SOLUTION OVERVIEW

Manage employee performance.
Achieve quality patient care.

Employee performance in healthcare is more than just important, it can affect patient safety. Without a systematic method of ensuring that employees understand and meet their performance-appraisal goals, maintain their competencies, and engage in learning opportunities, hospitals put themselves at risk — risk of non-compliance with The Joint Commission, risk of increased turnover, and risk of lower quality of care and patient safety. They risk losing out on the opportunity to create an engaged, focused workforce that is motivated, effective, and satisfied. But managing appraisals, competencies, and learning is a challenge — our busy work schedules sometimes push these important issues aside, or the mountain of paperwork required makes this feel more like a chore than an opportunity. Or the sheer complexity of aligning goals with appraisals, competencies, and learning becomes an overwhelming task to manage.

HealthcareSource Performance Manager™ makes it easy to reduce the risk and leverage the opportunities of a good performance management system. It helps healthcare organizations manage employee performance by automating the workflow and content for performance appraisals, competency management, and learning management. It starts with clear job descriptions, competency library, and organizational goals. From these foundational elements, Performance Manager drives paperless employee performance appraisals, ongoing communication between employee and manager, tracking of appraisal workflow, competency tracking, and inservice, and other learning opportunity tracking. It was developed just for healthcare, is easy to use, and quick to implement — all at a fair cost with excellent return on investment.

The result? Improved employee appraisal on-time completion ratio, improved communications between employee and manager, alignment between individual employee activity and departmental objectives and strategic corporate goals, a reduced cost and time on HR processes, and compliance with The Joint Commission.

Performance appraisals
Performance Manager provides an automated and paperless performance appraisal process. Performance appraisals,

Here’s what our customers say:

“We selected Performance Manager because of its simplicity. It was not hard to maneuver through, especially on the employee end. ‘You click on it and bam — there it is.’
Dusty Culpepper
Assistant Director of HR
Jeff Anderson Regional Medical Center

“Our managers are so pleased with the simplicity and how user friendly it is. We were frequently dealing with upset employees because evaluations were consistently overdue, so we greatly appreciate the accountability we have achieved with Performance Manager.”
Lisa Vendsel
Employment Coordinator
Trinity Health

“Managers are required to provide feedback to employees, which really drives clear expectations and better communications. We’ve also used it as an opportunity to get better and more consistent job descriptions. It has really improved the whole process tremendously.”
Jason Cain, RN, Nurse Manager
Jeff Anderson Regional Medical Center
goal setting, and job history are available online, tasks and reminders are clearly identified, and multi-rater and self-assessments are easier. The result is a reduced time on performance appraisals for managers, HR, and employee. Through automation, you can dramatically improve appraisal process consistency and completion rate, as required by the Joint Commission. And Performance Manager promotes employee engagement by facilitating clear understanding of goals and regular communication with managers, as well as aligning employee performance with your healthcare provider’s goals and mission.

Performance Manager allows you to define what type of performance and skills are required by each employee at the start of the process with the job description. It converts your hard-copy job descriptions and appraisals into an electronic format. It begins with a clearly defined job description. The employee is now presented a clear understanding of what is expected of them and how they will be measured. By aligning the job description and the appraisal, the employee’s performance is measured by exactly what they expected.

Performance appraisals are done online with the online appraisal forms, and routing tailored and based on your current processes. Managers create and track goals and objectives throughout the year with reminders and follow through. Performance Manager provides tools for development planning, monitoring goals and objectives, and for planning for promotions. The online self-assessment engages employees in the self-assessment process to strengthen their involvement. You can easily obtain multi-rater assessments to widen input and make appraisal assessments more trustworthy among employees. Consistent and regular communication between employees and managers is improved by creating feedback with standard content directly from your employee handbook.

HealthcareSource populates the database with your job descriptions as part of the implementation, providing a standard and easily accessible job description library online. Managers and employees also have access to job history, to provide a better baseline for performance reviews. And Performance Manager allows for fast and easy retrieval of data needed by a Joint Commission auditor or HR.

Assessment completion ratio is improved through routing, approval, and reminders. Performance Manager improves the successful completion and follow-up of employee action plans — they are no longer filed away and forgotten. Appraisals can be electronically routed for review and approval. You can even get approvals for compensation before the review, or get confirmation that all information is within the appraisal guidelines. Overdue tasks are highlighted for managers to improve follow-up for task completion. Human Resources can monitor the entire process to ensure that tasks are being done on time.

**Competency management**

Validating employee competence starts with having access to competency assessment data. Performance Manager supports your competency validation efforts by creating an online checklist that can be accessed anytime, anywhere by managers, educators, and preceptors. No longer will you need to flip through pieces of paper to determine what competencies are still outstanding. As each competency is validated, it collapses to the bottom of the page to indicate it has been completed — leaving visible only what still needs to be validated immediately.

Performance Manager automates the process to validate your employee’s skills, knowledge, and abilities, with standardized
online position-based checklists. This improves the consistency and efficiency by which you can complete the employee orientation or transfer process. Checklist tasks can be scheduled and assigned to a manager, with email alerts that help them ensure the task is completed by the required due date.

Performance Manager allows you to deploy your current competency checklists by position, while creating a standardized library of competencies. In combination with the Job Description, there is no better way to provide employees with a clear and easy path to improving and completing their skills. With the competency checklist feature, you will be able to improve patient safety and quality of care by creating a competent and motivated workforce.

Through standard and custom reports, you will be able to identify competency gaps at the individual, departmental, and organizational levels.

**Learning management**

Retaining good employees is a year-round objective of any organization, and it begins with communicating clear job objectives, regular communication from managers, and education. While managing the many license and certification requirements for employees who provide direct care to patients is challenging, it is not the only contributor to success. Employees need to be clear on company policies, patient confidentiality agreements, and regulatory laws. These policies can be uploaded into Performance Manager and sent as tasks to alert your employees that a signature to a new policy is required.

Performance Manager can become an integral part of your orientation process. Employees can register in Performance Manager, sign their job description, and take all of the required mandatory training for their position or sign off on policy documents. Scheduling and tracking ongoing online training requirements is easily completed with Performance Manager’s scheduling tool. You can create training schedules by groups, positions, departments, or for all employees.

In order to support the complete needs of healthcare organizations, Performance Manager allows administrators to track employee education that was received outside of the organization. Our Professional Development tracker allows standard-recurring courses to be created, and we make it easy to update which employee has attended a course. Employees can even sign up for courses that they either need to take to fulfill a license/certification requirement or to foster career growth. Performance Manager’s Learning Opportunities module allows clients to create their courses to be offered throughout the year. Employees can view the listing of courses and easily register for the class, or if full, can waitlist themselves. When instructors log into Performance Manager, they are presented with their scheduled courses and all employees in the roster. Each instructor can manage the roster, print it for a “day-of” sign-in sheet, and complete the roster by designating each employee competent, requiring more training, or a no-show.

Managers no longer have to request an employee training transcript from HR or the education department, as the information is easily retrievable in the employee electronic file. Managers are also notified if an employee failed an inservice either by not attending or by being linked to a status of needing additional training. Managers and employees both can view their completed training on an annual basis and determine if any additional course or credit hours are needed.
Performance Manager makes it easy for your education team by creating a standard upload screen for content management. Instructors can create a test for each course and then create an alternate test should one be necessary. Once the schedules for all of the courses have been generated, they will incorporate new and transferred employees, and even exclude employees who are on leave from getting the assigned training.

Performance Manager’s learning management tools help your organization track and maintain compliance while managing immediate and ongoing training requirements.

**Talent performance**

Automating the Performance Management process provides great benefits and cost savings. But you will get even more value from Performance Manager reports to track and identify opportunities to improve your performance management and employee engagement initiatives. Strategic business decisions can be driven by the metrics used to measure employee effectiveness. In addition, you can improve the quality of patient care by managing metrics that identify gaps in required competencies and training.

Performance Manager includes over 30 standard reports that will help you measure manager and employee effectiveness, achieve on-time completion metrics for appraisals, goals, and action plans, and also help you define achievable organizational goals. The standard reports will help you reduce the administrative time needed to complete Joint Commission compliance reports. The many summary reports with graphs and charts will help you monitor the ongoing performance of the organization while identifying opportunities for employee development, organizational growth, and future training needs.

Custom “ad-hoc” reports can be created using our reporting tool. The data collected within Performance Manager can generate reports required to satisfy internal reporting requirements. With model reports and field selection tools, it’s quick and easy to create custom reports. We even provide sophisticated user-defined fields, calculations, and sorting capabilities.

You can view how employees in specific positions, departments, or locations are scoring on standard appraisal criteria. You can create comparative analysis reports to identify training gaps, additional organizational development opportunities, and quality of care improvements. Managers are provided with a one-click report page to identify overdue tasks for their employees. Employees have real-time access to their entire electronic file for obtaining job and training-related information.

With all of this information easily accessible and shared across all facilities within your organization, you can improve the accuracy and speed at which you provide key reporting metrics. Standard and custom reporting allows a complete and thorough evaluation tool to assess whether or not employee performance and patient care are being positively impacted, as well as where process-standard improvements have been met or need further improvement.

HealthcareSource is the leader in talent management solutions for healthcare, used at over 1,000 healthcare facilities. We help healthcare organizations acquire, develop and retain the best workforce possible in order to maximize the quality and efficiency of patient care. HealthcareSource Software-as-a-Service solutions include applicant tracking, onboarding, performance management and the leading healthcare Internet job board. We focus exclusively on healthcare, are an established and financially strong company, and have 98% + customer satisfaction and retention.

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