



WHITEPAPER

OPTIMIZING HR TECHNOLOGY IN HEALTHCARE

System Selection | Implementation | Optimization | Maintenance & Ongoing Support

ABOUT ROCKCREST

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

ROCKCREST has worked with hundreds of healthcare organizations to optimize HR systems that support workforce operations, regulatory compliance, and real-time visibility into labor costs. Our consultants bring deep experience across the major enterprise and mid-market HR platforms used throughout the healthcare sector.

ROCKCREST HCM consultants 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 transparency required to manage complex care environments.



OUR EXPERTS SUPPORT

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



HEALTHCARE HCM ENGAGEMENTS

- 1 HCM optimization and rescue projects
- 2 WFM improvement
- 3 Compliance-risk mitigation
- 4 Payroll and overtime stabilization
- 5 Reporting and workforce analytics
- 6 Automation and workflow redesign

HR SYSTEM OPTIMIZATION IN HEALTHCARE

HR system optimization in healthcare extends far beyond workflow efficiency. These decisions directly affect regulatory compliance, audit readiness, labor cost control, and the workforce stability required to deliver safe, effective patient care.

 Labor accounts for
~50% → 60%
of a hospital's total
operating expenses

Healthcare organizations operate within a uniquely complex oversight environment that includes CMS Conditions of Participation, Joint Commission accreditation standards, HIPAA workforce data protections, OSHA regulations, OIG exclusion screening, state staffing ratio laws, and ongoing credentialing requirements. When HR systems are not aligned with these realities, compliance gaps and operational risk can emerge within routine processes.



In healthcare, HR system optimization is not a technical upgrade. Optimization is a compliance and workforce governance strategy.

In healthcare, system inefficiency does not stay contained within HR. It affects scheduling accuracy, staffing coverage, labor spend, regulatory posture, and ultimately the continuity of patient care delivery.

Optimization reduces exposure while strengthening workforce visibility, cost control, and executive confidence. For HR leadership, this is not an IT initiative. It is a strategic governance decision.

ROCKCREST has been instrumental in helping us streamline our reporting and improve the accuracy of our data.

- Debi Howard, FutureCare



OPTIMIZATION BEGINS WITH STRATEGIC CLARITY

Effective optimization begins with leadership alignment and strategic clarity. Before adjusting rules, workflows, or integrations, healthcare HR leaders should first identify the compliance risks, workforce challenges, and financial pressures the system must address.

In healthcare, system configuration should follow strategy, not drive it.

5 STRATEGIC RISK QUESTIONS

Where are our highest compliance risks?

Where are we overspending on labor?

Are staffing ratios consistently met?

Do we have real-time credential visibility?

Can leadership access reliable workforce analytics?

SYSTEM IMPLICATIONS

Credential workflows, exclusion screening, audit tracking

Overtime rules, premium pay controls, agency reporting

Scheduling configuration, position control, staffing compliance reporting

Automated alerts, expiration tracking, credential dashboards

Executive dashboards, data integrity, role-based access

Effective optimization begins with structured discovery and risk assessment. Configuration decisions must align with compliance exposure, labor cost drivers, and executive reporting needs before system changes are made.

In healthcare, the most important optimization decisions are not technical - they are governance decisions about risk, labor oversight, and workforce visibility.



INSIDE A HEALTHCARE HCM HEALTHCHECK

A healthcare HCM healthcheck goes beyond reviewing system features. It evaluates how well the platform supports compliance oversight, workforce risk management, and labor cost governance.



The goal is simple: identify where configuration gaps create unnecessary risk and where underutilized functionality limits visibility.

Core Configuration	Workforce Management	Reporting & Analytics	Compliance & Credentialing	Talent & Onboarding
Organizational hierarchy accuracy	Overtime & premium pay rules	Turnover dashboards	License expiration automation	Background check workflows
Security role alignment with HIPAA requirements	Shift differentials	Labor cost reporting accuracy	OIG/GSA exclusion checks	Mandatory healthcare training automation
Data integrity and structural consistency	Staffing compliance reporting	Vacancy and workforce planning visibility	Audit trail functionality	Pre-employment documentation controls
		Compliance reporting readiness		

Most healthcare organizations use only a fraction of the functionality available within their HCM platforms. Over time, manual workarounds replace intentional system configuration.

A comprehensive healthcheck identifies configuration gaps and prioritizes improvements that strengthen compliance oversight, labor cost control, and executive workforce visibility.

APPLY A PROVEN OPTIMIZATION METHODOLOGY

Healthcare organizations that approach HR system improvement systematically are more likely to achieve sustainable gains in workforce visibility, audit readiness, labor cost control, and system adoption. A comprehensive optimization effort typically includes the following phases:

PHASE
01

ASSESSMENT

Stakeholder interviews, system review, compliance gap analysis.

PHASE
02

PRIORITIZATION

Risk scoring, ROI modeling, regulatory urgency alignment.

PHASE
03

RECONFIGURATION & AUTOMATION

Workflow redesign, reporting enhancement, credential automation.

PHASE
04

VALIDATION

Payroll testing, compliance simulations, reporting verification.

PHASE
05

ENABLEMENT

Manager training, governance structure, documentation.

PHASE
06

CONTINUOUS MONITORING

Quarterly system reviews, KPI dashboards, regulatory updates.

Optimization is not a one-time event.
Healthcare regulations and workforce demands evolve continuously.

THE HR TECHNOLOGY LANDSCAPE POWERING HEALTHCARE



The healthcare HR technology landscape is broad and continually evolving. From enterprise hospital systems to community-based care organizations, employers rely on a range of HCM platforms to manage workforce operations, payroll, compliance, credentialing, and talent processes.

While platform capabilities vary, the underlying challenge is consistent: many healthcare organizations are not fully leveraging the functionality available within their existing systems. Optimization challenges rarely stem from the software itself. More often, they result from configuration gaps, underutilized automation, fragmented reporting, or weak governance practices.

Most organizations already have the technology they need. The difference lies in how effectively those systems are configured, governed, and used to support workforce oversight, compliance, and labor cost control.

EXAMPLES OF HCM PLATFORMS FOR HEALTHCARE ORGANIZATIONS



Schedule a consultation to evaluate whether your HCM system is fully aligned with your organization's operational and regulatory demands.

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