



WHITEPAPER

SELECTING THE RIGHT HR TECHNOLOGY FOR HEALTHCARE



HR TECH CONSULTING FOR HEALTHCARE

System Selection | Implementation | Optimization | Maintenance & Ongoing Support

ABOUT ROCKCREST

For more than 20 years, ROCKCREST has partnered with healthcare organizations to select, implement, and optimize HR technology. Our work spans hospitals, physician groups, behavioral health organizations, rehabilitation facilities, and long-term care providers, many operating across multi-facility environments.

ROCKCREST has worked with hundreds of healthcare organizations to lead HR system selection initiatives, manage RFP processes, and define technology strategies aligned to workforce operations, regulatory requirements, and labor cost visibility. Our consultants bring deep experience across the major enterprise and mid-market HR platforms used throughout the healthcare sector.

ROCKCREST's HCM consulting approach is grounded in a practical understanding of healthcare's regulatory and operational realities. In healthcare, HR systems must support far more than core HR processes. They must enable credential compliance, audit readiness, workforce oversight, and the labor cost visibility required to support effective workforce management.



OUR EXPERTS SUPPORT

- 1 Medical & surgical hospitals
- 2 Multi-site physician groups
- 3 Behavioral health organizations
- 4 Rehabilitation facilities
- 5 Long-term & elder care providers
- 6 Specialty medical networks



HEALTHCARE HCM ENGAGEMENTS

- 1 System selection
- 2 RFP management
- 3 HCM strategy & roadmapping
- 4 Best practice advisory
- 5 Project management
- 6 Implementation
- 7 System optimization

HR SYSTEM SELECTION IN HEALTHCARE

95%

of organizations rely on HR technology to manage people operations.



Selecting an HR platform is one of the most important operational decisions a healthcare organization will make. That's true whether you're a multi-site health system, a physician group, or a specialized care provider.

The scale and complexity of the investment can vary widely. Some organizations are replacing a single system, while others are consolidating multiple platforms across facilities. Regardless of size, the decision has long-term implications for workforce operations, compliance, and labor cost management.

Most organizations approach system selection as a software purchase. That's not wrong, but it's often too narrow.

An HR platform is more than a set of features. It defines how your organization manages hiring, scheduling, compliance, and workforce visibility every day. The way the system is selected will directly impact how effectively those processes operate.

When selection decisions are based primarily on features or vendor positioning, healthcare organizations can end up with gaps in reporting, limited flexibility in workforce management, or added administrative burden.

A more effective approach is to evaluate platforms based on how well they support your organization's operational needs.

The way an HR system is selected directly impacts how effectively workforce processes operate across the organization.

Many healthcare organizations use only a portion of their HR platform's capabilities, often because the system was not aligned to operational needs from the start. Taking a more structured approach to selection helps ensure the platform can deliver value beyond basic functionality.

The value of an HR platform is often limited by how well it is aligned to workforce needs during selection.

WHY HEALTHCARE IS DIFFERENT

HR SYSTEMS MUST SUPPORT REGULATION, STAFFING, AND WORKFORCE DEMANDS.

Healthcare organizations operate in highly regulated environments, where workforce systems must support HIPAA privacy requirements, credentialing regulations, exclusion screening (OIG/GSA), and audit readiness. These requirements extend beyond traditional HR system expectations and apply across organizations of all sizes.

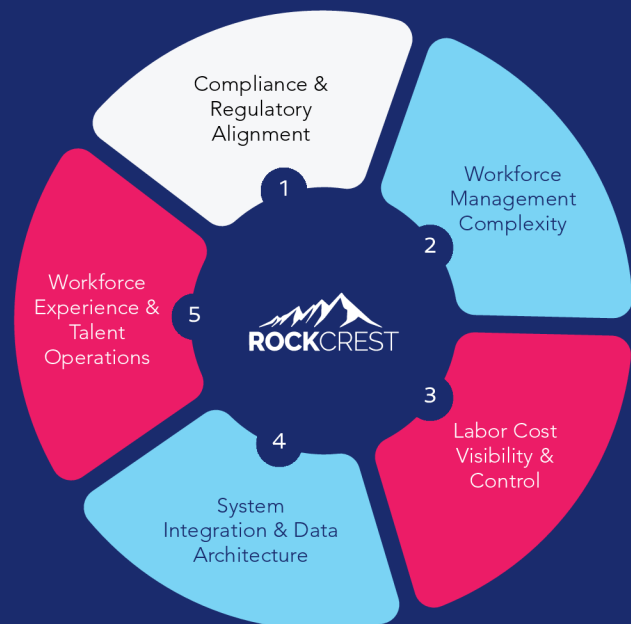


Workforce systems in healthcare must support employees working across roles, departments, and locations, often within the same organization. Clinical staff, administrative employees, contractors, and contingent workers each have unique scheduling structures, credential requirements, and compliance obligations that must be managed consistently.

Labor costs remain one of the largest operating expenses for healthcare organizations. Inefficient workforce processes can lead to increased overtime, staffing gaps, and added administrative burden.

Because of these factors, healthcare system selection requires a broader evaluation approach than traditional HR technology decisions. It is not simply about choosing technology, but about ensuring the system can support workforce operations, compliance requirements, and organizational visibility.

DRIVERS OF SUCCESSFUL HEALTHCARE TECHNOLOGY SELECTION



START WITH NEEDS

DEFINE WORKFORCE CHALLENGES BEFORE EVALUATING SYSTEMS OR VENDORS.

Healthcare organizations are most successful when they define the workforce challenges they need to solve before evaluating HR technology.

Effective system selection starts with a shared understanding across leadership of the organization's most important operational priorities and workforce needs.

Before evaluating platforms, organizations should identify where greater visibility, automation, and compliance support can improve operations and reduce risk.

ALIGN NEEDS TO SYSTEM CAPABILITIES

STRATEGIC QUESTION	REQUIRED CAPABILITIES
→ Where are our compliance risks?	Credential and licensure tracking, exclusion screening, certification management, audit-ready reporting
→ Where are we overspending on labor?	Overtime controls, scheduling visibility, agency labor tracking, acuity-aligned staffing, labor analytics
→ Do we have real-time credential visibility?	Automated alerts, credential dashboards, expiration forecasting, compliance-based scheduling controls
→ Do we have the right staffing levels to meet patient demand?	Staffing level visibility, vacancy tracking, demand forecasting, acuity-aligned staffing
→ Can leadership access reliable analytics?	Real-time dashboards, executive reporting, workforce and labor cost analytics, drill-down by facility and department



EVALUATE TECHNOLOGY THE RIGHT WAY

FOCUS ON HOW SYSTEMS SUPPORT DAILY OPERATIONS,
NOT JUST FEATURES.

Once workforce priorities and requirements are defined, organizations can evaluate how well each platform supports their operational needs.

Many system evaluations begin with feature comparisons. In healthcare, it is equally important to understand how those capabilities support compliance, staffing, and labor cost management in practice.

Effective evaluation focuses on how well each platform aligns with the realities of a regulated, shift-based workforce environment and supports day-to-day operations.

KEY PLATFORM EVALUATION AREAS

Core Setup & Structure	Workforce Management	Data & Visibility	Compliance & Credentialing	Talent & Onboarding
Multi-facility organizational structure support	Advanced scheduling configuration	Real-time workforce dashboards	Automated license and credential tracking	Integrated background screening
Flexible job and position architecture	Overtime, premium pay, and shift rules	Labor cost and overtime analytics	OIG/GSA exclusion monitoring	Credential verification workflows
HIPAA-aligned security and role controls	Clinical staffing and coverage visibility	Vacancy and workforce planning insights	Credential alerts and scheduling controls	Clinical training and certification tracking
Data integrity and governance capabilities	Staffing compliance and labor controls	Audit-ready compliance reporting	Full compliance audit trails	Digital onboarding and documentation

In healthcare, system evaluation must include regulatory compliance, including HIPAA, credentialing requirements, and audit controls.



FOLLOW A STRUCTURED APPROACH

A CLEAR METHODOLOGY ALIGNS SELECTION WITH OPERATIONS, BUDGET, AND IMPLEMENTATION.


A structured approach to system selection helps organizations define how they operate today, how they need to operate in the future, and what the system must support to bridge that gap.

Many implementation challenges can be traced back to decisions made during selection. When requirements, budget, and operational needs are not clearly defined upfront, gaps often emerge later in implementation.

A disciplined methodology ensures that system selection is grounded in real operational needs, supported by clear cost expectations, and aligned to how the organization will function going forward.

DISCIPLINED SELECTION METHODOLOGY

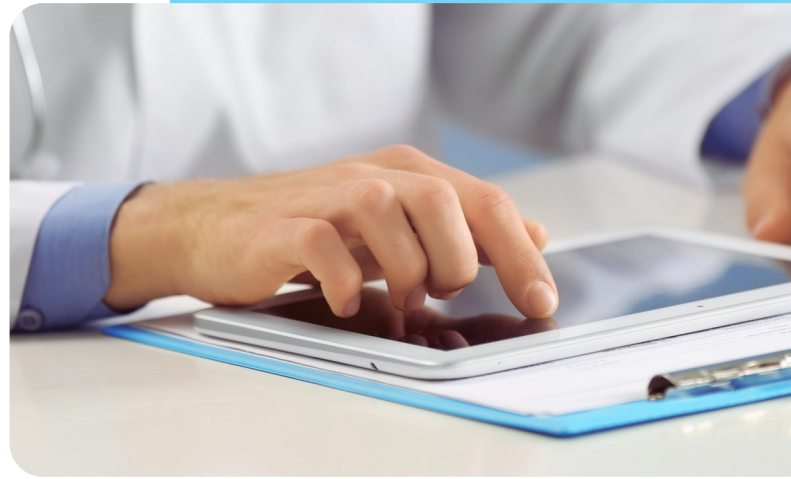


 Healthcare organizations should evaluate total cost of ownership, including licensing, implementation, integrations, and ongoing support. Budget decisions should align with operational complexity, workforce size, and long-term system use, not just initial cost.

A MARKET FULL OF OPTIONS

THE RIGHT CHOICE DEPENDS
ON HOW WELL THE SYSTEM
FITS YOUR OPERATIONS.

Healthcare organizations use a range of HR platforms to manage workforce operations, payroll, compliance, and talent processes. While many solutions offer similar core functionality, selecting the right one can be challenging.



The issue is not a lack of options, but how they are evaluated. When decisions focus mainly on features or vendor positioning, gaps in reporting, compliance, and workforce management often appear after implementation.

Successful selection requires a clear understanding of workforce needs, operational complexity, and regulatory requirements. Organizations that take a structured, requirements-driven approach are better positioned to choose a system that supports daily operations, compliance, and long-term success.

EXAMPLES OF HCM PLATFORMS FOR HEALTHCARE ORGANIZATIONS



Schedule a consultation to align your HCM platform selection with your operational and regulatory needs.

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