

# Healthcare

## Your workforce is what drives patient outcomes.

Your organization's top priority is safe, high-quality patient care. To achieve that, you need staff with the appropriate competencies, qualifications and credentials. Ensuring that you have a competent team can improve patient outcomes and reduce costs for the organization.

## Provide your staff with the skills to deliver great care.

The industry has seen a dramatic shift since the Affordable Care Act (ACA) went into effect—including expanded responsibilities for healthcare facilities and providers, causing organizations to become increasingly complex. Providing a wider range of services (often in higher volume) creates an increased need for workforce development. However, a huge roadblock to effective education for healthcare professionals is the limited time and locations to complete the necessary coursework.

## It is critical to keep your staff engaged and loyal.

Because of the talent shortage in healthcare your people have choices so other employers are ready and willing to hire them. A recent study, found that staff engagement is critical to improving the patient experience, outcomes, clinical quality and teamwork within the organization.<sup>1</sup>

## With SumTotal you can:



**EVALUATE**

team members using observational checklists to verify competency

**CONNECT**

employees to learning via mobile, virtual training, and compliance coursework where and when they need it

**EMPOWER**

people to develop and grow their skills, driving the retention of key staff

“We can offer opportunities for learning in a much more flexible way as a result of eLearning. This enables us, as a corporate university, to fulfill our role of learning and development in a strategic manner.”

**Monique Dings – Academy Director, VieCuri**

<sup>1</sup> Nurse Engagement: What are the contributing factors for Success.

<sup>2</sup> Bureau of Labor Statistics: Oct 2017

<sup>3</sup> 2017 Healthcare Recruiting Trends Report

<sup>4</sup> “Linking Soft Skills in Patient-facing Staff to Hospital Satisfaction Scores.” Howard Adamsky, Aberdeen Group, January 2016.

1 out of  
**3**

**1 out of 3 new jobs** created in the U.S. will be in healthcare over the next 10 years.<sup>2</sup>



**36% of healthcare organizations** reported an increase in turnover in 2016.<sup>3</sup>



When asked about the relationship between talent and patient satisfaction levels, **100% of healthcare providers** indicated that talent plays a vital role in determining eventual HCAHPS scores.<sup>4</sup>

**Ready to learn more?** Our SumTotal experts work with organizations around the globe to improve organizational performance through people strategies – and we're ready to share our expertise with you.

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