

# Inculcate The Ultimate Kronos Group Obtaining Insight

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Healthcare Studies

## Introduction

Mass General Brigham (MGB) at Salem Hospital is a large healthcare facility with many employees. The facility was founded by Brigham and Women's Hospital and provided the following services:

-Collaborating with well-known facilities around MA, the facility offers a wide range of clinical inpatient and outpatient care in the North Shore community including Bariatric Surgery, Cardiology, Endocrinology, Pediatrics, Psychiatry, etc.. (Souza, S. ,2021)

-Departments include Mass General Brigham Healthcare Center, Northshore Center of Outpatient Care. Northshore Urgent Care and many more. (UKG Pro Workforce Management, 2023.)

-The development of the new Ultimate Krono's Group System (UKG) was set in place to promote easier access to the employee data base, UKG went live on October 15, 2023. (Souza, S. ,2021)



## Internship Project Objective

Generate a comprehensive guide for the MGB staffing team, which would provide explicable guidance for staff to work independently without disquietude.

-Execute guidance manuals for all Med-surge and psychiatric units.

-Gather new information to execute new information

-Educate oneself on the UKG by attending meetings, 1:1 sessions with superusers.

-Measure acknowledgment of staff through surveying

## Literature review

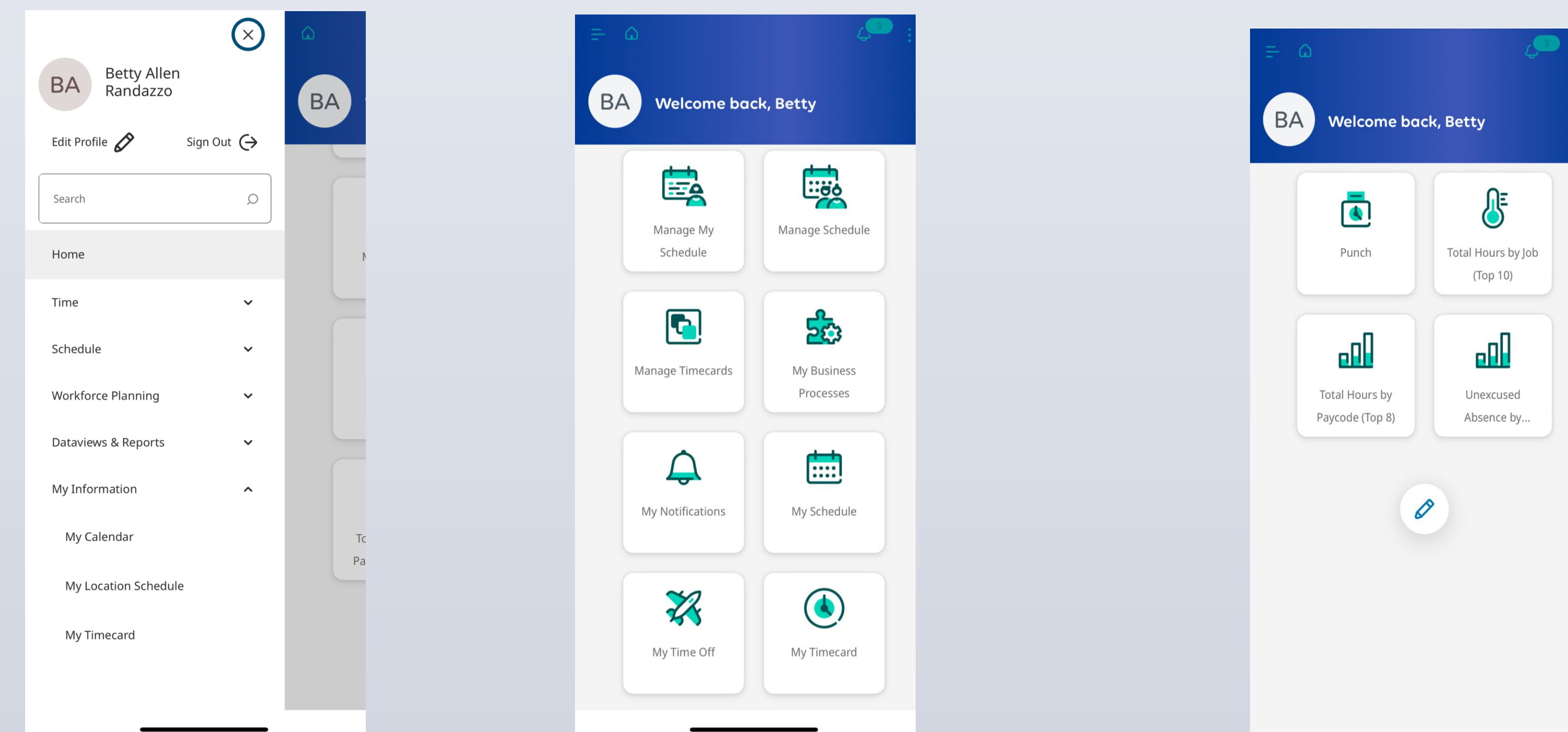
The article *Creating a Partnership for Success* states “ We’ve been in the business of helping organizations make the most of their people for a long time, and we have tons of expertise and insight to share. This is a journey we’ve taking with you. We’re in this together, so let’s get started!” (UKG, 2023) I thought this quote gave insight to how UKG users are supposed to feel at easy when it comes to using this system.

In addition, the article can be used as a resources with many sources for instance links to products and services, discussion groups and Knowledgebase articles Etc.

## Materials and Methods

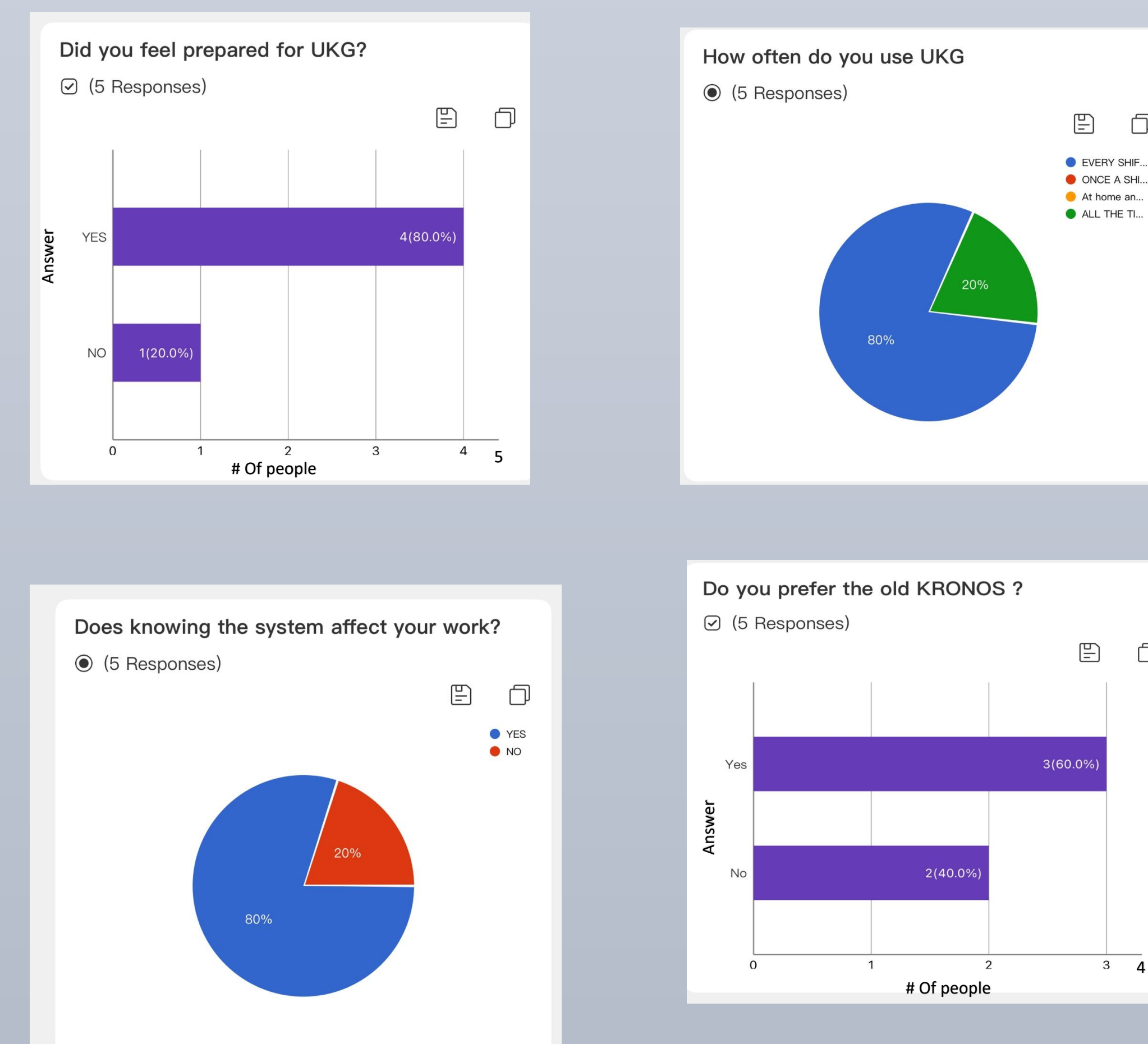
Recorded below are materials and methods used to understand UKG

- Initial analysis of UKG through a series of video conferences, 1:1 sessions with site supervisor and self studying.
- Interviews were conducted with NSMC staff to better understand what employees may need help with. Multiple employees were engaged, learning new information through a teaching and learning technique by asking them “Is there anything I can do to help them with in regard to UKG”.
- A survey was conducted for schedulers in the staffing office to address questions, comments and concerns. The survey was conducted through a link sent out via email, and the questions can be found below.



## RESULTS

Below are the Survey results taken the week of 11/14/2023



## Conclusion

Over my time here at Salem MGB, I learned a new system, UKG. I had the opportunity to teach what I learned to individuals around the hospital. Specifically, I worked with several individuals in the staffing office. This is where scheduling is most important.

Through guidance, employees were able to transition with comfort from a familiar system used for many years , to a new system that allowed them to access personal information including timecards, creating schedules, requesting vacation along with picking up shifts . A survey was taken to determine how comfortable individuals felt with the new system. While two out of the five staff stated they preferred the old system, individuals stated they used the system every shift.

This internship provided the opportunity to work with a diverse group of staff. In addition to working with individuals with different levels of experience, they were also from a variety of areas that included environmental services, dinning staff, physicians, radiologist, security, nurses, doctors and nursing aids.

## References

Souza, S. (2021, September 23). *Salem Hospital main entrance closed until 2023*. Salem, MA Patch. <https://patch.com/massachusetts/salem/salem-hospital-main-entrance-closed-until-2023>

*UKG Pro Workforce Management*. (UKG,2023) <https://www.ukg.com/solutions/ukg-dimensions-suite>

Scheduling - (UKG, 2021) <https://www.ukg.com/sites/default/files/legacy/kronos/resources/pdf/en/UKG-Dimensions-Scheduling-Profile.pdf>

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