



# Keeping patients first

## KPMG Powered Healthcare, enabled by Workday



With clinical system upgrades behind them, most healthcare providers are turning their attention to the back-office systems that support human resources, finance, and supply chain management. Modernization of these applications *can* dramatically improve the employee experience, reduce operating costs and cycle times, and free up clinicians to focus on their patients—with one big condition. Healthcare organizations must *first* change how they do their work in HR, finance, and supply chain to capitalize on the benefits that new technology offers.

But does rethinking your operating model really matter? Two recent clients help us answer that important question. The first client came to KPMG after implementing their new ERP in only nine months. Later, when presenting to their board, they were unable to show the savings and improved user experience they had committed in the business case. They hired KPMG to help them reimplement the new ERP in a way that achieved the business case.

The second client took a different approach. They invested three months to redefine how the back-office work could be performed *to take advantage* of the new ERP. They moved transactional work into shared services. They sped up nurse hiring by replacing multiple approvals with manager dashboards to promote budget accountability. They cut their days to close and chart of accounts in half by leveraging their new ERP's data model. In short, they redesigned their operating model to capitalize on the new ERP. Within a year of go-live, the business case was validated.

But where do you begin? The traditional way involves a white board covered with sticky notes defining how a given process should work. The result is a process that's neither efficient nor effective because it's a combination of everyone's pet peeves.

KPMG recommends a different approach. We call it Powered Healthcare. It begins with an extensive database of leading practices in healthcare and the question "why not the leading practice?" This approach helps get even change-averse teams to agree, and it cuts down the time to reach agreement. Powered Healthcare is how we've been able to successfully implement more full-platform Workday healthcare clients than any other partner and to be honored with a positive reference from 100 percent of our clients.



**Connecting the dots: Powered Healthcare connects HR, finance, and supply chain to your most important business goals.**

So how does it work? By giving your employees a world-class user experience, you free them up to focus on their patients. By centralizing transactional work into a shared services center, you give your professionals the ability to operate at the top of their license.

By harnessing the power of workflow automation, you reduce the time required to order supplies, close your books, and get a nurse to the floor. By democratizing data and analytics, you unleash the talent of your managers to make the right decisions and get the best performance from your people and partners.

By redesigning your chart of accounts with Workday's healthcare industry Foundational Data Model (FDM), you make it easy for leaders to report on performance at every level and to produce service line and physician P&Ls. The new FDM has the ancillary benefit of streamlining transactions and helping you efficiently close your books.

By redesigning how you contract for and order supplies, you create an efficient supply chain operation that lowers operating costs, reduces time spent ordering supplies, and frees clinicians from supply chain work to focus on delivering patient care. A new ERP can help you connect these important dots, but only if you first change how you work.

### KPMG Powered Healthcare, enabled by Workday, gives you:

- A jump start on transforming your healthcare back office
- Leading practices in healthcare finance, supply chain, and HR—more than \$5 million invested each year in leading practices research
- A prebuilt Workday healthcare tenant that is based on leading practices
- A tested track record with more full-platform healthcare implementations than any Workday partner
- Lower risk in achieving your business case for Workday
- Change management with demonstrated results in driving adoption and support for the new way of working
- Prebuilt templates and data conversion maps to accelerate migration from Lawson, PeopleSoft, and Meditech.

### With Powered Healthcare, you can:

- Transform the way you run your healthcare organization
- Build agile support functions that evolve as you grow
- Future-proof your investment in Workday
- Help your people adopt and embrace change
- Exploit new technologies—RPA, AI, and robotics—for value and performance
- Maximize the return on your investment in Workday



Rated as a leader in **The Forrester New Wave™**:  
Workday Implementation Partners, Q3 2019

## Powered Healthcare in action



### Enabling better patient care

The #2 ranked pediatric hospital in the U.S. chose KPMG to assist them in transforming finance, HR/ payroll, e-procurement, and supply chain functions as part of their Workday implementation. In this role, KPMG helped define and realize a leading-practice operating model and successful go-live with Workday's largest full-platform healthcare implementation. The hospital and all of its facilities are seeing immediate, positive results in employee experience, process cycle times, and the cost of delivering back-office services.

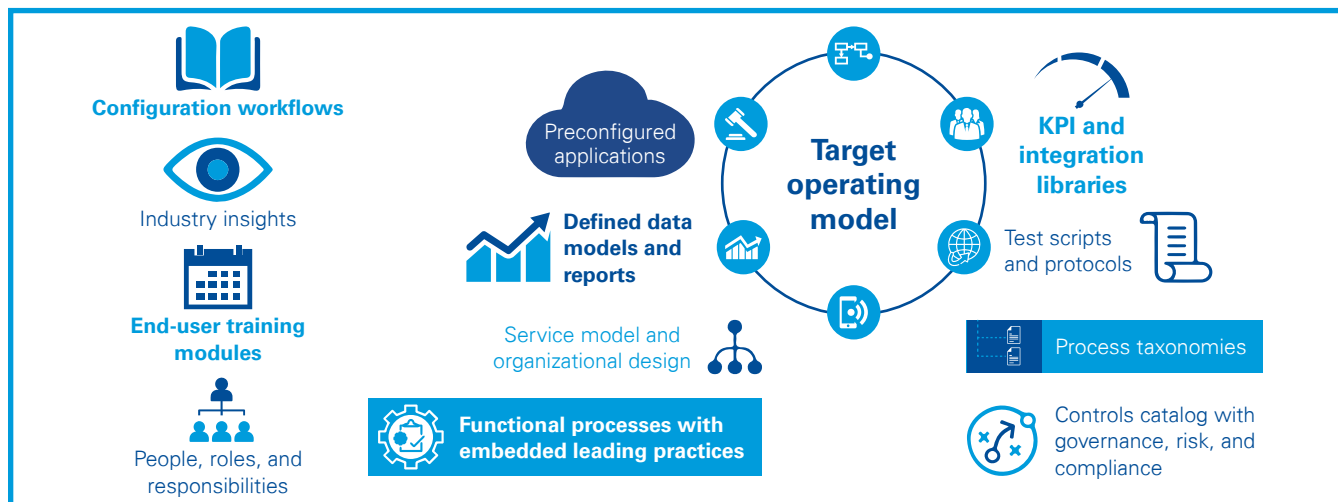


### The cure for better care

With a nationwide clinical staffing shortage, this Midwestern not-for-profit health system knew it had to find a better way to attract and engage talent.

To maintain its legacy as one of the best places to work, the system needed to become more efficient, integrate disparate systems, and empower its employees. By moving to Workday, the healthcare system was able to enhance patient care by increasing employee productivity and job satisfaction and freeing up clinicians to focus on their patients. In short, the Workday-enabled transformation enabled the organization to restore its focus on delivering world-class patient care.

## The Powered Healthcare operating model



### KPMG qualifications

- More than 1,500 healthcare consultants serving 70 percent of U.S. healthcare providers
- Over 12 years enabling back-office transformation with Workday
- The most full-platform Workday deployments in healthcare
- Over 550 Workday-certified resources and over 1,600 Workday certifications
- Largest number of healthcare supply-chain-certified practitioners in the industry



### Let's talk

We'd welcome the opportunity to demo Powered Healthcare and to introduce you to clients who have employed this transformational approach to achieving their ERP business case.

- Our client, [USAP](#) tells their story.

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

## Contact us

**Viktor Reznicek**  
Principal, Workday  
Healthcare Leader

T: 972-983-9815

E: [vreznicek@kpmg.com](mailto:vreznicek@kpmg.com)

**David Immerman**  
Senior Director, Advisory

T: 214-840-2000

E: [dimmerman@kpmg.com](mailto:dimmerman@kpmg.com)

**Mark Simms**  
Senior Director, Advisory

T: 215-439-8957

E: [msimms@kpmg.com](mailto:msimms@kpmg.com)

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