



Workforce Optimization in Healthcare

February 2024



Workforce challenges are a CEO and Board-level priority

Healthcare organizations have lost control of their workforce – predicting demand, engagement, retention, attraction, planning, and more.



94%

of hospital CEOs rank workforce shortages as #1 concern



30%

of nurses indicated they may leave in 12 months or less



91%

health systems believe employee engagement directly impacts patient care



30%

annual clinical staff turnover increased from 18% to 30% in 2021



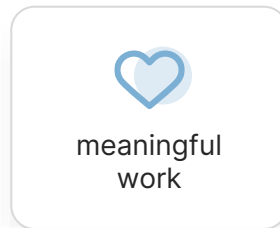
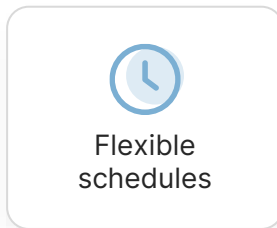
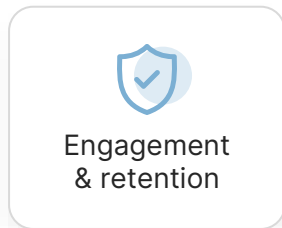
220%

more likely to deliver better results are companies that rapidly allocate talent to opportunities

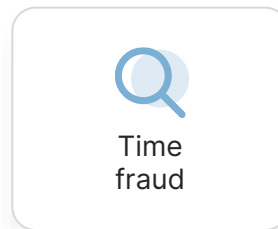
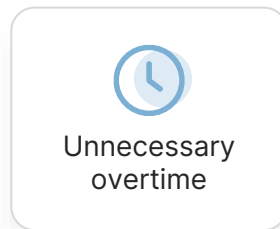
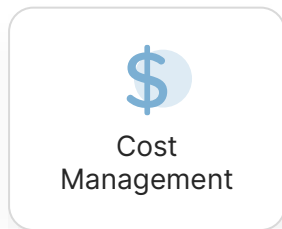
We deliver what health systems want today

Bill rate transparency

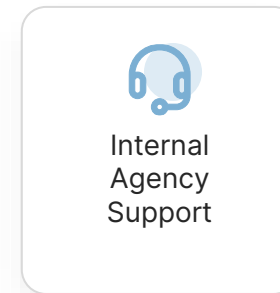
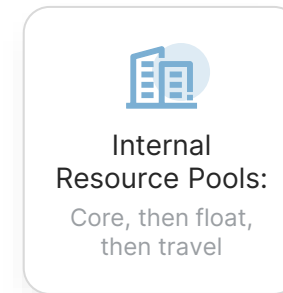
Caregiver experience



Cost control & visibility



Workforce planning & optimization



Care delivery model innovation



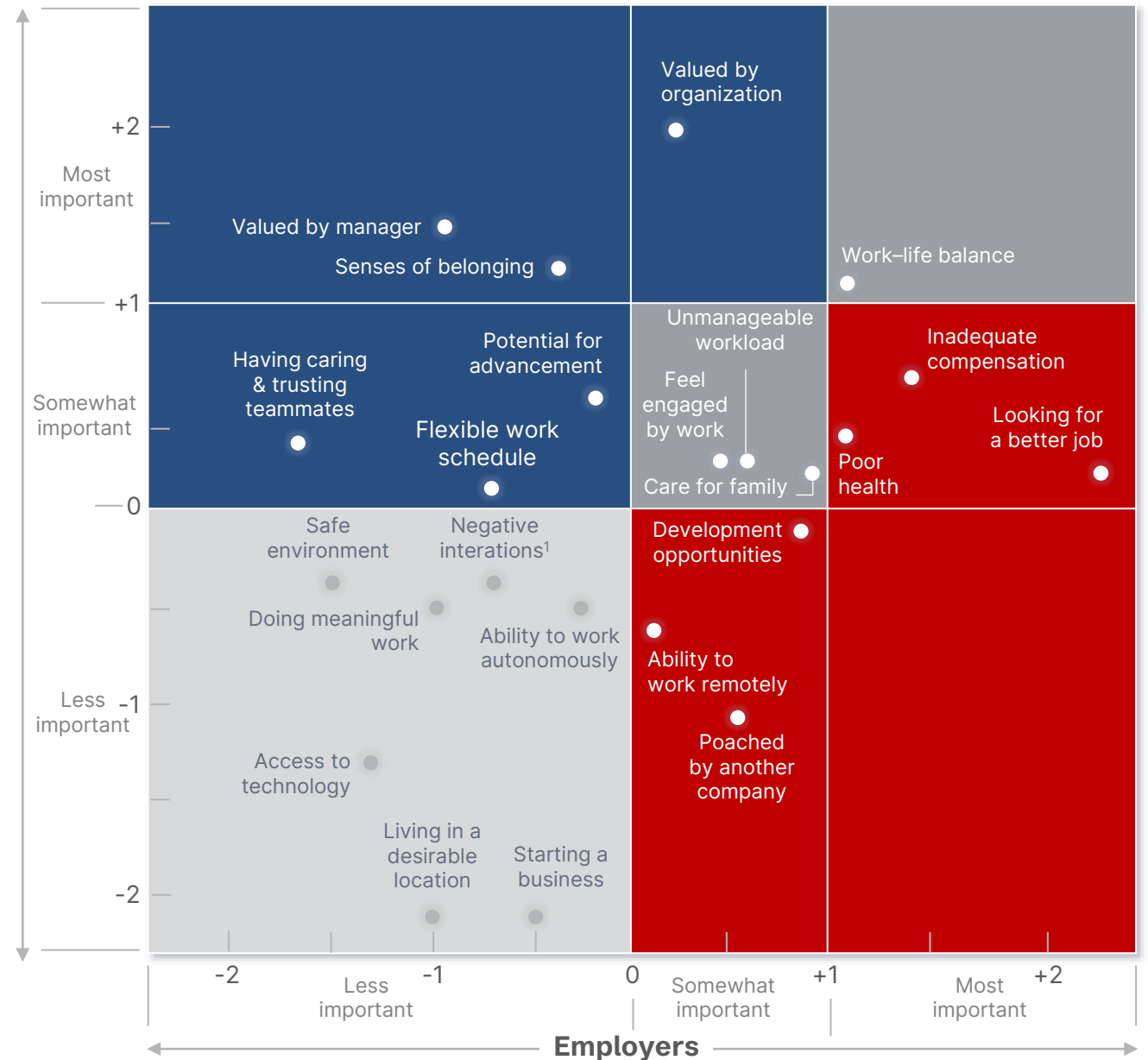
WORKFORCE OPTIMIZATION

Turn Attrition Into Attraction

Factors that are important to employees versus what employers think is important

- **More important** to employees than employers appreciate
- **Less important** to employees than employers think
- **As important** to employees as employers think

Source: <https://www.mckinsey.com/business-functions/people-and-organizational-performance/our-insights/great-attrition-or-great-attraction-the-choice-is-yours>



Your patient experience will
never be better than your
caregiver experience.

We focus there.



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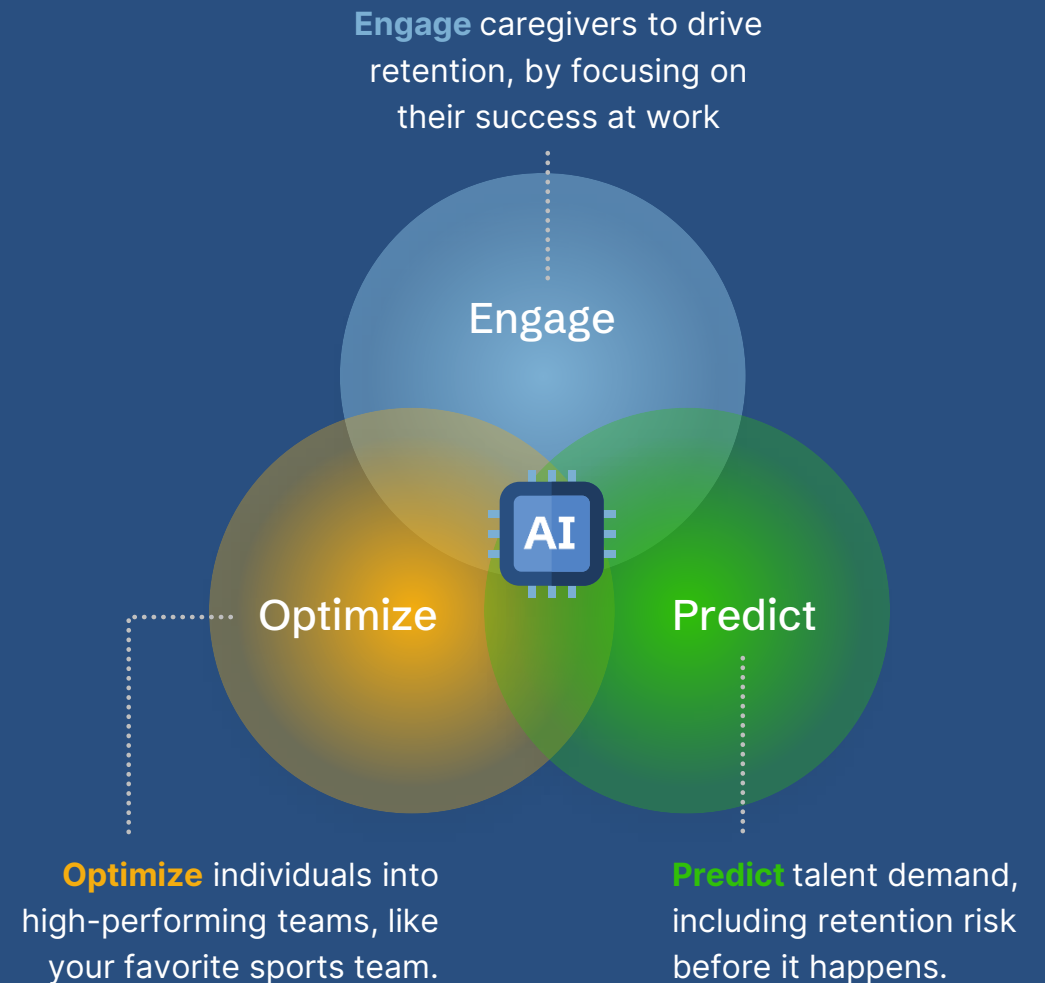
Our Products & Services

Our Innovative Approach

We deliver an AI-based talent platform that curates the work experience for each employee **daily**, retaining & optimizing your **best talent**.



AI Engine: Your career guardian. She curates the work experience for each caregiver, and their leadership, 24 X 7, just like your favorite music app.

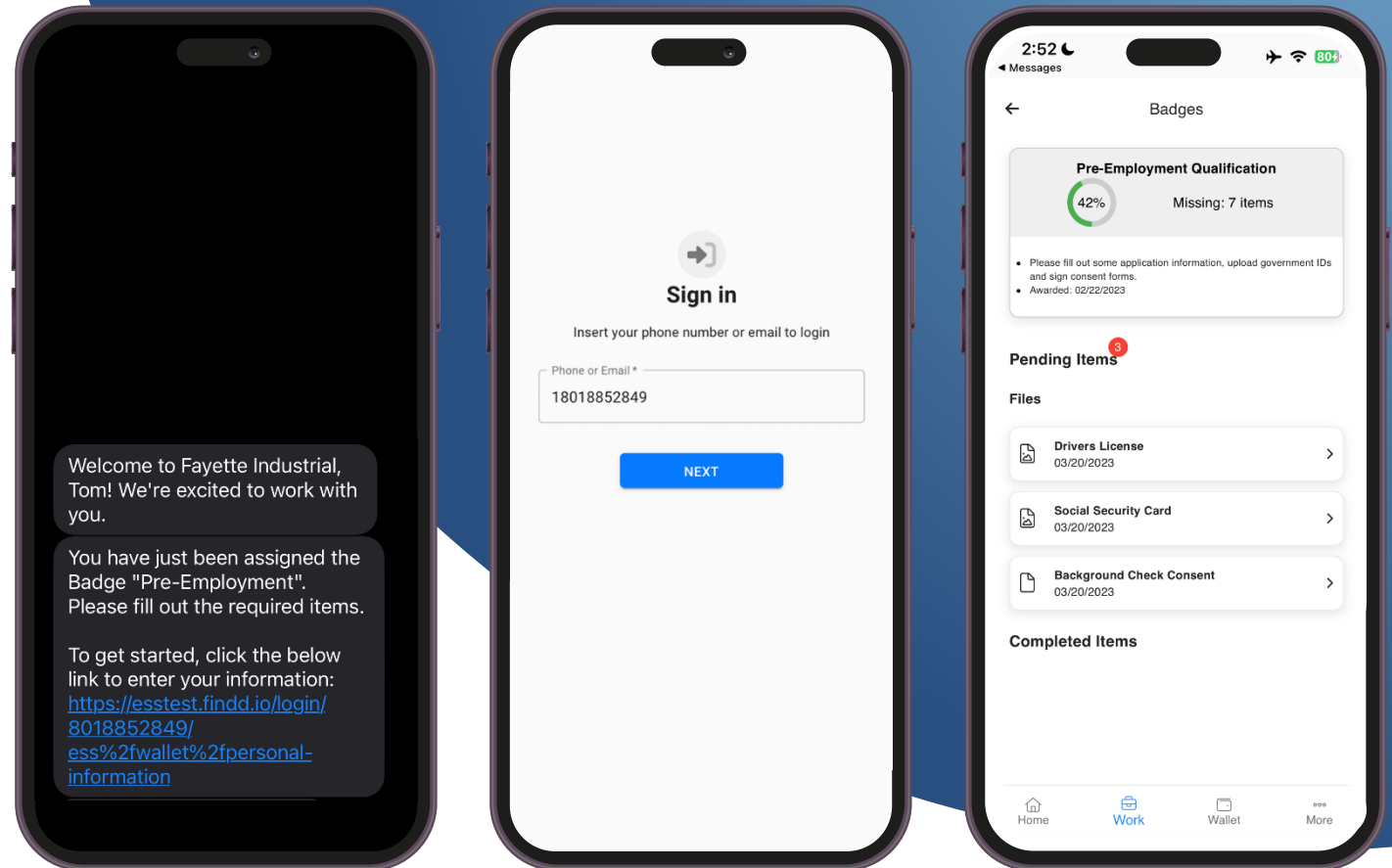


Engage








An **SMS text** kicks off the recruiting, onboarding, offboarding, or gig pool process **sent directly to the worker's phone.**

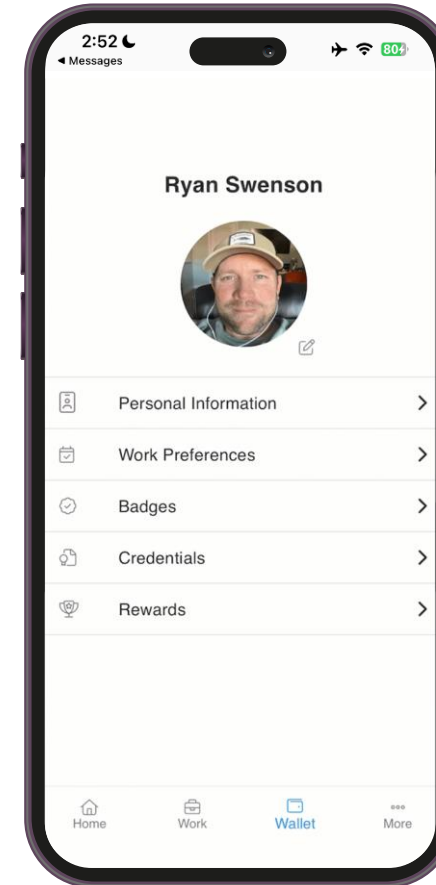
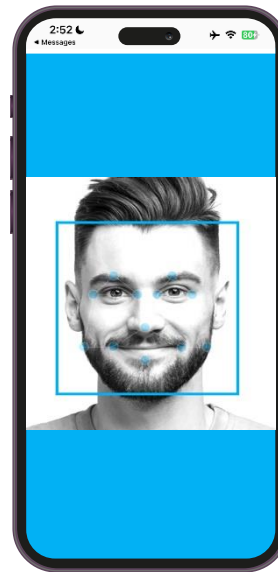
95% of all texts are read within 3 minutes*



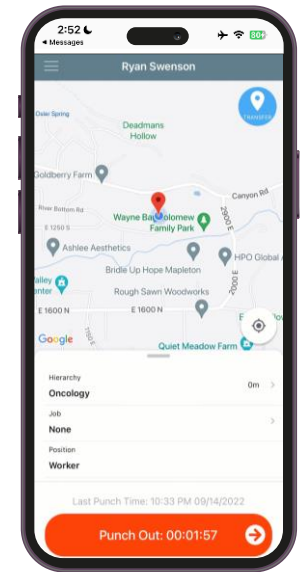
Employee Wallet

-  Profile
-  Credentials
-  Badges
-  Rewards
-  Work Preferences






A simple facial scan & geolocation “clocks you in”

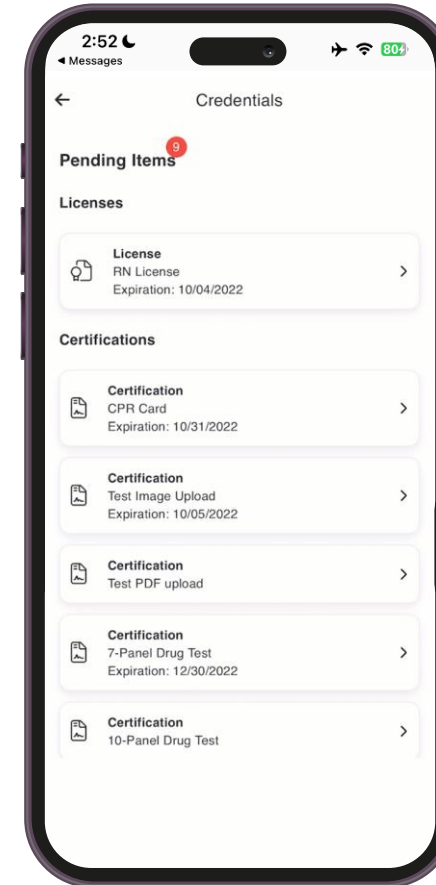


When they move, so does their cost



Employee Wallet

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Employee Wallet

 Profile

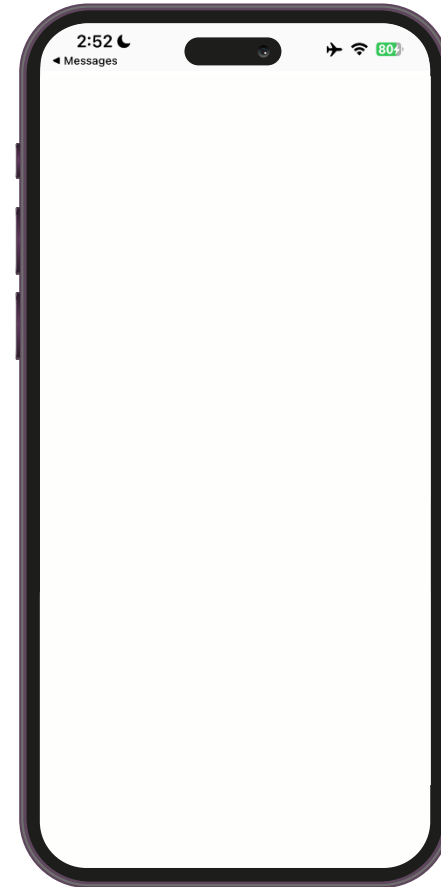
 Credentials

 Badges

 Rewards

 Work Preferences

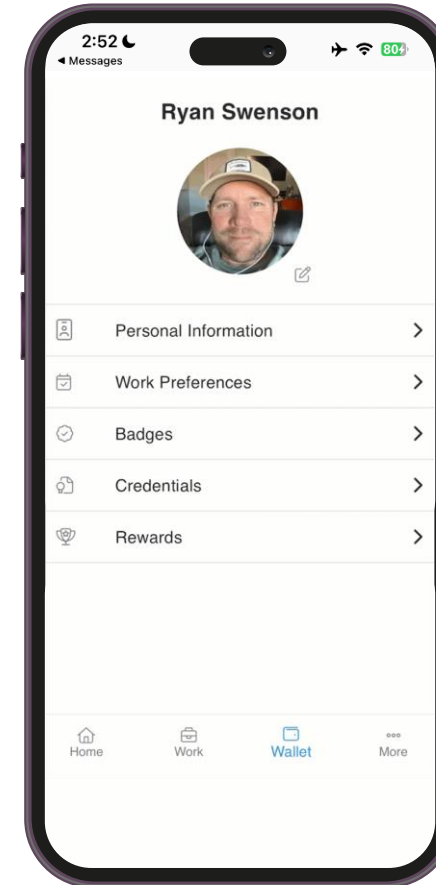
We **gamify the experience** with badges, leaderboards, points, and progress indicators...



Employee Wallet

- Profile
- Credentials
- Badges
- Rewards
- Work Preferences

... And
incent behaviors
using an optional
FinTech-quality
wallet



Payments reinforce employment
and corporate branding



Think "Venmo" for
employee recognition

Employee Wallet

 Profile

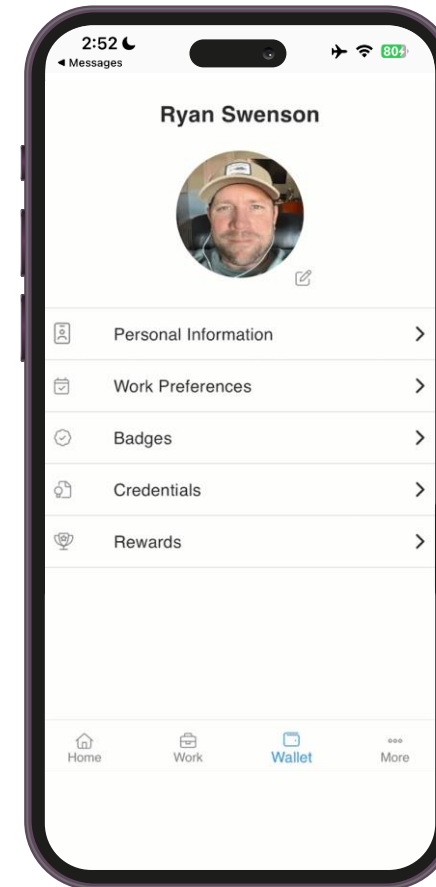
 Credentials

 Badges

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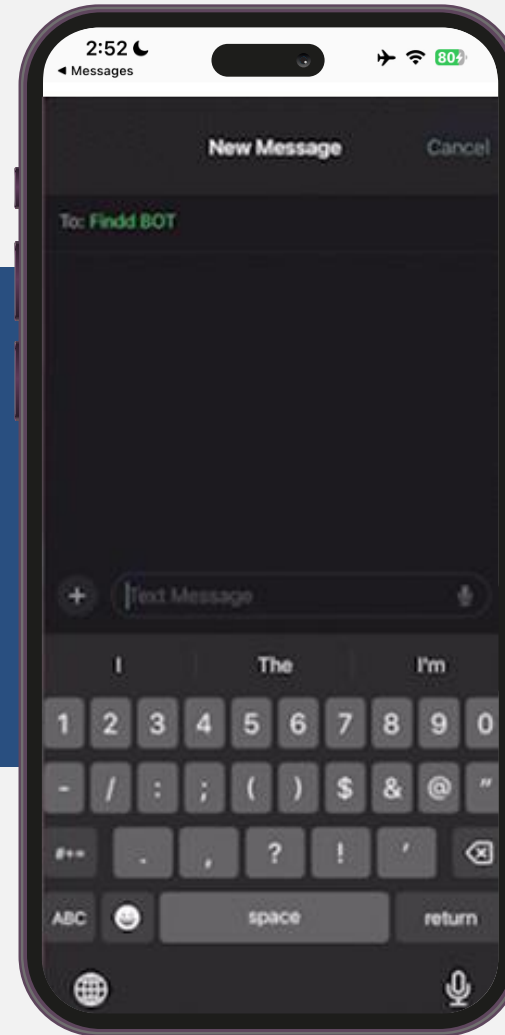
 Work Preferences

... Personal work preferences help engage and retain your clinicians ...

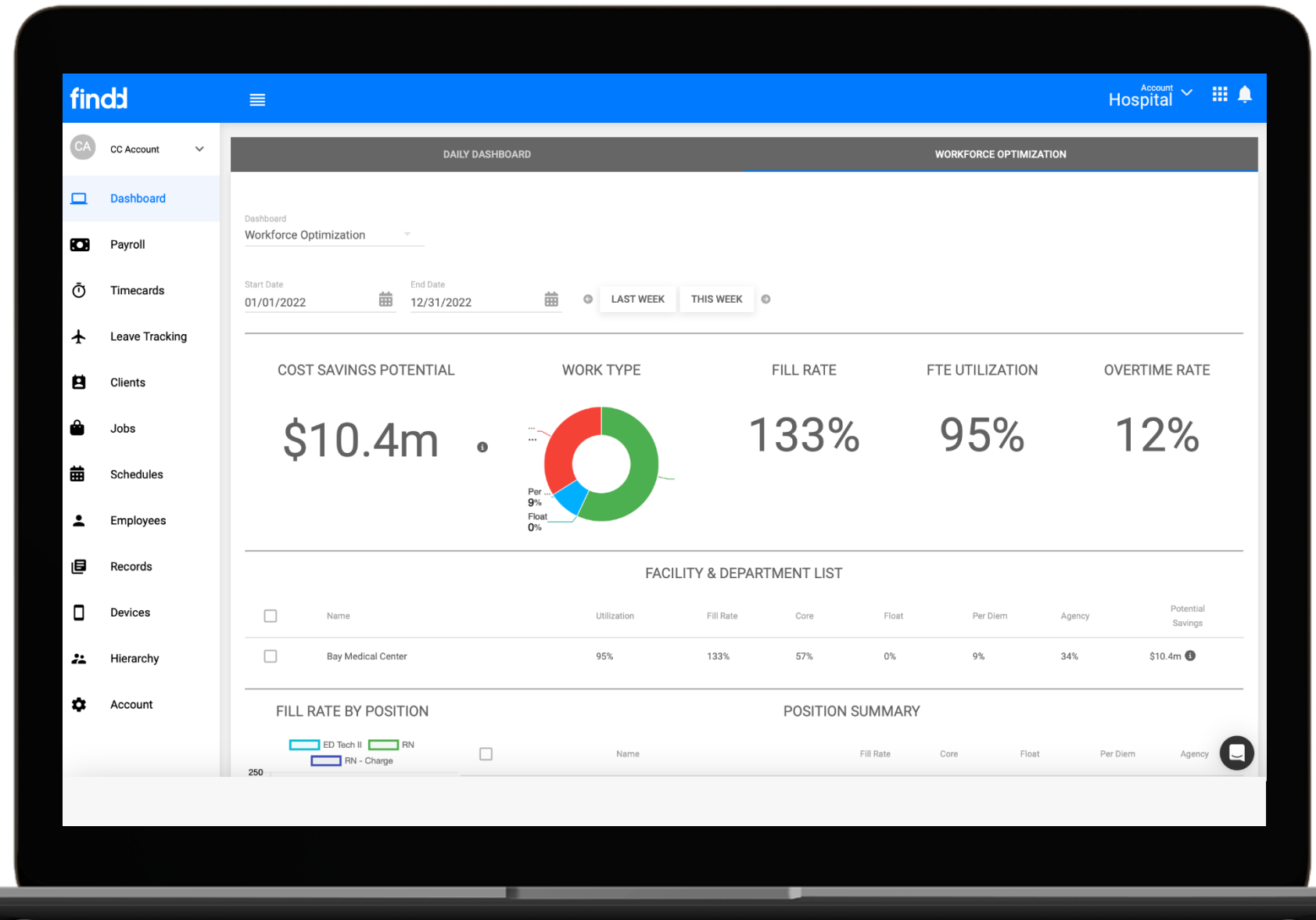


... And a built-in scripting language accommodates detailed seniority, juniority and other collective bargaining agreement rules.

Engage AI Bot



Workforce Optimization Dashboard



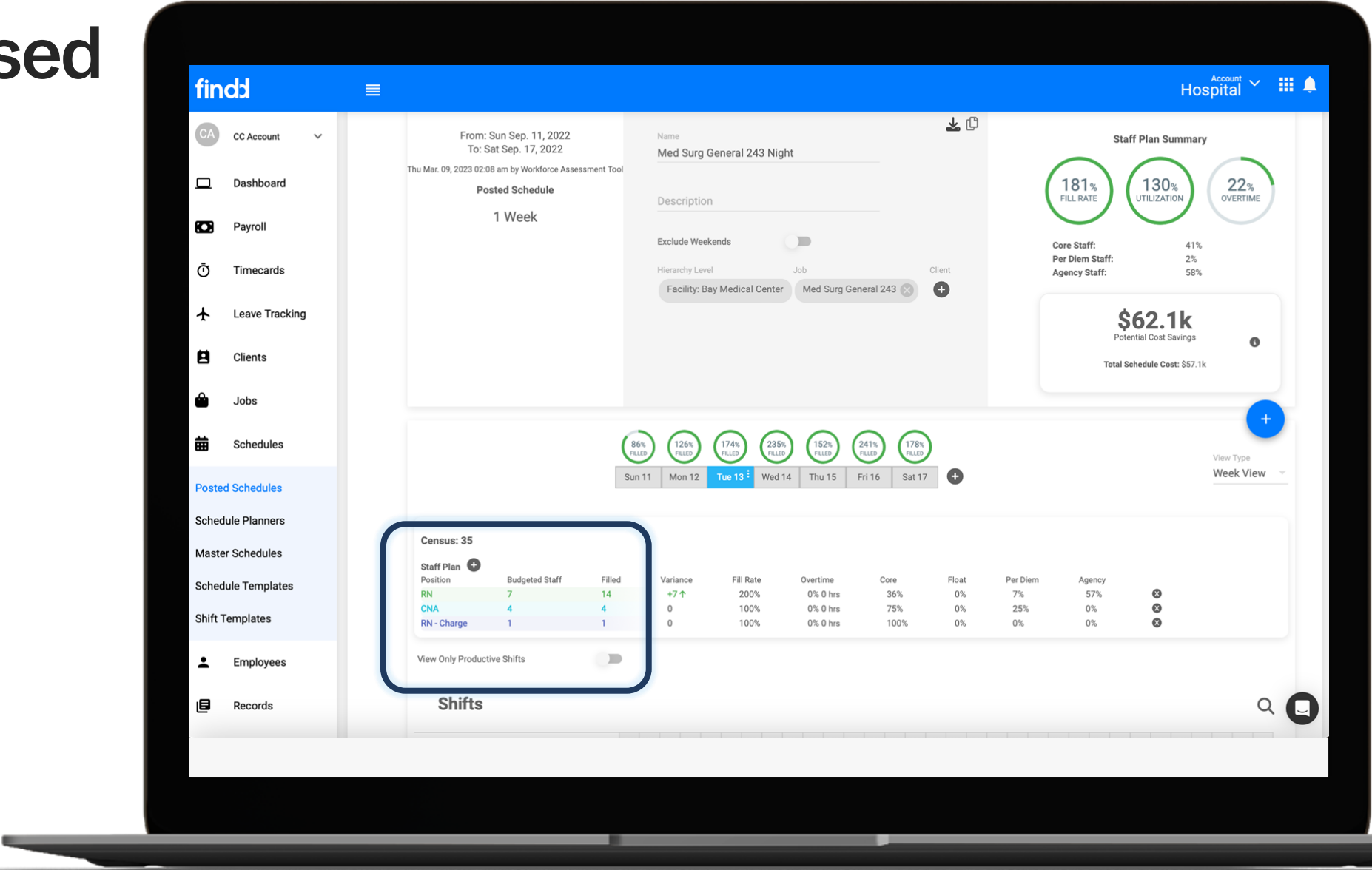
Posted Schedules

The screenshot shows the 'findd' application interface on a laptop. The top navigation bar is blue with the 'findd' logo, a menu icon, and user information 'Account Hospital'. A left sidebar contains navigation links: CC Account, Dashboard, Payroll, Timecards, Leave Tracking, Clients, Jobs, Schedules (highlighted), Posted Schedules (active), Schedule Planners, Master Schedules, Schedule Templates, Shift Templates, Employees, and Records. The main content area is titled 'Posted Schedules' and includes filters for 'Sun Sep. 11, 2022 – Sat Sep. 17, 2022', 'LAST WEEK', 'THIS WEEK', 'NEXT WEEK', and a calendar icon. A toggle for 'Show All Child Hierarchy Data Resource Planner View' is on the right. Below is a table of posted schedules with columns: Name, Hierarchy, Job, Days, Start Date, End Date, Description, Total Shifts, Filled Status, Agency, and Posted. The table lists six items, each with a checkbox, a green circle indicating the filled status percentage, and a dropdown arrow. At the bottom, there is a pagination bar showing '50' items per page and '1-6 of 6' total items.

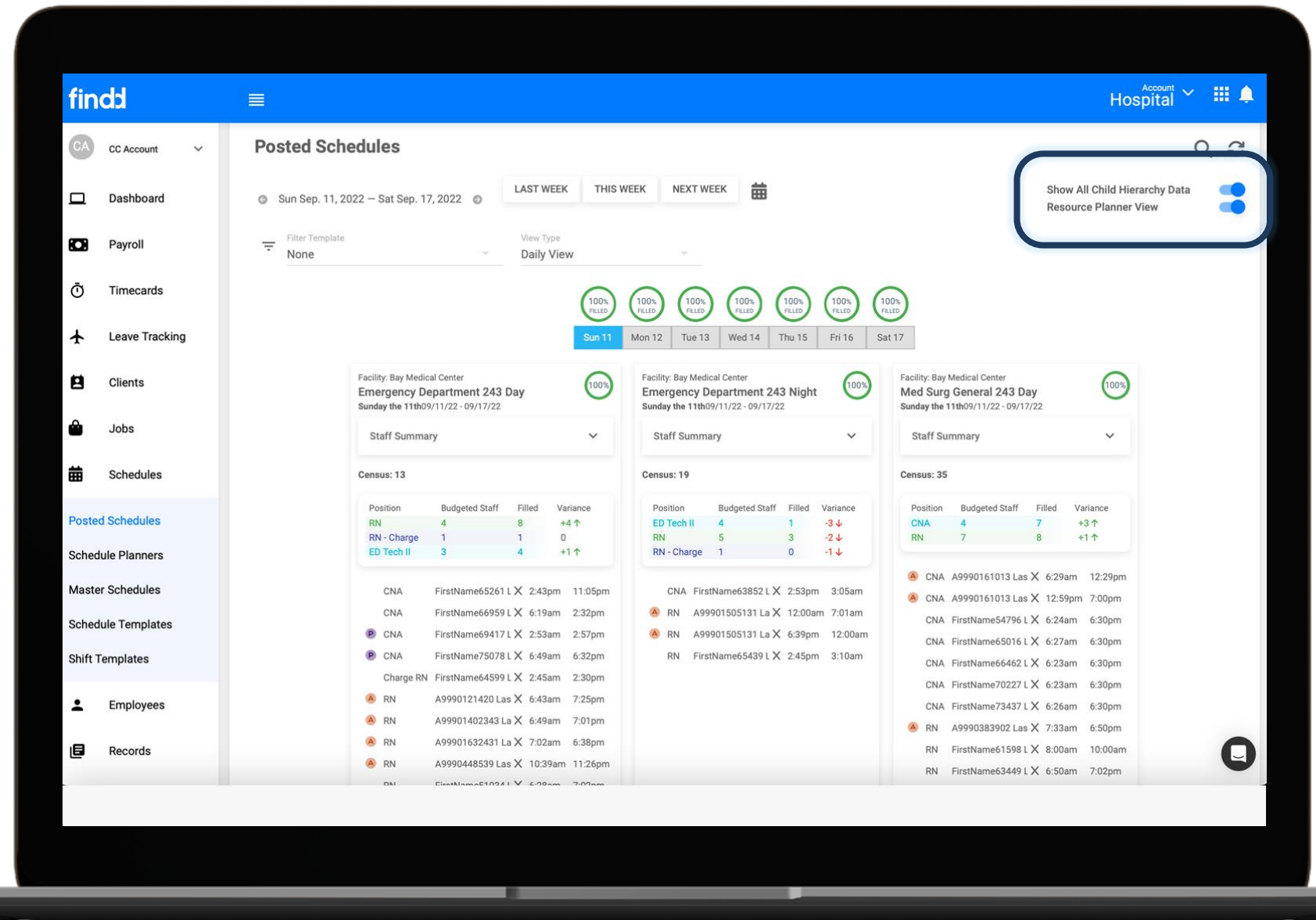
<input type="checkbox"/>	Name	Hierarchy	Job	Days	Start Date	End Date	Description	Total Shifts	Filled Status	Agency	Posted
<input type="checkbox"/>	Emergency Department 243 Day	Facility: Bay Medical Ce...	Emergency Dep...	7	09/11/2022	09/17/2022		96	190%	22%	03:33 am 03/09/2023 by Workforce Assessment Tool
<input type="checkbox"/>	Emergency Department 243 Night	Facility: Bay Medical Ce...	Emergency Dep...	7	09/11/2022	09/17/2022		42	95%	48%	03:34 am 03/09/2023 by Workforce Assessment Tool
<input type="checkbox"/>	Med Surg General 243 Day	Facility: Bay Medical Ce...	Med Surg Gene...	7	09/11/2022	09/17/2022		148	209%	47%	02:08 am 03/09/2023 by Workforce Assessment Tool
<input type="checkbox"/>	Med Surg General 243 Night	Facility: Bay Medical Ce...	Med Surg Gene...	7	09/11/2022	09/17/2022		128	181%	58%	02:08 am 03/09/2023 by Workforce Assessment Tool
<input type="checkbox"/>	SCU 243 Day	Facility: Bay Medical Ce...	SCU 243	7	09/11/2022	09/17/2022		38	167%	5%	03:34 am 03/09/2023 by Workforce Assessment Tool
<input type="checkbox"/>	SCU 243 Night	Facility: Bay Medical Ce...	SCU 243	7	09/11/2022	09/17/2022		30	207%	37%	03:34 am 03/09/2023 by Workforce Assessment Tool

50 1-6 of 6

Census-based Scheduling Details



Workforce Planning View



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Open Discussion

findd
People. Driven. Performance