

The great eight: pressing issues impacting Australia's health and wellbeing providers



Cloud-enabled transformation can help Australian health and wellbeing providers tackle eight pressing issues and lay a foundation for differentiation.

Streamlining payroll

While it often operates silently in the background, efficient and effective payroll services are vital to a good employee experience. Health and wellbeing employees, many of whom are already under strain, deserve to get paid on time and to be supported with accurate and informative payroll advice. Nonetheless, fulfilling these basic requirements is often harder than it looks. Payroll services at health and wellbeing providers frequently operate on a 24/7 basis every day of the year, leaving little or no room for downtime.

Modernising IT architecture

Like many organisations, health and wellbeing providers have traditionally added new solutions to their systems landscape as specific requirements emerged. Many of these additions prioritised short-term needs over long-term architectural considerations. Such expansion often resulted in system landscapes where data is fragmented, integrations are complex or limited, and changes are difficult and expensive to make.

Planning continuously

For many health and wellbeing providers, planning, budgeting, and forecasting can be a highly inefficient and sometimes ineffective exercise. It often involves lengthy planning and review cycles, relies heavily on disparate spreadsheets; and lacks standardised processes, definitions, metrics, and reporting. Both clinical and non-clinical decision-making often come up against entrenched processes and rigid systems.

Generating real-time insights

Despite the immense promise of modern data analytics solutions, barriers to adoption remain, such as disparate systems, multiple sources of data, and poor data governance and security.



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Optimising the delivery model

Australians are experiencing delays in accessing health and wellbeing services across the country. Simultaneously, the costs associated with delivering healthcare services are increasing at an unsustainable rate. The situation is being exacerbated by reforms to the National Health Insurance Scheme, reductions in private and public reimbursements, more newly insured, low-margin patients, and expanded regulatory and technology requirements.

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Integrating supply chain and procurement

Supply chain and procurement are often regarded as a back-office cost centre rather than a value-adding function. The pandemic largely shifted this view. Supply chain and procurement are essential for obtaining resources, managing supplies, and delivering goods and services to providers and patients. As part of the process, physical goods and information about clinical consumables as well as non-clinical supplies and services often go through several independent stakeholders, including manufacturers, insurance companies, hospitals, providers, group-purchasing organisations, and several regulatory agencies. Instilling good governance practices across the supply chain and throughout the procurement process is clearly essential.

3

Enhancing the employee experience

For many healthcare workers, it has become almost impossible to get things done. The frustration of dealing with inadequate systems and manual processes affects their motivation, productivity, and how well they can serve patients, suppliers, and customers. Employees want to work in personally rewarding ways. Pay rates and other tangible benefits are important—but they are not everything.

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Managing casual workers

Across clinical, corporate and non-clinical domains, the casual or sessional workforce is critical to supporting flexible and responsive service delivery; however, it can be extremely challenging to manage. In working with this cohort, health and wellbeing providers must additionally ensure ongoing compliance with Australian work rights, working-with-children compliance, verification of qualifications, background checks, and healthcare access.

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