

# Ultimate Kronos Group system new hire aid

## Guide to navigate the new system

### Yismeiry Valera Healthcare Studies

#### Introduction and Background

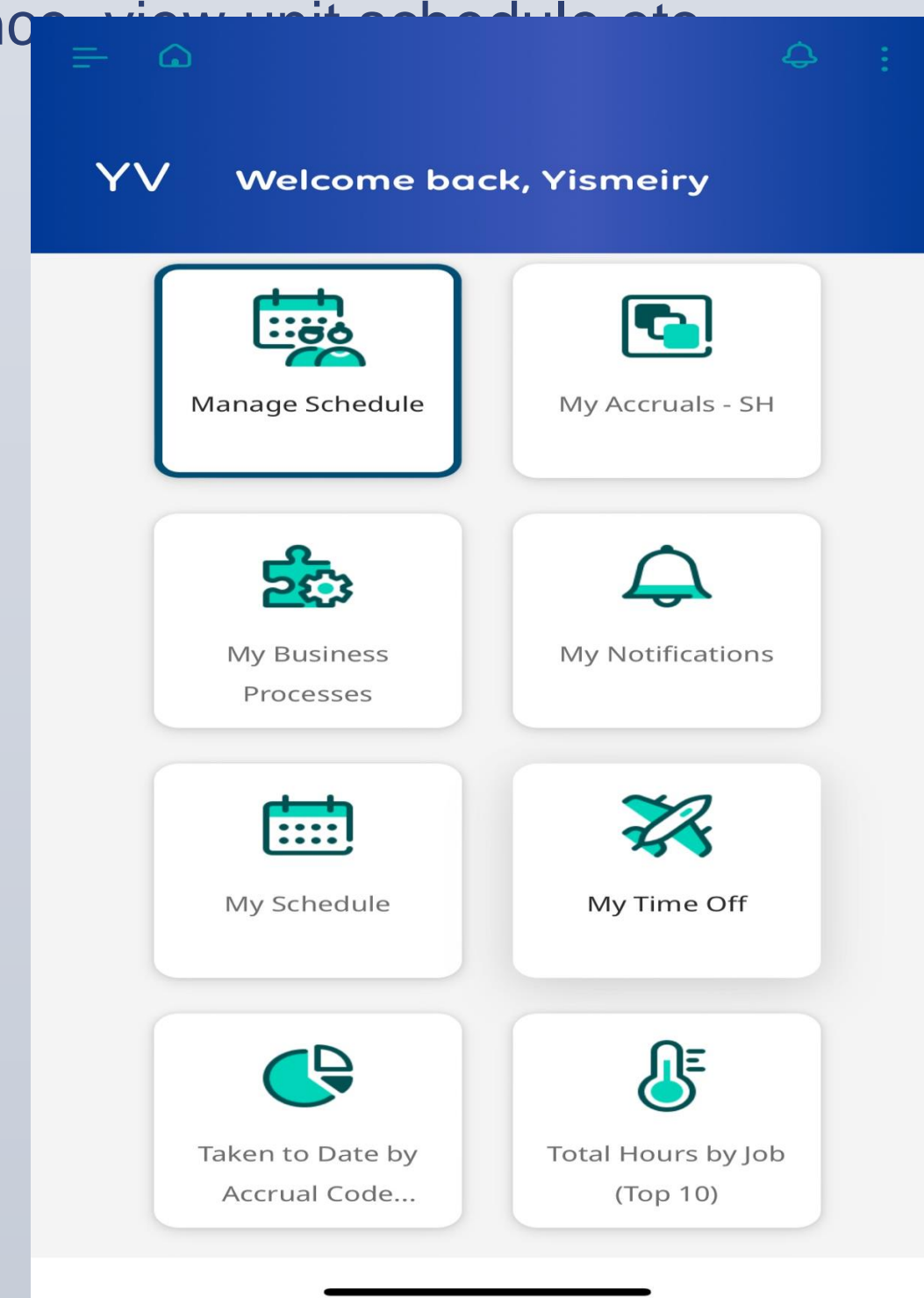
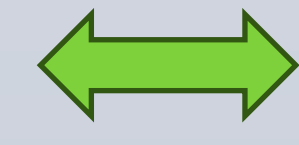
Salem Hospital is the largest healthcare provider and employer in the North Shore with over 5,000 employees. Salem Hospital is also part of Mass General Brigham established by Massachusetts General Hospital and Brigham and Woman's Hospital in 1996. The services offered include in and outpatient care services.

Some examples of these services include:

- Anesthesia
- Behavioral Health
- Breast Health/Surgery
- OB/GYN
- Pediatrics
- Urology
- Surgery etc.

Salem Hospital has also received a grade 'A' safety award by the Leapfrog Group which ensures healthcare quality and safety . Some of its physicians have been featured in the Northshore Magazine as the top doctors on the north shore. In addition, in 2021 the Salem Hospital was also recognized as high performing by the "U.S News and World Report,2023"

On October 18th, 2023,, the new Ultimate Kronos Group system was launched across all Mass General Brigham affiliate hospitals to replace the use of KRONOS after being in place for about a decade. This new system allows employees to operate a self-service platform with the leverage to self-schedule, submit punches, adjust missed punches, swap shifts, pick up open shifts, view schedule in advance, view work schedules



#### Project Objectives

The objectives of my project were to;

- Educate employees about the new Ultimate Kronos Group system
- Help employees become more familiar with the new application
- Help employees with accessing the application
- Document issues and identify solutions
- Encourage engagement with the new Ultimate Kronos Group system
- Provide new hires with a guide on how to use the new system

#### Related Literature

"Organizations in every industry need to support their people personally and professionally to thrive that's our passion at UKG, and we deliver the partnership and technology to make it happen." (Todd & Ain, 2023 p.1)

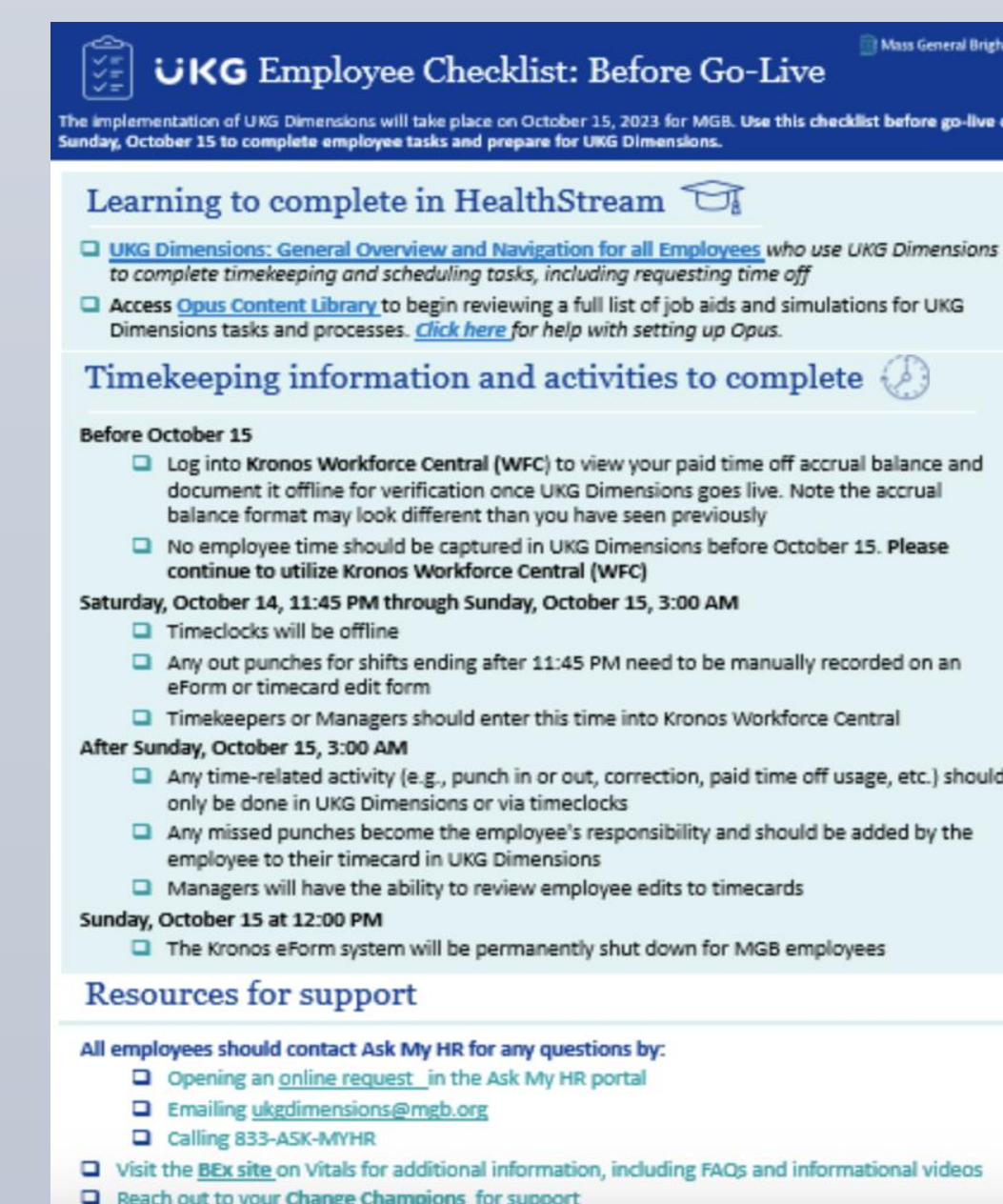
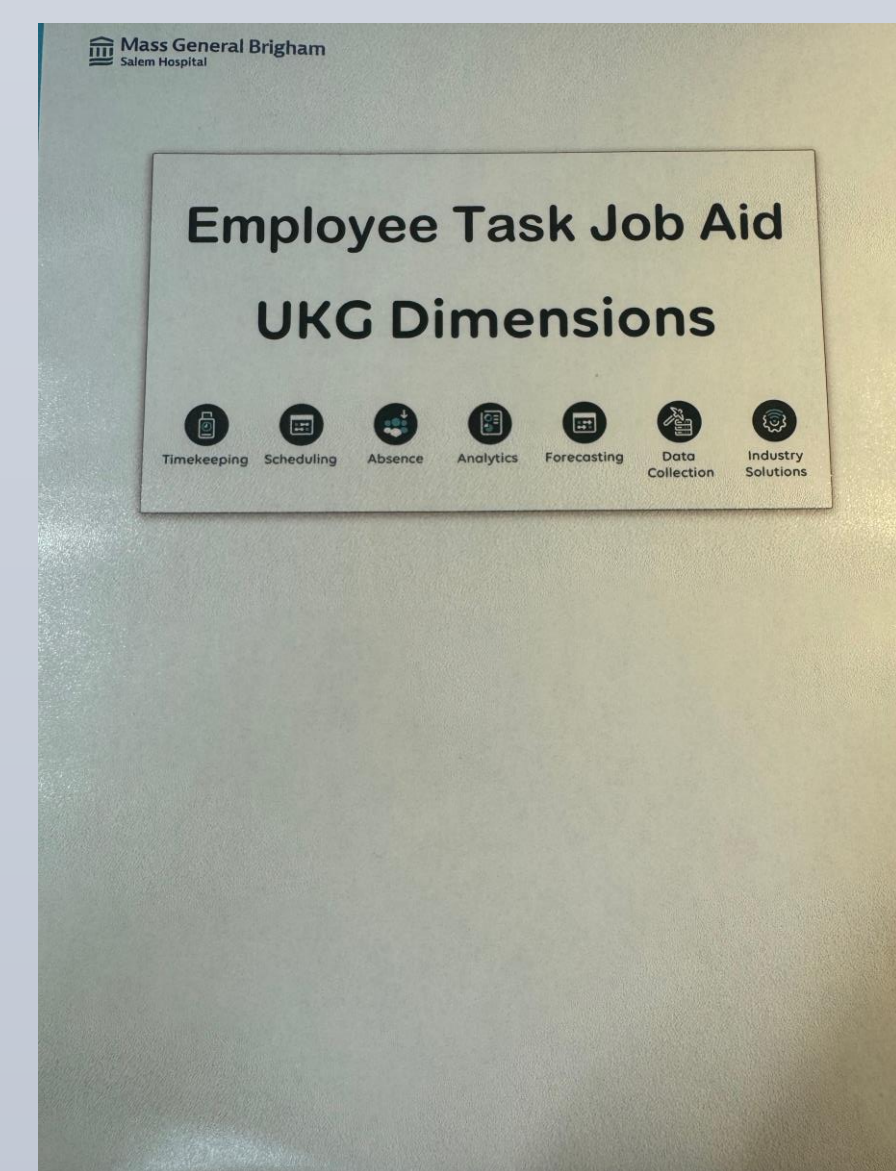
According to HR Cloud (2023) "when employees are provided with the right digital tools, their tasks are simplified. In return, this alleviates stress and improves engagement. Easy to manage digital tools which make tasks performance faster increases professionalism, engagement and management." (para. 5).

In addition to this, a Harvard review (2023) shows that high quality digital tools are extremely important to employee engagement and experience according to the information gathered from administered surveys. This review also shows the low engagement from employees who have low to no digital tools to aid their work performance.

#### Methods and informational sources used

To carry out my objective of teaching hospital staff how to use the new Ultimate Kronos System I :

- Visited the different medical floors to provide information about the system
- Held one informational conversation with staff members
- Created and distributed an informational outlet for staff members
- Created a four-question survey to receive feedback from users
- Used informational resources such as health streams and informational binders

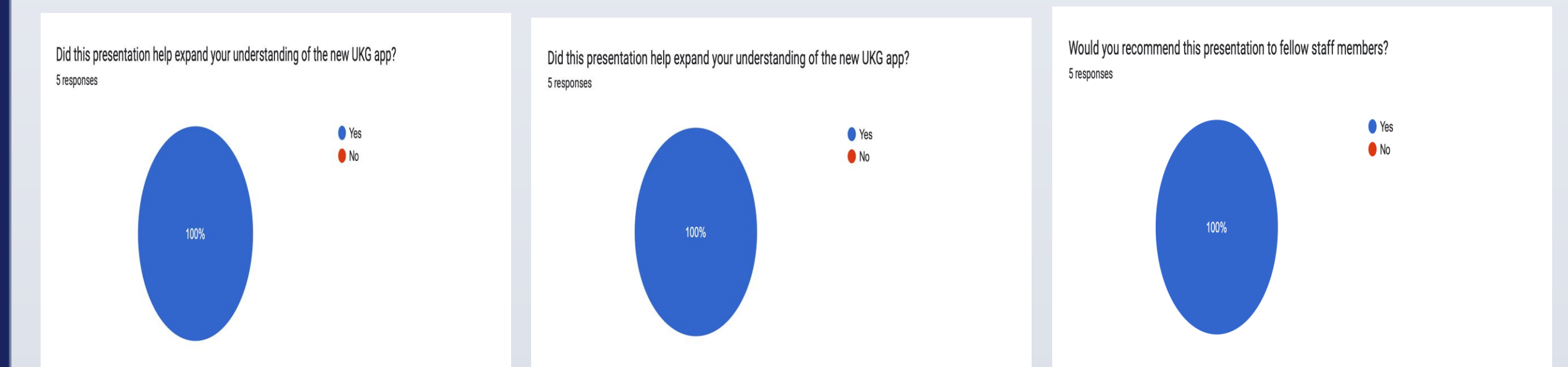


#### Results

After performing the informational sessions and helping the floors become more acquainted with the new system, a PowerPoint presentation was created on some of the recurring issues staff members had. After distributing the PowerPoint a survey was created and distributed to receive feedback. The survey included the following questions

1. Did this presentation help expand your understanding of the new UKG app?
2. What would you add to this presentation to improve the dissemination of user information?
3. Would you recommend this presentation to fellow staff members?

Feedback was received from a few staff members as follows:



One staff member suggested adding audio descriptions to the presentation

#### Conclusions

In conclusion, the implementation of the new Kronos Group system was a successful step into the future of healthcare. Giving our healthcare professionals the flexibility to make decisions and advocate for their needs at their convenience is a huge positive step. This is extremely important given the fact that they are extremely busy during their workdays and might not have time to have meetings and voice their needs. Many times, issues and concerns can get lost in such a fast-paced environment and having the ability to document these things from the comfort of their homes is extremely relieving.

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