

Mercy Health Partners Cuts Costs, Boosts Productivity, and Drives Quality of Care with Kronos Services

Mercy Health Partners is a full-service healthcare provider with 10 hospitals in east Tennessee with more than 1,500 physicians and 6,000 associates. The organization also has a number of outpatient facilities covering ten counties in east Tennessee. Mercy Health Partners offers services for seniors, in addition to cancer, orthopedics, cardiac, neuroscience, women's services, and other treatment options. The health system's mission puts a special emphasis on treating those who are poor or underserved.

As a full-service medical provider, Mercy Health Partners uses its Kronos® for Healthcare solution to help provide quality care to its patients by using the right staff at the right time, all the time. St. Mary's Health System, which recently merged with Baptist Health System to form Mercy Health Partners, implemented its first Kronos solution back in 1994, after operating under a paper-driven timekeeping system. Later, St. Mary's Health System, after implementing the Workforce Timekeeper™ solution, decided to implement a comprehensive Kronos for Healthcare solution, including Workforce Scheduler™ and Visionware® software, for improved scheduling, labor management, and compliance management.

Erik Collier, Workforce Scheduler administrator at Mercy Health Partners, describes one of the benefits of the integrated solution: "The previous system we used allowed only one patient acuity and census per day. With Workforce Scheduler, we upload patient acuity and census information four times per day." Visionware's comprehensive labor productivity reports also allow Mercy Health Partners to meet its budget on a daily basis. To complement its Kronos for Healthcare solution, Mercy Health Partners took advantage of the many services available from Kronos' extensive services portfolio to expedite improved business results and help ensure an effective solution implementation.

Mercy Health Partners enjoys flexible training options

One of the most important factors behind St. Mary's and now, Mercy Health Partners' longstanding relationship with Kronos is the commitment of Kronos' Educational Services team to provide quality training and education. St. Mary's used off-site classroom training at its home facility to enhance its Kronos solution. Collier is a fan of the classroom training. "The trainer who led the classroom sessions made a great impression on me. He did a fantastic job teaching and interacting. It was a great learning environment."

The training provided by Kronos Educational Services has resulted in significant time savings and increased productivity for both employees and managers at Mercy Health Partners. Employees are better able to manage their own timecards, freeing managers to focus more on delivering quality care. Collier and Mercy Health Partners Systems Analyst Dan Woods both agreed that the training was not too difficult to comprehend, despite the quantity of features associated with the solution. "Kronos does a great job of tailoring its training programs to fit your learning style," says Woods enthusiastically.



Category: Healthcare

Employees: 6,000

Physicians: 1,500

Products: Workforce Timekeeper, Workforce Scheduler, Visionware

Project Benefits:

- Multiple uploads of patient acuity and census information
- Flexible training options that save time and increase productivity
- Efficient and seamless implementation saves time and resources
- 24 hour 7 day support allows Mercy Health Partners to maximize use of their Kronos solution

Kronos Professional Services provides a seamless implementation

Kronos Professional Services constitutes an important advantage to Mercy Health Partners. Both Woods and Collier appreciate the efficiency of the implementations and upgrades of Mercy Health Partners' Kronos solutions, performed by the Kronos Professional Services team. "From the beginning we were very new to this process," Collier says. "Kronos made it very easy for us to understand the implementation and how it would work for us. We would like to continue using the Kronos Professional Services team for future projects. This will enable us to continue to maximize our system benefits."

In addition to Professional Services' implementation and upgrade services, the group's "Kronos At Your Service" webinars provide valuable information for users to refer to during the ongoing learning process. Dan Woods was particularly impressed with these informational tools. "The webinars are great. They are very easy to use and provide worthwhile information. We have replayed these webinars multiple times and refer back to them often."

Kronos Support Services complete Mercy Health Partners' Kronos solution

Kronos' continued support has proved beneficial to Mercy Health Partners. "We have always received prompt responses to any questions we had," Collier says. His favorite support feature is eCase Management. With this feature, Collier can gain rapid, online answers to his particular questions or systems issues from Kronos' support team at any time. "It saves time not having to enter the information into a phone system, and I have easy access to which issues have been commented on through eCase Management via the customer portal. The system is really easy to use." There is also updated product information, a technical alerts section, and a technical best-practices guide available through Kronos' self-help customer portal. Collier finds the email updates from eCase Management extremely valuable, with information tailored to Mercy Health Partners' specific needs.

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Workforce Scheduler Administrator
Mercy Health Partners

Kronos helps Mercy Health Partners continue quality care initiatives

A plan is now in place to build on Mercy Health Partners' existing solution and continue its mutually beneficial relationship with Kronos. Plans to upgrade to Workforce Timekeeper 6 and Workforce Scheduler 6 are already in progress. "Version 6 of each product would add a lot of features and improve our scheduling even further," says Collier.

With a complete workforce management solution from Kronos, Mercy Health Partners is better able to balance the needs of its business, patients, and employees while continuing its initiative of optimal quality care. Collier also looks forward to Mercy's continued benefits from its Kronos solution. "Kronos for Healthcare allows us to obtain the most accurate information, reduce overtime, and analyze information such as hours per patient day," Collier says. "For excellent products and reliable services, Kronos is our partner of choice."

