



# A changing world demands a new formula for health services.

## Leading transformation through disruption

Healthcare leaders find themselves at a crossroads. They are faced with multiple challenges converging simultaneously. Labor markets continue to be historically tight as tenured clinicians look to retire coming out of the pandemic and finding talent to replace them can be challenging. Additionally, patients have increased expectations of what their care journey should look like and where it should occur. They have modern, mobile, and simple experiences in their day-to-day interactions with vendors, and have come to expect the same from their healthcare providers. Lastly, supply chain disruptions that are prevalent across multiple industries have not spared the healthcare landscape, continuing to drive cost disruption to the bottom line.

## The stakes are high

- Labor will likely continue to be top of mind as clinical staff shortages remain prevalent over the next few years, and the ability to recruit and hire critical skills is expected to directly impact the cost of care.
- Supply chain constraints may require industry leaders to seek out new relationships and establish newer ways of working likely requiring more real time analytics and visibility.
- Margin pressures are expected to continue to drive unprecedented deals across the industry, opening the door for new entrants and ways of delivering care.

66%

of CEOs say that cloud technology is delivering improved resilience\*

\* PwC's 26th Annual Global CEO Survey, January 2023

86%

of executives agree their company should invest more in technology to identify, track and measure supply chain risk\*

\* PwC's 2023 Digital Trends in Supply Chain Survey, January 2023

## PwC: Helping to digitize healthcare with Workday

Data is the currency of the new connected ecosystem. Health systems will likely continue transforming healthcare delivery through digital health and analytics that can help access capabilities faster, deliver more effective operating environments, and provide greater convenience through a seamless consumer experience.

To help provide differentiated experiences for their employees and providers, healthcare organizations can leverage technologies like Workday. As a Workday Services Partner since 2008, PwC has deep implementation experience in healthcare. We leverage our integrated, end-to-end approach to help solve the most complex business challenges; offering leading capabilities in Human Resources, Finance, and Supply Chain transformation that can yield measurable results. We have deep healthcare industry knowledge and bring a unique set of accelerators with industry-specific model tenants and leading practices that enable us to guide clients through their transformation journey, helping to increase value and build self-sufficiency.



### Broad healthcare experience

PwC teams are structured like our clients operate. In addition to Workday enterprise system services, we can provide end-to-end business transformation and operating model solutions.



### Healthcare model system

Workday tenants and configuration that are purpose-built for healthcare, including requisitioning approval thresholds and standard chart of accounts structures helping reduce the time-to-value for your project.



### Journey-based change management

Change management methodologies and solutions that speak to the clinicians, administrators, and employees, ultimately helping to drive higher levels of Workday transformation adoption.

“PwC’s extensive experience in healthcare, along with its Workday solutions and healthcare playbook, helped us accelerate our timeline and reduce operational risk during the project.” - Paul Hasbrook, Senior Director, Supply Chain and Expense Management, El Camino Health

### Design unique to your organization

PwC’s model tenant includes data conversion pipelines, integration repositories and business processes configured specifically for healthcare organizations. Our investment in these solutions, continually updated with each project, allow clients to design by exception. Using these leading practices, we configure business processes unique to your organization that can create differentiated experiences while concurrently reducing overall implementation time.

### Tangible operational savings

Potential savings realized across Human Capital, Finance and Supply Chain include:

- Reduction in process cycle times, including payroll
- Increase in capture of manufacturer rebates and GPO dividends
- Increase in automation across functional areas, allowing workforce redeployment to value-add activities

### Higher levels of user satisfaction

PwC’s persona-based change management approach focuses on adoption and communication to impacted end users. Ultimately, users better understand how Workday can help transform their day-to-day responsibilities, leveraging technology like mobile and real-time analytics to enable them to complete their work at the point of care.

### End-to-end focus on business outcomes

PwC’s program approach incorporates business outcomes from beginning to end. Starting with the ‘north star’ of a clearly defined business case and total cost of ownership, to integrating business requirements which help drive that business case into Workday configurations and test cases. The outcomes and transformational expectations can be clearly understood from the steering committee to the project team along each step of the implementation journey.

### Ready to learn more? Contact us:

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