

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.¹

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

¹ Nurse Engagement: What are the contributing factors for Success.

² Bureau of Labor Statistics: Oct 2017

³ 2017 Healthcare Recruiting Trends Report

⁴ “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.²



36% of healthcare organizations reported an increase in turnover in 2016.³



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.⁴

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.

Visit www.sumtotalsystems.com to explore our solutions, resources and upcoming webinars.