- **“What-if” Analysis**

Test multiple demand and staffing models and plan for unexpected events such as staff absences, a surge in demand from one or more channels, the effect of holidays or weather or other seasonal factors. Create multiple scenarios leveraging historical demand and staff patterns with the ability to adjust and include custom data that fits your business needs. Visualize the effect of your planning through trial schedules, allowing you to fully test the impact of decisions on your staff and service level goals. Be confident that your long-term, short-term and intra-day staffing adjustments will have the optimum impact on your patient's experience.

- **Multi-Skill Support**

Develop optimal forecasts for a blended environment and identify staffing requirements and optimal skill combinations based on staff skill and contact routing needs. For planners, it provides an accurate assessment of costs and benefits of skill-based routing models for your current and future resource pool.

- **Flexible Scheduling**

Create detailed employee schedules based on demand and resource availability, employee preferences, work and equity rules, union or other contractual schedule restrictions, or leverage a combined approach. Choose from a two-step process where multiple trial schedules are generated that optimize against all parameters, and select the schedule that best fits your healthcare system needs. Alternatively, use a one-step process based on employee preference and automatically assign employees as the schedule is generated.

- **Intra-Day Tracking**

Display performance statistics across all channels while you still have time to make changes. Compare actual versus forecasted contact and staffing statistics for both inbound and outbound resources in 15- or 30-minute intervals to take the real-time corrective change to keep your staff on track. Use at-a-glance views of employee schedules to determine what activities have been scheduled or how many individuals are scheduled for a specific activity to easily identify utilization gaps and the resources available for assignments. Manage with more accurate intra-day staffing level predictions, taking into account the amount of staff shrinkage likely to occur beyond what is already represented in schedules.

- **Workforce Analytics**

Benefit from centralized access to all employee-centered metrics captured within workforce management such as group assignment, schedule preference, skills, seat reservations and more. This includes the ability to extend the view with additional performance and quality metrics from Aspect's full workforce optimization suite. Create custom reports that zero-in on employees and schedules to better understand your workforce environment. Target management decisions such as training and re-assignment based on your selection.

- **Integrated Performance Management**

Utilize KPI-based reporting on the full breadth of workforce metrics such as schedule adherence, shrinkage, service level and more with over 150 pre-packaged reports. This includes the ability to source additional relevant data from healthcare systems and to create alerts and trigger workflows based on KPI thresholds.

- **Employee Self-Service**

Allow for scheduling flexibility while ensuring service level achievement for in-house, home-based or remote employees. Empower them with powerful, web-based self-service, and free supervisors from routine approvals and schedule exception management. Aspect allows for shift bidding between two or more employees, time-off requests, vacation balance checking and more for the employee in an intuitive interface. Requests can be prioritized based on business rules such as seniority, labor rules, performance, business needs or any combination of factors. Approvals can be routed to supervisors for manual inspection and approval.

- **Backed by Unified Communication**

Ensure that all users have an easy way to gauge availability and connect to their peers, managers, and other enterprise resources through email or IM using tight integration with unified communications (such as Microsoft Lync).

- **Seamless Enterprise Fit**

Enjoy full integration to Aspect® Unified IP® and support for integration with third party interaction management environments. It fully leverages your enterprise technology investments for account administration (Windows Domain-Based Authentication), data security (SSL), and work calendar (Microsoft Outlook). Aspect® Healthcare Workforce Management can be leveraged as a stand-alone application or as part of Aspect Healthcare Workforce Optimization, a comprehensive and fully integrated solution that synthesizes analytics, performance management, quality management, and interaction recording. It can be deployed on-premise, in the cloud, or as a hybrid model.

- **Deployment Flexibility**

Select from a variety of optional modules to create a workforce management environment that fits your healthcare system needs – on-premise, in the cloud, or both:

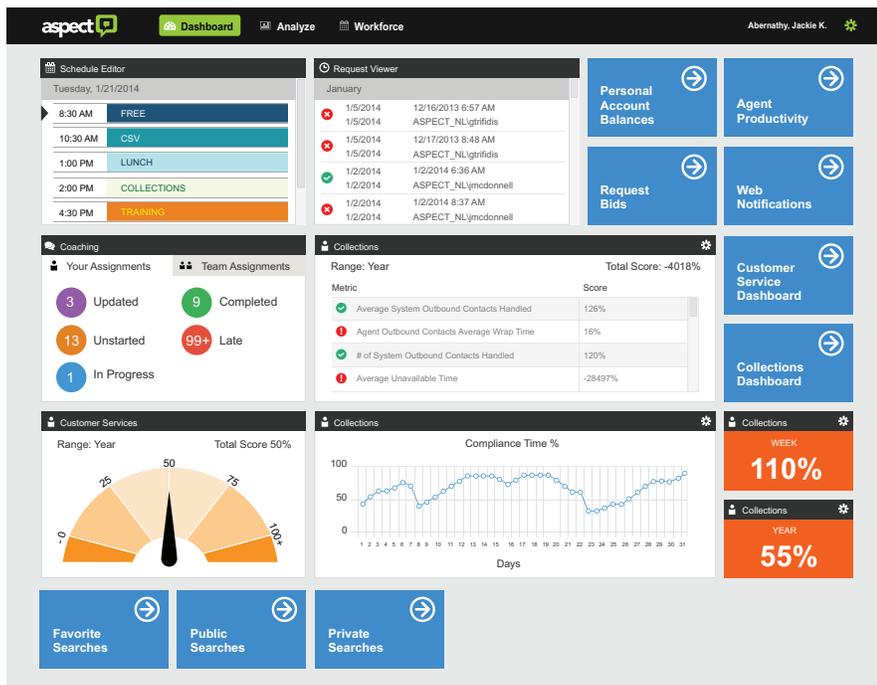
- **Empower:** Utilize web-based self-service for employee schedules, change requests, trades, shift-bidding and more
  - **Perform:** Provide staff productivity insights in real time, intra-day, daily and historical detail
  - **Allocate:** Utilize advanced capabilities for managing multiple locations as a single operational environment
  - **Analyze:** Track performance and trigger coaching recommendations with pre-configured and customizable dashboards, reports and KPIs
  - **Reserve:** Manage employee seats based on real-time schedules and agent characteristics
  - **Encompass:** Facilitates exchange of workforce management data between in-house and outsourced environments
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## Aspect® Healthcare Workforce Management Enables You To:

- Staff the right number and type of employees at the right time to improve patients seen -per-hour ratios, patient retention and many other important KPIs
- Improve productivity in the back office with savings typically ranging from 20 – 40%
- Evaluate multiple staffing scenarios with powerful strategic “what-if” analysis
- Utilize unique multi-skill forecasting and scheduling to determine optimal skill combinations
- Create schedules based on employee preferences, shift templates, work/equity rules or a combination
- Make accurate intra-day adjustments to improve list penetration and effectiveness rates
- Optimize meetings, training and other off-phone activities
- Maximize occupancy and minimize over and under resource utilization
- Cut staffing costs while maintaining or even improving patient response times
- Reduce the complexity in your healthcare contact center with an integrated, total solution

## Key Features

- Intuitive, modern, icon and widget based user interface is very easy to learn and use to ensure the highest workforce productivity
- Intra-day, short-term, medium-term and long-term business planning with limitless “what-if” scenarios
- Sophisticated forecasting algorithms that leverage full breadth of historical and intra-day shrinkage data and support multiple business objectives
- Forecasting, planning and scheduling for a multi-skill workforce in a multi-channel healthcare environment
- Accurate forecasting across all inbound, outbound, blended and back office staffing resources
- Scheduling based on business requirements, employee preference or both
- Centralized visibility into employee characteristics, preferences, schedules, and performance
- Real-time intra-day performance and staff adherence tracking
- Browser-based employee self-service
- Employee performance scorecards and workforce intelligence
- Simplified management of workforces across multiple sites and outsourced locations
- Automated seat planning and assignment tools
- Fully integrated with Aspect’s Interaction Management platform (Aspect® Unified IP®) with additional support for virtually any interaction management environment



Example WFO Dashboard with Aspect Healthcare Workforce Management and Aspect® Healthcare Analyze

Example Schedule Editor Screen

Example Dashboard with Aspect® Healthcare Workforce Management

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**About Aspect**

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

