Industry Use Case

The **Healthcare** Sector

The top 3 challenges for HR leaders in healthcare

With high demand, a lack of skilled workers, and ever-shifting regulations, Australia's healthcare sector is under increasing pressure to perform.

While many HR teams are doing remarkably well in this space, there's little doubt that the challenges are mounting and new ways of working will need to be adopted to future proof organisations. With the continued delivery of high quality healthcare services in mind, let's look at the top three challenges facing HR teams and what can be done to overcome them.

1. Talent shortages and acquisition

There's a growing problem in Australia's healthcare industry - a rapidly inflating workforce coupled with a sparse availability of talent. When you combine a skilled candidate shortage with ballooning demand, talent acquisition becomes a serious consideration.

The competition for talent can be intense, and this challenge has been exacerbated by an aging workforce and shortage of emerging healthcare professionals to plug these skills gaps and ensure the delivery of high quality health services.

For HR professionals in healthcare, particularly those in talent acquisition, it means you need to be able to:

- Demonstrate an attractive employer brand to the job market
- Offer efficient recruitment and onboarding processes
- Create a wide talent pool through passive recruitment
- Provide well oiled workflows and efficient technology.

2. Staff management and retention

Once you've landed a skilled worker and successfully onboarded them, the work continues to manage and retain them. There is a particularly pertinent staffing issue in healthcare that combines the interrelated factors of burnout and turnover.

When there are staff shortages in a healthcare organisation, this often feeds into stronger pressures on existing workers to overperform, often resulting in burnout and turnover. The battle to support and retain stressed employees is crucial to keep health services running smoothly.

When you're able to manage your staff in a centralised system, offer performance management, self service, simple rostering, and painless processes, you're in a better position to retain employees and create smooth and professional processes.

This means that HR professionals in healthcare should be on a mission to:

- Support and incentivise workers to avoid burnout
- Make processes as efficient and painless as possible
- Provide flexibility and self service options
- Maintain engagement with performance feedback and visibility.

3. Compliance and skill development

The healthcare industry is in constant flux. There are always new regulations and compliance needs to tackle on top of necessary training and development. With the high stress nature of the healthcare field, providing first class mental health and wellness support should also be front of mind.

Furthermore, there is also a pervasive need to upskill and crosskill healthcare workers to give them room to grow and embrace new positions. In many cases, you'll also be dealing with a mobile workforce that may work across multiple locations and on variable rosters.

This will require HR teams to:

- Manage necessary employee compliance
- Deliver professional training and development
- Ensure that course delivery is independent of time and location
- Offer accessible mental health and wellness support.

Benefit 1: Reducing time-to-hire

Anyone who has worked in talent acquisition knows that recruiting the right people for the job takes serious time and effort. From creating the job ad, screening & interviewing candidates and multiple reference checks, the process can be time consuming when you're doing it manually.

With the high demand for skilled employees, cutting down on the time-to-hire is vital for securing the best talent before they're snapped up by another organisation.

We've found that ELMO's clients within the healthcare industry often embrace Recruitment and Onboarding modules to help them fill roles faster and reduce costs. If you're able to quickly and painlessly hire and onboard workers while reducing time-to-productivity, your organisational outputs can be greatly increased.

With **ELMO Recruitment** and **Onboarding** you can:

- Manage your recruitment from a centralised system that's designed to reduce the time and cost-to-hire
- Win over candidates from the get-go by providing an accessible and consistent experience.
- Collaborate with managers to evaluate job applicants and choose the right fit
- Remove manual processes and offer electronic recruitment and onboarding processes
- Reduce time-to-productivity.

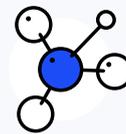### The most popular ELMO solutions for customers in healthcare

With over 700 customers in the healthcare sector across Australia and New Zealand, we understand the hurdles our clients in this sector face. Among our healthcare clients, the top three most popular solutions are:

ELMO Onboarding   ELMO Learning Management   ELMO HR Core

Benefit 2: Provide a modern employee experience

With the need to easily manage your HR processes, retain employees, and ensure solid employee engagement, choosing a modern HR Information System (HRIS) can be a formidable option.

With a modular HRIS like ELMO, you're granted a single source of truth for all your HR processes and data, with the ability to select and implement a variety of modules based on your specific needs.

For example, when it comes to employee engagement, you can provide a sophisticated and meaningful experience with Performance Management. This can be a powerful way to retain employees, identify flight risks, determine skills gaps of high-potential employees, and plan successions – ensuring a strong team with a focus on future growth.

With **ELMO HR Core** and **Performance Management** you can:

- Gain full visibility over your employees and HR processes with a centralised modular solution.
- Improve retention and employee engagement, while ensuring development, feedback, and early identification of staffing issues.
- Modernise your HR experience and embrace automated and professional workflows, complete with reporting, analytics, and employee self service.

Keep up with demand thanks to streamlined recruiting processes

"Being in clinical research, it's very compliance-based and regulated, so we had lots of physical pieces of paper that were having to be sent to candidates, returned, filed, scanned and signed, We just didn't have one single source of truth.

One of the biggest problems we faced was having so many different systems in different places. We had spreadsheets, documents, one platform for 'this' function and another platform for 'that'. We just didn't have one single source of truth. There was lots of duplication and reinventing of the wheel.

Since we've implemented ELMO, we've been able to have standardised approaches and processes for all of the teams to follow. Processes that were previously taking us significant amounts of time can now be done at the click of a button."

Toby Goor
Human Resources Lead | Linear Clinical Research

Managing and overseeing training and compliance for a large healthcare organisation can be daunting, especially when working with variable rosters, multiple locations, and cumbersome manual processes.

In the healthcare industry, you're likely dealing with employees that may not have a fixed workspace, roster, or location. Many workers won't have regular computer access, making it difficult for them to complete online training and sign policies electronically.

This accessibility issue poses a significant obstacle for HR professionals tasked with tracking and logging training data, especially in an industry where compliance policies and training is an absolute necessity. Furthermore, when you're offering crucial upsklling and cross skilling, you need a smooth and simple delivery system.

ELMO Learning removes the need for spreadsheets, fixed locations, and manual processes, instead providing simplified visibility and tracking through a dashboard.

With **ELMO Learning** you can:

- Create personalised and engaging learning experiences that cater to the needs of modern learners, available anytime, on any device.
- Easily keep track of employee training needs, course completion rates, productivity, and compliance requirements with powerful custom reporting.
- Automate recertification for employees at scale, ensuring staff remain compliant with healthcare regulations.

Deliver modern training and development

"For training purposes, we relied heavily on PowerPoint and paper documents, including paper questionnaires. People would fill out the questionnaire and put it in for marking, so there was a lot of time spent distributing the material, marking the material, and returning the results to the staff member.

ELMO just seemed to be a great solution," Criglington says. "We could start small just with the learning management system – because that was our biggest issue at the time – and we've been building upon that over time."

Sarah Criglington
Learning & Development Coordinator | Elmswood Retirement Village

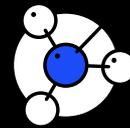# RELEASING HR'S FULL POTENTIAL

The **only** HR platform that truly fits the needs of
mid-sized businesses in Australia and New Zealand,
without the unnecessary complexity.

Onboarding

Recruitment

HR Core

Payroll & Remuneration

Performance Management

Learning Management

Founded in 2002, the ELMO Group comprises ELMO Software in Australia, New Zealand and the UK, and Breathe HR in the UK. It is the trusted provider of HR technology solutions to 16,000+ small and mid-sized organisations and two million end users.

With a comprehensive suite of ISO-certified solutions that span the full employee lifecycle, ELMO Software is designed to scale as organisations grow. Flexible and configurable, ELMO's one-stop HRIS fits to your specific needs and workflows.

Through powerful technology, automation, data and analytics, ELMO Software empowers HR professionals to play an integral role in company decision making.

Find out how ELMO can help your organisation:

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