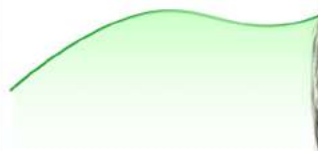


HRMS Buying Guide for the

Healthcare Sector

Your Avg Rating **126**



Schedule Over time



Positive
91%



Negative
09%



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INTRODUCTION

A study by WHO (World Health Organization) suggests that there could be a shortage of around 10 million healthcare workers by 2030, especially in the low and lower-middle income countries. This shortage will inevitably be the cause of immense pressure on the healthcare industry. It could easily lead to burnout, thereby negatively impacting the quality of service provided to people.

The well-being of healthcare employees becomes even more important when people's lives depend on them. HRs in the healthcare sector are entrusted with the huge responsibility of supporting every stakeholder involved in the patient-care delivery system.

There is an urgent need for reforming the human resource process in this industry for sustainable growth. This is where the strategic role of HRs come into play. HR strategy now must be designed to fulfill the needs of employees, businesses and patients.

To take part in strategic decision-making process and gain the competitive edge, today's HRs need to equip them with data, and in this case employee related data.

"Implementing a new-age HRMS (human resource management system) for the healthcare sector is one of the best ways to source, process and analyze this data for long-term success."

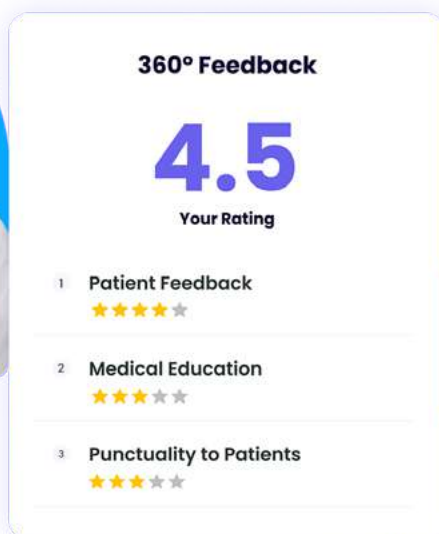
In this guide, you will learn everything about the HRMS buying process for the healthcare sector. This guide also outlines the chronic challenges faced by the healthcare industry and the ways to combat them.

HR Challenges in the Healthcare Sector and their Solutions

Let us first discuss the various healthcare sector HR challenges and the ways to tackle them.

Problem	Solution
<p>Talent Shortage and Low Retention</p> <p>The aging and retiring workforce are creating many vacancies, however, there are not enough skilled healthcare workers to fill those positions. The needs of young healthcare workers are inclined more towards having a stable and secure job, which the industry is unable to fulfill.</p>	<p>HRs must use a recruitment management system that streamlines the process of finding and recruiting the best talent. Proper employee engagement plans need to be devised and implemented for increased retention.</p>
<p>Employee Burnout</p> <p>The prevalence of employee burnout among healthcare workers is common. According to the data from the Centre for Disease Control and Prevention, 46% of health workers reported feeling burned out. Working multiple shifts, attending to unforeseen emergencies, and experiencing extreme work pressure are the primary reasons behind it. This burn-out results in poor-quality service being offered to the patients. It also negatively affects the employee retention rate.</p>	<p>The prevalence of employee burnout among healthcare workers is common. According to the data from the Centre for Disease Control and Prevention, 46% of health workers reported feeling burned out. Working multiple shifts, attending to unforeseen emergencies, and experiencing extreme work pressure are the primary reasons behind it. This burn-out results in poor-quality service being offered to the patients. It also negatively affects the employee retention rate.</p>
<p>Limited Training and Career Growth</p> <p>While the healthcare sector in India is growing at a CAGR of 22%, stagnancy in career growth is still a common complaint among health sector employees. To climb the success ladder and to provide high quality service to patients, workers need to be supported with adequate infrastructure and upskilling by their employers.</p>	<p>Investing in an HRMS for the healthcare sector with learning and development software can help tackle the situation by streamlining the training delivery process. It can align programs tailored to individual needs.</p>

Problem	Solution
<p>Competitive Compensation and Benefits Packages</p> <p>Lack of competitive compensation and benefits like flexibility, leaves, non-negotiable non-compete clauses, can all lead to employee retention issues in the sector. The efforts of healthcare workers do not get compensated with the salaries and benefits credited to them.</p>	<p>Structuring proper compensation and benefits packages based on type of work, the load, experience and other factors can help bring parity with offering competitive packages and benefits thereby ensuring employee retention.</p>
<p>Digitalization and Digitization</p> <p>Staying on top of technological upgrades in the medical field and data management are two mammoth tasks for healthcare sector HRs.</p>	<p>HRs need to stay informed about the latest innovations and equip employees with tools and knowledge to deploy new processes to gain a competitive edge. HMS (hospital management system), CRM (candidate relationship management) and HRMS for healthcare sector are some examples of software used by HRs.</p>



Step by step HRMS buying process for healthcare industry

Selecting the right healthcare HRM software can be a challenging process. To make it simpler, here are some steps to follow:

a. Setting up a Buying Committee

The very first step involves evaluating the possible challenges, pros and cons of HRMS implementation. For this, you need to set up a buying committee. It requires the involvement of cross-functional stakeholders along with the HR team for final selection of an ideal HRMS.

A buying committee for an HRMS should have the following members ideally:

- CHRO: Responsible for meeting strategic HR objectives
- CIO/CISO: Responsible for privacy, security and compliance issues
- CTO: Responsible for ideal HRMS technology selection
- HR Administrators: Responsible for functionality needs & smooth buying process
- IT Administrators: Responsible for implementation & integration process evaluation
- Finance Administrators: Responsible for budgeting and price negotiations.

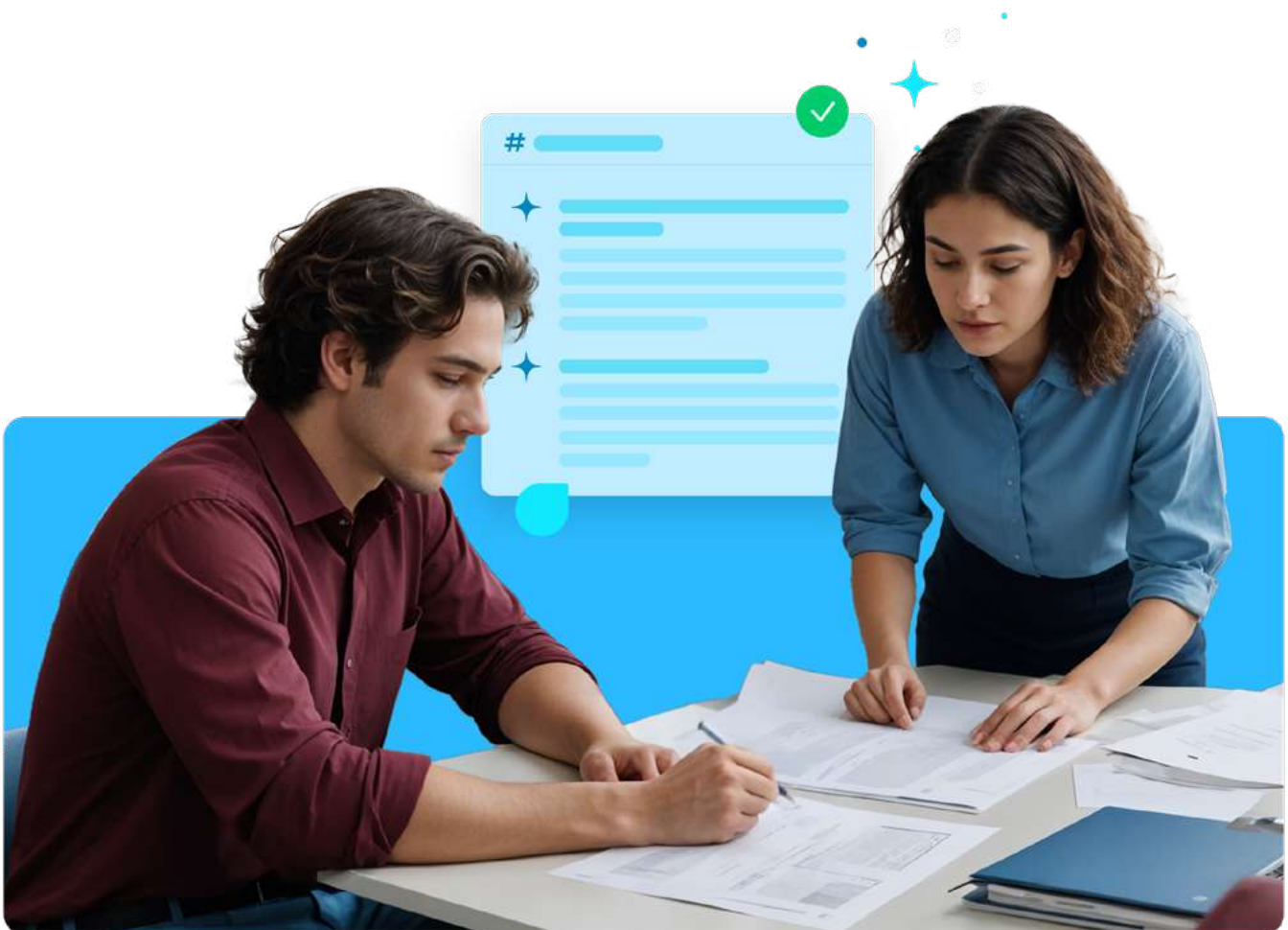


b. Evaluation of Needs

The evaluation of business needs will depend on the size, the specific challenges faced and the priorities of your healthcare organization. It is also important to analyze how the HRMS implementation will affect all the stakeholders involved.

Find below a list of questions you might want to find answers to when assessing needs:

1. Why are we buying an HRMS?
2. What are the challenges we aim to resolve through this purchase?
3. Is there a particular HRMS that we intend to replace? If yes, then why?
4. What is the estimated timeline for completion of the buying process?
5. What are additional resources (financial, technical and manpower) we may need for this to be a success?

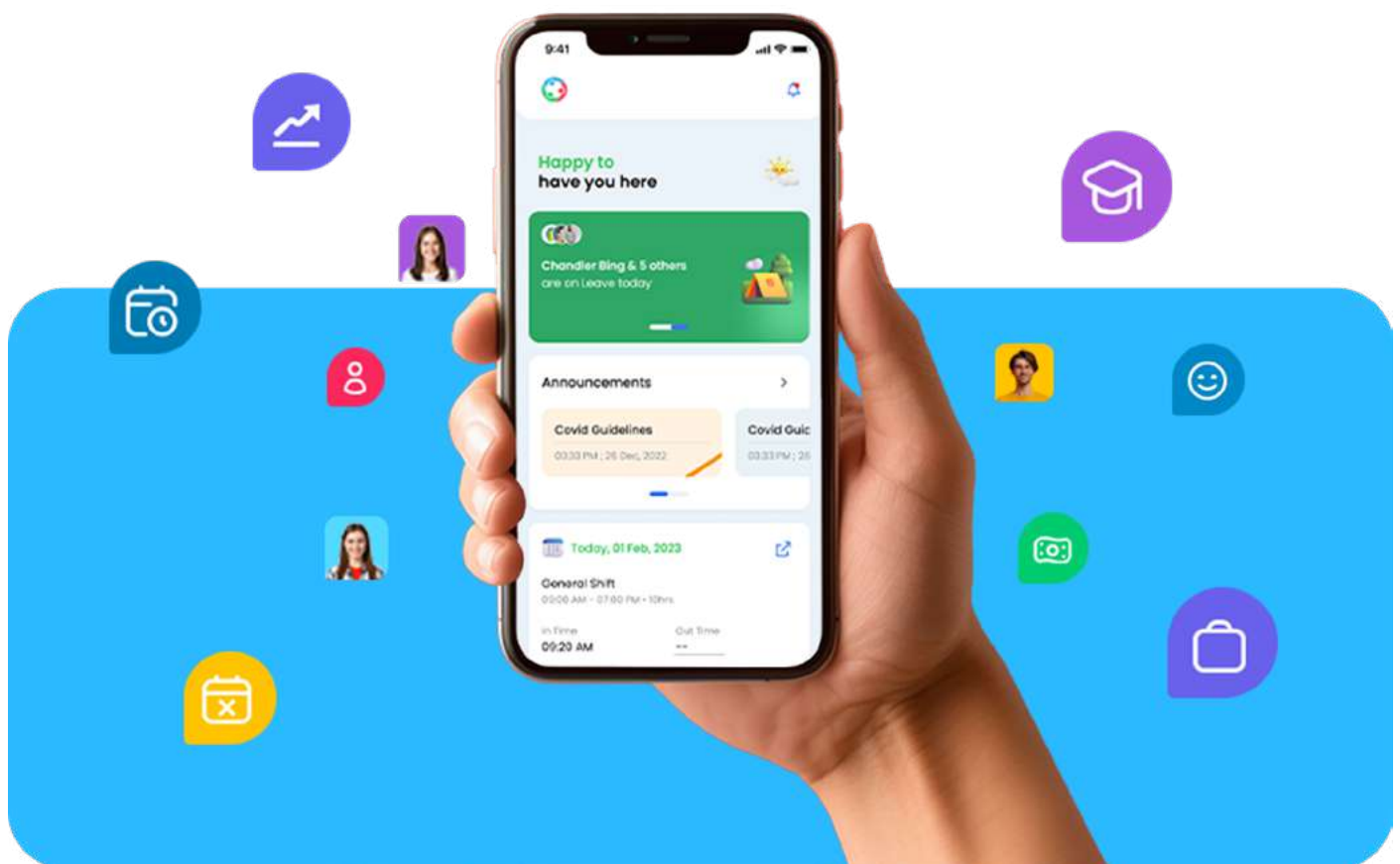


c. Shortlisting Key Components

This section outlines the most important components that should be a part of your HRMS for resolving the industry-specific challenges in a seamless manner.

- **Recruitment Management:** An AI-powered HRMS system can help healthcare industry HRs streamline their entire recruitment process from job posting to onboarding. Businesses can use in-built ATS to accept or reject candidates based on predetermined criteria. They can even leverage the power of AI to auto-screen candidates and save hours in return. HRs can ensure hassle-free onboarding, which helps new employees kick-start their work on the right note.
- **Employee Engagement:** Robust and mobile friendly HRMS should enable smooth communication and timely feedback to the dispersed workforce of the healthcare sector and keep employees' well-being at the forefront using features like anonymous surveys and chatbot integration. It should make employees feel valued and connected, thereby organically increasing productivity at work.
- **Learning and Development:** An ideal HRMS for the healthcare sector should be able to support personalized career growth plans of every worker using a mobile app-based learning management system. It should be able to streamline the learning delivery process, equipping employees with all the industry specific hard and soft skills and certifications and credentials needed to prosper in their field.
- **Continuous Performance Management:** HRMS for healthcare sector should be able to help managers evaluate and manage employee performance, support appraisals, suggest appropriate rewards or performance improvement plans and generate automated reports for monitoring performance effectiveness and business goal achievement.
- **Payroll:** It should help ensure compliance and maintain accurate financial records of employees with details of their salaries, incentives, benefits, bonuses, deductions, and net pay. It should be auto integrated with attendance and leave management systems to streamline financial workflows and simplify payroll processes, thereby appropriately rewarding healthcare sector employees for their hard work.
- **Data Analytics and Reporting:** The ability to automatically collect data, analyze it, and create reports is a must-have feature of an HRMS for

healthcare industry companies. It equips managers and HRs with data in an easily digestible manner and allows them to make data-driven decisions.



d. Identification of solution providing vendors

Based on your specific needs, you can identify if you need an on-premise or an on-cloud solution. An on-cloud solution is more adaptable and is currently being preferred by most companies due to its mobility over on-premises, which are more complicated and less secure.

The next step is to make a choice between a point solution and an end-to-end suite. While a point solution is implemented to address challenges specific to singular modules, (recruitment management, time and attendance management.), end-to-end suite solutions are built to serve throughout an employee's life cycle, combining all the needful modules.

Refer to our blog to read more on the feasibility of an on-cloud solution over on-premises.

e. Demo

Don't miss out on your chance to get a free product demonstration. It's the best way to assess all the features and functions that a particular vendor has to offer. Spend adequate time with the sales team to understand the ease of configurability of the product. Bring forth real-time challenges that you are facing or anticipate facing to learn how the vendor's product can aid in resolving these.

Here are some important questions you must ask the vendor during the demo:

1. What are the USPs of your product over your competitors?
2. How does your product accommodate tailored organizational needs?
3. Can you integrate your software with other systems? If yes, then how?
4. What are the necessary steps in the product implementation process?
5. How can your product and team support the scalability of business in the future?
6. How can your software help us resolve the challenges we are facing?
7. How technologically future ready is your software?

**Click here for a
free Akrivia HCM
demo session.**

[Schedule Demo](#)



f. Pricing and Negotiations

Pricing Model

Every solution provider follows a particular pricing model for their product. This primarily depends on the size of the business, i.e. the number of employees you have.

- PEPP: In the case of PEPP (per employee per processing model), the expense you incur annually is the product of the number of payment transactions per payroll times the number of payrolls processed each year.
- PEPM: In the case of PEPM (per employee per month model), the expenses are calculated based on the number of employees using the product monthly.

Some vendors are also providing a combination of both pricing models to their customers. Here are some important questions you might want to ask:

1. Are there any additional costs to be incurred for vendor training?
2. Is there a provision for an annual maintenance contract (AMC)? If yes, then what are the services covered under it, and what are the charges?
3. What is the total cost of ownership?
4. How will the cost be calculated incase new modules are added?

Negotiation

The best way to negotiate in this case would be to form a cross-functional team, which includes your expert negotiators from the sales team, technical team members and industry experts, along with you to evaluate the total cost of ownership.

Following through with these steps can push you towards an informed decision-making process. Meticulous analysis of available data and industry-relevant insights is critical to the buying process as it has the potential to influence operational efficiency and seamless workforce management.

Key Considerations before selecting an HRMS for Healthcare sector

Ensuring that the chosen HRMS is equipped with all the healthcare industry-specific HR tech functionalities is a critical step before embarking on the buying journey. This assessment is a way forward for problem-solving, increased productivity, and supporting use cases today and tomorrow.

a. Integration and Configurability

Creation of a unified system with proper integration with other systems like ERPs, CRM, using third party APIs is important for optimal results at every step of employee lifecycle. HRs must also ensure that the solution is easily configurable with minimal dependency on vendor or in-house IT administrators. Low or no code solutions are flexible and easier options for HRs.

b. Adaptable and Mobile friendly

The HRMS you choose should be easily adaptable and mobile-friendly since most of the workers in the healthcare industry are deskless workers. A system that has an interactive UI/UX, automated notifications, chatbots, etc. and is compatible with mobile devices is a must for the healthcare industry due to the nature of its employees (blue-, white- and pink-collar workers, contractual workers, etc.) and work (shift working style).

c. Data Privacy and Security

An HRMS collects, stores and processes a lot of sensitive data related to your employees and business on a real-time basis. Check if the HRMS you are considering follows a secured process of data collection like encrypted forms. It should have a strong authentication process to disallow unauthorized access and security breaches. The hosting server should also be secured, allowing secured storage options, regular audits, access control and data backups.

d. Low Digitalization Complexity

Transition to digital HR processes should not be overwhelming for you or your workforce. Make sure to choose an HRMS that uses easy processes to make the tool and its functionalities user-friendly. The solution provider should be able to optimize your existing and new work process pre- and post-implementation of the HRMS software without causing much disruption.

Apart from these, there are a few features we strongly recommend when buying an HRMS for the healthcare sector. Here are a few of them:

a. Employee Self Service Portal (ESS)

The ESS portal is a one-stop portal for your employees to stay informed about their payroll, attendance, leaves and much more. They can use it from anywhere to claim benefits, request loans, submit tax declarations.

b. HR Help Desk

The HR help desk allows HRs to view and prioritize all the tickets raised by employees at their own convenience, thereby reducing dependency on physical meetings or emails. HRs can then use this desk for categorizing, tracking and resolving the issues on time

c. Multi-shift Planning

A must-have feature for healthcare sector companies is multi-shift planning, as it allows managers to create rosters and configure overtime and shift allowance policies as per the organization's needs.

d. Skill-growth Analysis component

Skill-growth analysis is an integral component of the learning process of the employees. It allows analysis of employee's upskilling progress post completion of training programs on a periodic basis.








e. Role-based Access

Role-based access allows controlled and selective logins into the payroll system only to those HRs, managers and auditors who have been given access. This is a great way to control unauthorized access and protect crucial data.

Why Akrivia HCM is the best choice for healthcare companies?

Akrivia HCM is an integrated HRMS SaaS platform that packs in everything you need for managing your entire employee lifecycle. With 20+ modules and 100+ features – from recruitment & learning to performance, payroll & offboarding, the Akrivia HCM suite is powered by AI to automate all your mundane tasks and give you a strategic edge.

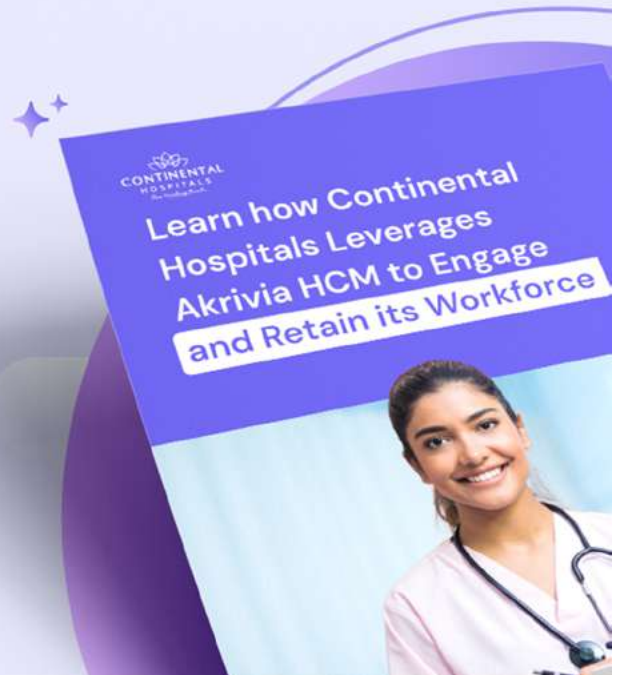
Ready integrations with 3rd party ERP and other tools make for a unified experience, while its consumer grade UX and employee-centric features aids EX. Data security, DIY configurability and scalability are other hallmarks of Akrivia HCM.

-  **Recruitment:** Powered by AI, ML & Predictive Analytics
-  **Onboarding:** Pre & Post joining activities
-  **Time, Attendance & Leave:** Time tracking & shift planning
-  **Payroll:** One-click payroll process
-  **Performance & Productivity:** Continuous feedback. Increased productivity & performance
-  **Learning & Growth:** Learning & career development
-  **Succession Planning:** Prepare future workforce
-  **Engagement & Experience:** Tailored engagement plan recommendations
-  **Dhruva:** 24x7 AI enabled Chatbot
-  **Nexus:** Internal Communication & Collaboration Platform
-  **Employee Self-service:** Individualized portal for every employee
-  **Data Analytics:** Data, Analysis, Reporting & Dashboard



Curious How Continental Hospitals Fights Attrition in the Healthcare Industry?

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for a free demo session and dive into the plethora of features for an automated and streamlined workforce management experience.