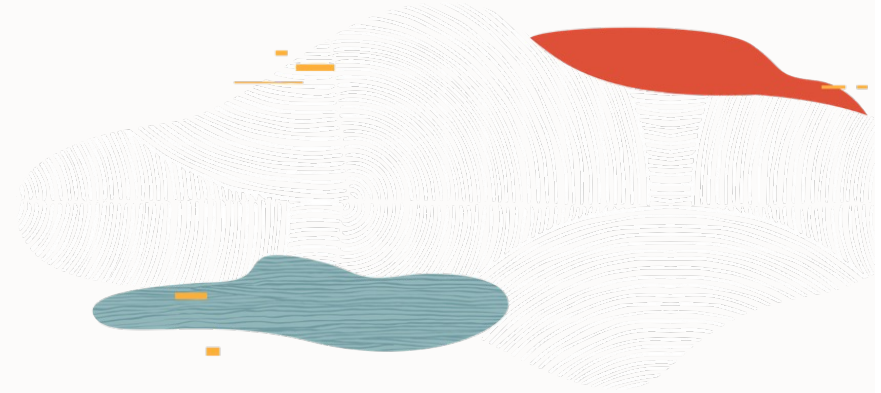


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Oracle Modern Best Practice

Digital Business Processes for Healthcare Provider





Safe harbor statement

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

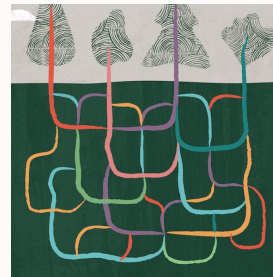
The development, release, timing, and pricing of any features or functionality described for Oracle's products may change and remains at the sole discretion of Oracle Corporation.

What is Oracle Modern Best Practice?

www.oracle.com/modernbestpractice



Digital business processes that evolve with you



End-to-end across the organization



Radically superior results



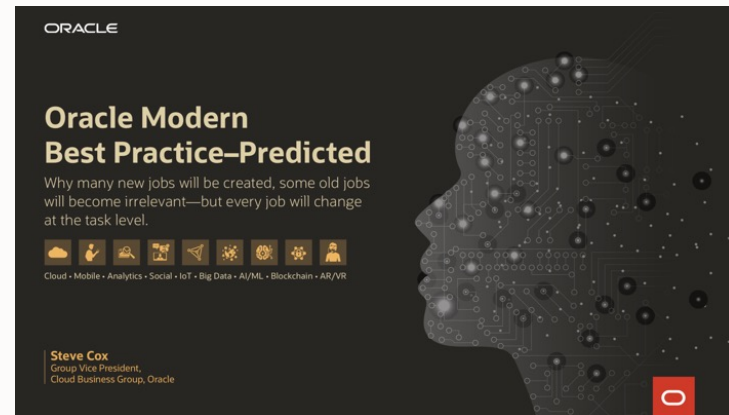
Leverages emerging technologies



Oracle Modern Best Practice books



The original book on Oracle Modern Best Practice is now in its 3rd edition and is available at <https://go.oracle.com/LP=88653>



A new book with our vision for processes in the future is available at <https://go.oracle.com/LP=88688>



Oracle Modern Best Practice

Designed for change – evolves with you

220+

Open, Standard, Free

Finance • Budget to Approval • Asset Acquisition to Retirement • Bank Transaction to Cash Position • Expense Report to Reimbursement • Supplier Invoice to Payment • Customer Invoice to Receipt • Customer Statement to Collection • Daily Close to Financial Forecast • Period Close to Financial Reports • Customer Contract to Revenue

Procurement • Supplier Registration to Supplier Performance • Insight to Smart Sourcing • Contract Creation to Spend Compliance • Requisition to Receipt • Supplier Return to Settlement

Project Management • Opportunity to Project Approval • Resource Analysis to Utilization • Project Methodology to Delivery • Task Detail to Plan Adjustment • Project Costs to Accounting • Billing to Revenue Recognition • Grant Award Funding to Closeout • Capital Project to Asset

Risk Management • Security Design to Separation of Duties • Business Process Risk to Continuous Assurance • Audit Scoping to Financial Reporting Compliance • Risk Identification to Organization Readiness

Marketing • Analytics to Insight • Insight to Campaign ROI • Campaign Execute to Lead • Event Execute to Lead • Disparate Sources to Unified Data • List Import to Prospect

Sales • Social Prospect to Lead • Lead to Opportunity • Opportunity to Quote • Quote to Order • Order to Close Opportunity • Opportunity to Forecast • Sales Play to Key Account Opportunity • Schedule Change to Sales Call • Vendor Lead to Channel Opportunity • Channel Lead to Vendor Opportunity

Sales Performance Management • Sales Strategy to Execution • Coaching Plan to Performance • Incentive Plan to Payment

Service • Customer Contract to Resolution • Social Listing to Resolution • Service Request to Dispatch • Knowledge Gap to Solution • Sensor Alert to Preventive Maintenance • Customer Sentiment to Preventive Maintenance

Commerce • B2C: Multi-Channel to Omni-channel Experience • B2C: Awareness to Interaction • B2C: Interest to Purchase • B2B: Multi-Channel to Omni-channel Experience • B2B: Product Search to Cart • B2B: Cart to Agreement

Logistics • Shipment to Dispatch • Inbound Shipment to Receipt • Freight Invoice to Approval • Lane Forecast to Carrier Contract

Order Management • Multi-channel Order to Promise • Fulfillment Orchestration to Invoice • Order to Drop Shipment

Manufacturing • Forecast to Plan • Production Order to Cost Update • Contract Manufacturing Request to Delivery

Innovation • Social Monitoring to Idea Capture • Idea Capture to Business Case • Requirement Definition to Optimization • Concept Formation to Design • Product Proposal to Go-to-Market Candidate • Portfolio Review to Selection

HR & Talent • Recruit to Onboard • Benefits to Payroll • Time Collection to Payroll • Payroll to Payment • Goal Setting to Performance Improvement • Career Planning to Development • Talent Review to Succession • Absence Planning to Productivity Improvement • Incident Report to Workplace Safety • Employee Insight to Workforce Wellness • Employee Separation to Workforce Analysis

Industry: Retail • Public Entity • Higher Education • Insurance • Banking • Healthcare • Utilities

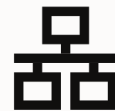


Modern Best Practice for Healthcare Provider



Finance

- Budget to Approval
- Bank Transaction to Cash Position
- Asset Acquisition to Retirement
- Expense Report to Reimbursement
- Daily Close to Financial Reports
- Period close to Statutory Reports
- Report to Forecast



HR and Talent Management

- Recruit to Onboard
- Benefits to Payroll
- Payroll to Payment
- Time Collection to Payroll
- Goal Setting to Performance
- Career Planning to Development
- Talent Review to Succession
- Absence Planning to Continuity
- Employee Insight to Work-Life Alignment
- Employee Separation to Workforce Analysis

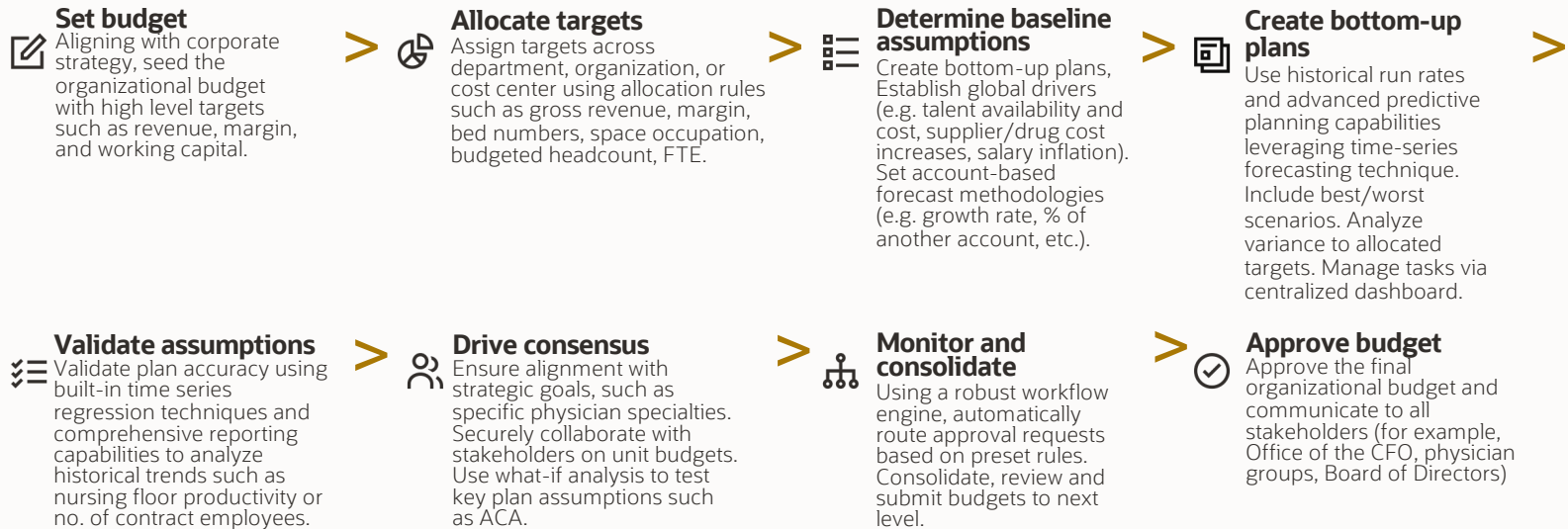
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Modern Best Practice for Healthcare Provider - Finance

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Budget to Approval Healthcare Provider



Product Mix: ERP Cloud, EPM Cloud
Popular KPIs: time to produce/approve/consolidate budget, % variance

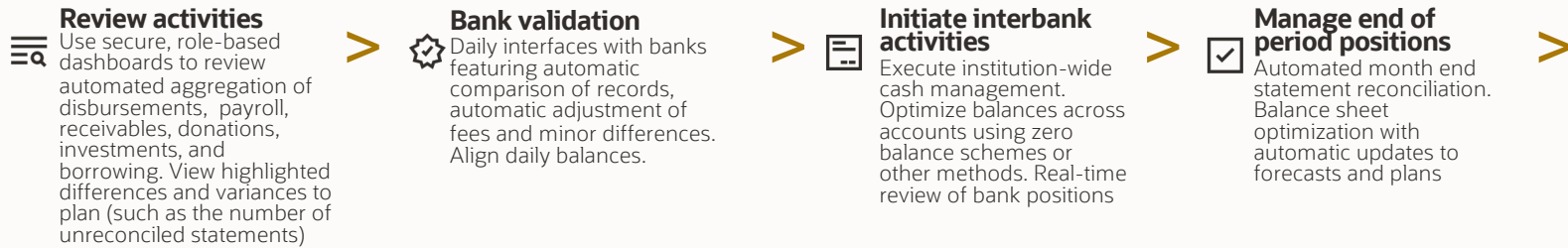
Cloud Mobile Analytics Social



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Bank Transaction to Cash Position

Healthcare Provider



Product Mix: ERP Cloud
Popular KPIs: time to reconcile, no. of reconciliations



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Asset Acquisition to Retirement

Healthcare Provider

Acquire assets
Recording of all capital asset acquisitions at all locations via purchases (DME, furniture and fixtures, other equipment, etc.), projects (capital, IT, etc.), and contracts (construction, grant related, etc.) With full visibility, enforce the capital plan during the purchasing process. Secure interaction via social network on open issues, questions and approvals

Manage asset insights
Active management of assets via secure role-based dashboard allowing centralized monitoring, alerts, reassignment and period close for all locations

Recognize, register, and assign amortization
Automated recognition of assets on purchase. Dashboard driven placement into service with useful life definition. Automated calculation of depreciation and rules – based assignment to departments (e.g. med surge, emergency, gastroenterology)/cost center(s)

Track assets
Establish an accurate baseline and ensure assets are cataloged correctly. Track unique identifier for each asset. Collaborate with department managers to handle transfers and adjustments. Periodically inventory physical assets

De-recognition and disposal
Manage valuations, disposals, and retirements for assets (e.g. IV pumps, surgery beds) in compliance with Accounting Principles

Product Mix: ERP Cloud
Popular KPIs: asset aging, asset cost distribution, % fixed asset loss

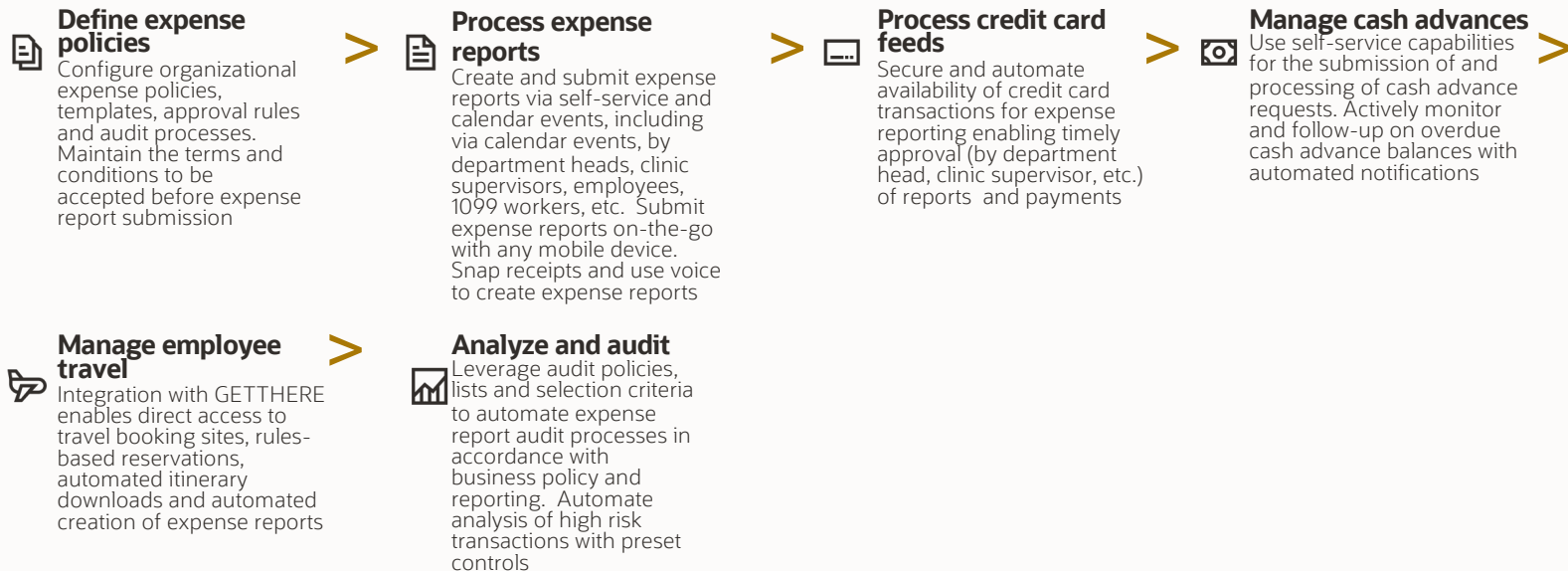
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Expense Report to Reimbursement

Healthcare Provider



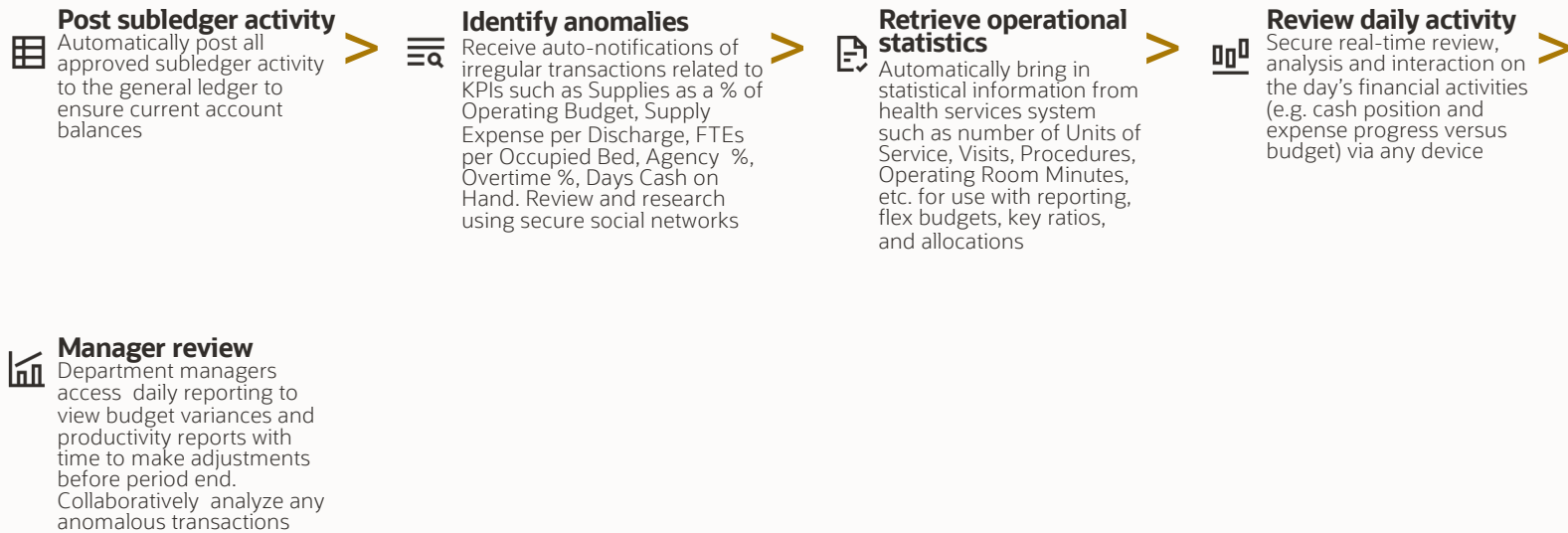
Product Mix: ERP Cloud
Popular KPIs: expense vs. budget, expense as % of revenue, payment cycle



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Daily Close to Financial Forecast

Healthcare Provider



Product Mix: ERP Cloud, EPM Cloud
Popular KPIs: Time to Reconcile, No. of Reconciliations



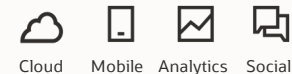
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Period Close to Financial Reports

Healthcare Provider



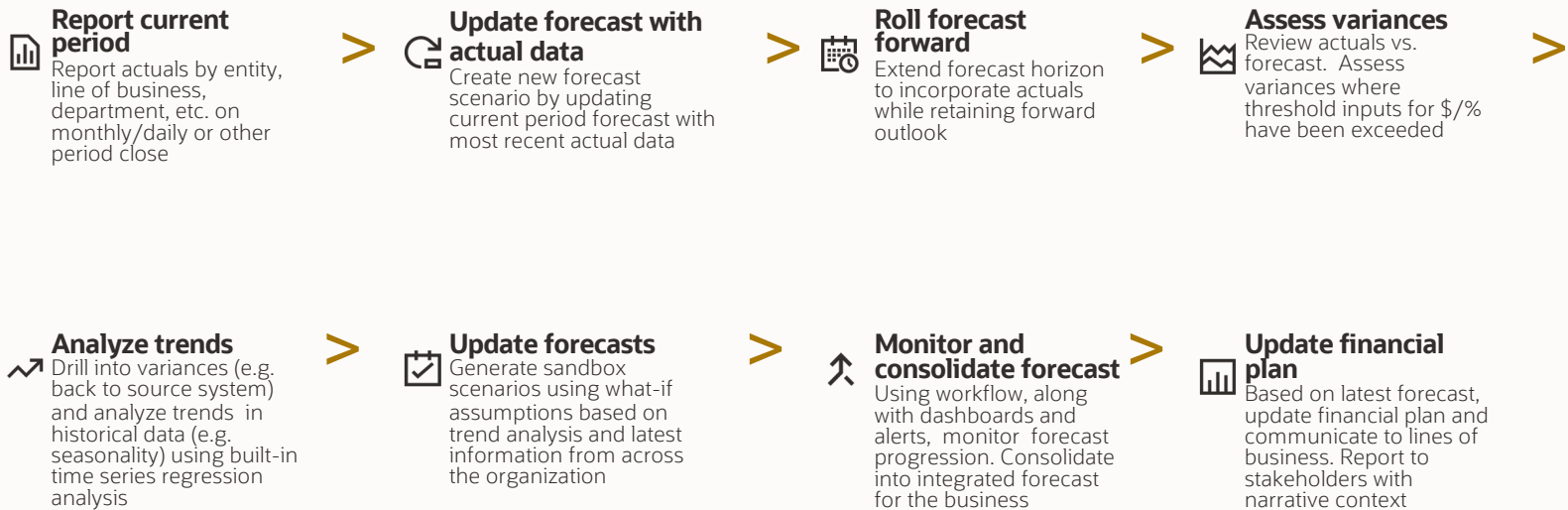
Product Mix: ERP Cloud, EPM Cloud
Popular KPIs: time to close books, time to publish reports



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Report to Forecast

Healthcare Provider



Product Mix: ERP Cloud, EPM Cloud
Popular KPIs: % variance, time to analyze variance, time to update forecast

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Modern Best Practice for Healthcare Provider-HR and Talent Management

Oracle Modern Best Practice

Recruit to Onboard

Healthcare Provider

Determine workforce need
Leverage workforce modeling and predictive algorithms to identify resource, budget and statutory requirement needs. Understand talent supply/demand to mitigate future shortages of credentialed staff due to retirements, market expansions or turnover. Create new workforce plans and submit to finance team for approval. Authorize job requisitions

Drive candidate engagement
Manage institution brand across website/social media for cohesive messaging. Include digital assistant for candidate interactions. Present relevant content to candidates (for example, articles, reports, events) and recommendations to personalize the experience

Manage sourcing
Find the right clinical candidates to fill current needs but also those with potential to meet future needs/credentials (for example, telehealth and medical informatics) by sourcing from social media, referrals, job boards, agencies, or internal talent profiles and succession pipelines

Intelligent screening
Identify top clinician prospects via multi-tiered automated screening and assessment tools (e.g. clinical questionnaire, tailored behavioral assessments). Review candidate's social activities, background, qualifications, employment authorization (e.g. USA: H1-B, green card) and certifications (e.g. NCQA, TJC). Determine desirable candidates, conduct interviews and perform background checks

Select clinical candidate and generate offer
Decide best-fit candidate, analyze offer insights (for example, likelihood to accept), and collaboratively manage salary details with the Compensation department. Obtain required approvals and electronically deliver offer package

Onboard new hires
Automate the completion of onboarding tasks with new hire portal and dashboards including documentation and discussion of credentialing requirements (e.g. NCQA, TJC) and ongoing licensing board certification needs. Manage benefits and learning plans

Product Mix: HCM Cloud, EPM Cloud
Popular KPIs: Time to Hire, # of Conversions of Channel X,
Rate of Acceptance, % Employees Trained, Retirement Rate

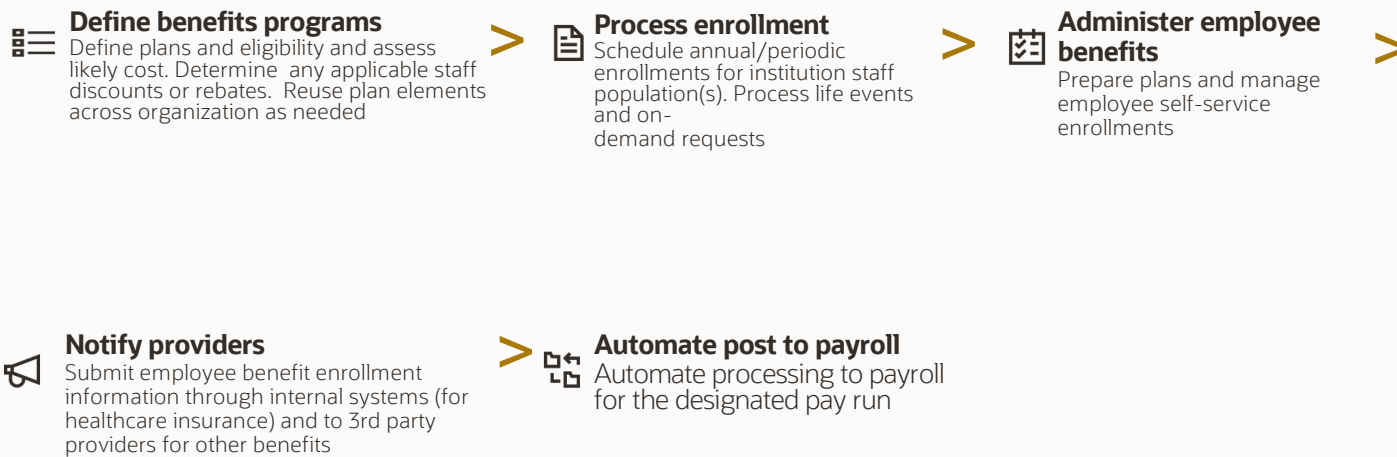
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Benefits to Payroll

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs, Salary Competitiveness Ratio, Cost/Employee,
HR-to-FTE Ratio

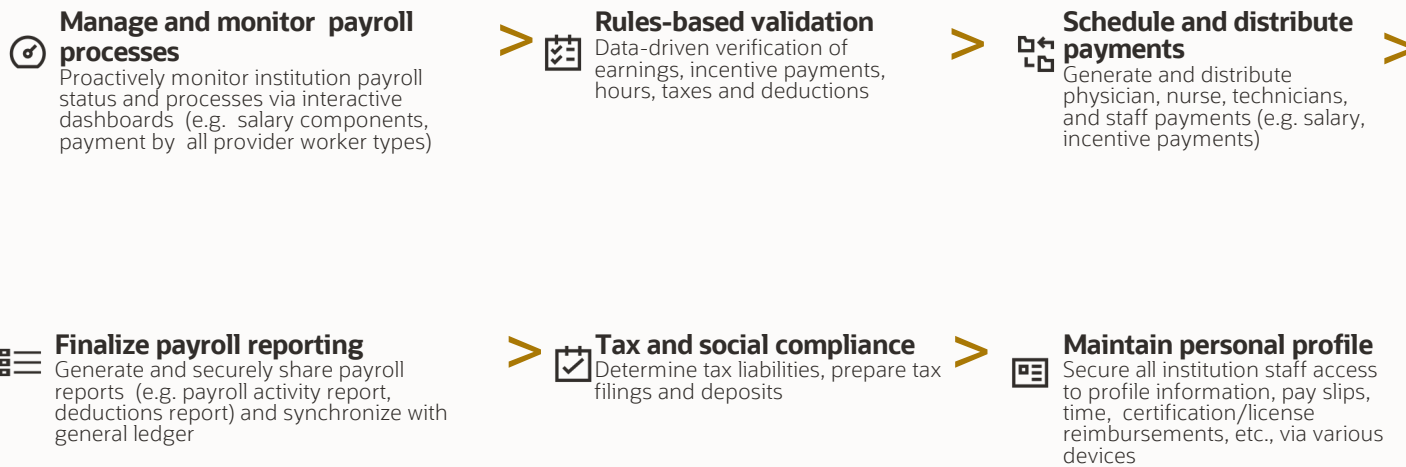
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Payroll to Payment

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Process Payroll, Ratio of Salary Competitiveness, % of Cost of Workforce

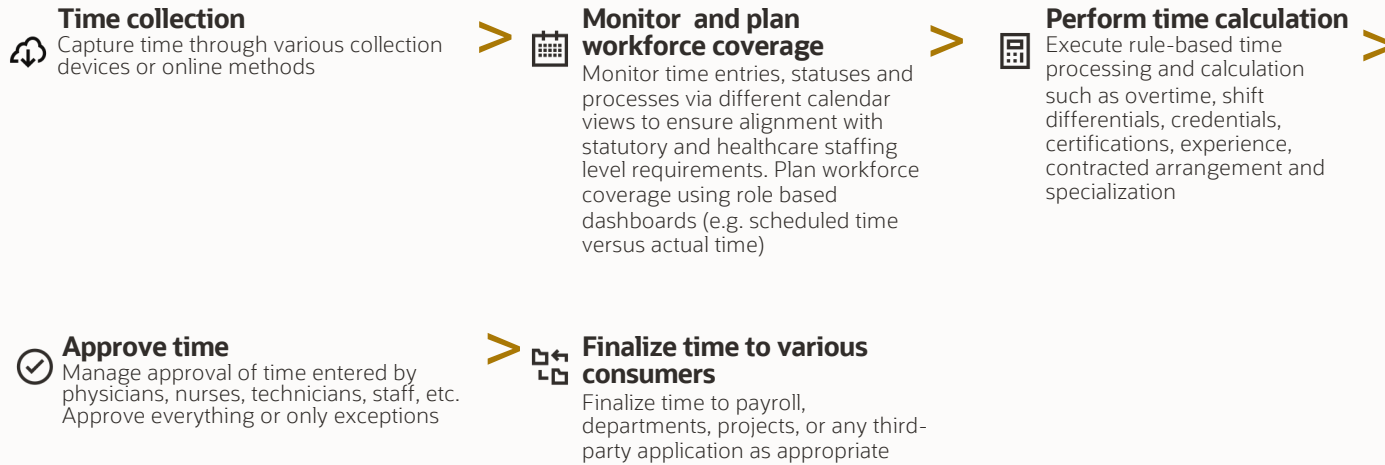
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Time Collection to Payroll

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs: Cycle Time To Resolve Payroll Errors, Rate of Absenteeism, Rate of Approvals, % of Vacation Days Used

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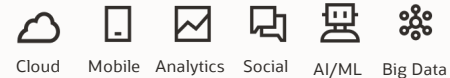
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Goal Setting to Performance

Healthcare Provider



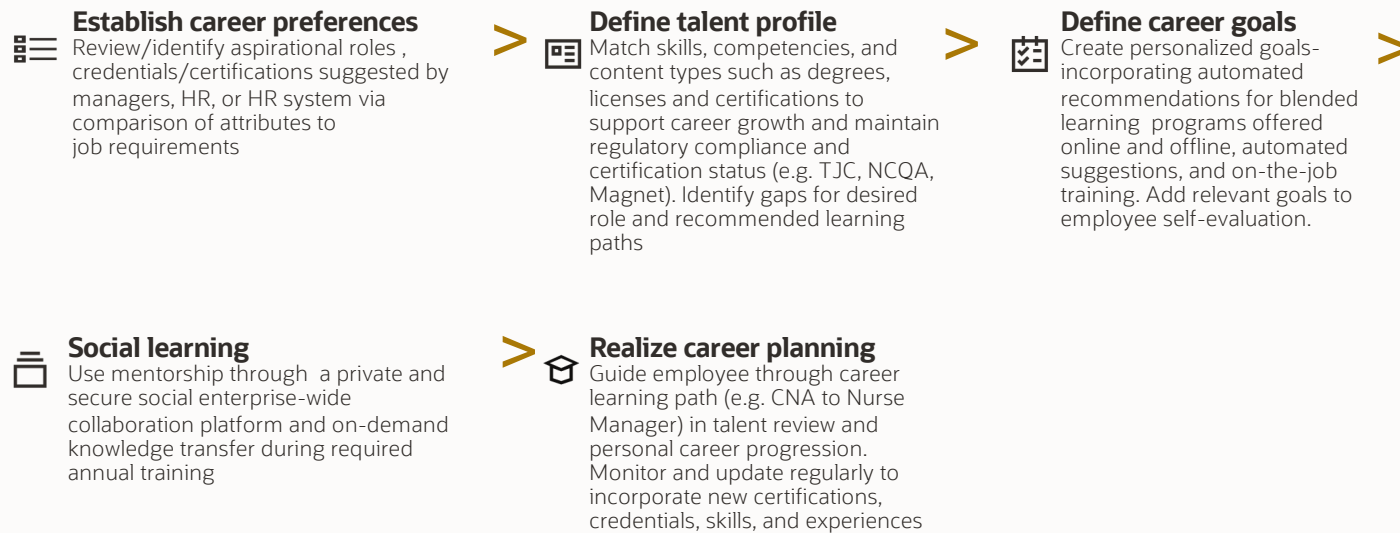
Product Mix: HCM Cloud
 Popular KPIs: Rate of Internal Job Hires, % of Workforce Below Performance Standards



Oracle Modern Best Practice

Career Planning to Development

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs: % Employees Trained, Pre/Post Training %


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Oracle Modern Best Practice


Talent Review to Succession

Healthcare Provider


Review talent
 Assess talent (e.g. nurses, physicians, administrative staff) capabilities through insight-driven, collaborative, and interactive online discussion, on a continuous basis

> **Rank and assess talent**
 Evaluate/calibrate talent using advanced visualization to assess factors such as education, credentialing, certifications, risk of loss, potential, and past performance







> **Review current and future talent needs**
 Based on institution approved workforce plans identifying short and long-term talent needs (e.g. retirements, market expansions or high turnover ratios) create talent pools (e.g. to track emerging research leaders or budding artificial intelligence or blockchain experts) or succession plans to track potential gap/fit candidates.

Organize talent
 Place staff (e.g. nurses, physicians, managers) into talent pools and succession slates based on ranking, qualifications (e.g. credentialing, certifications), assessment data, engagement indicators, and reputation metrics

> **Analyze talent pools**
 Discover recommended development needs of talent pool members (e.g. credentials, education) and automated learning paths to address skill gaps

> **Assess succession plans**
 Analyze staff capabilities and including compliance with educational and institutional requirements. Track bench strength and succession slate readiness

Product Mix: HCM Cloud
Popular KPIs: Internal Promotions vs. External Hires, Average Age of Retirement, Turnover Rate For Highest Performers

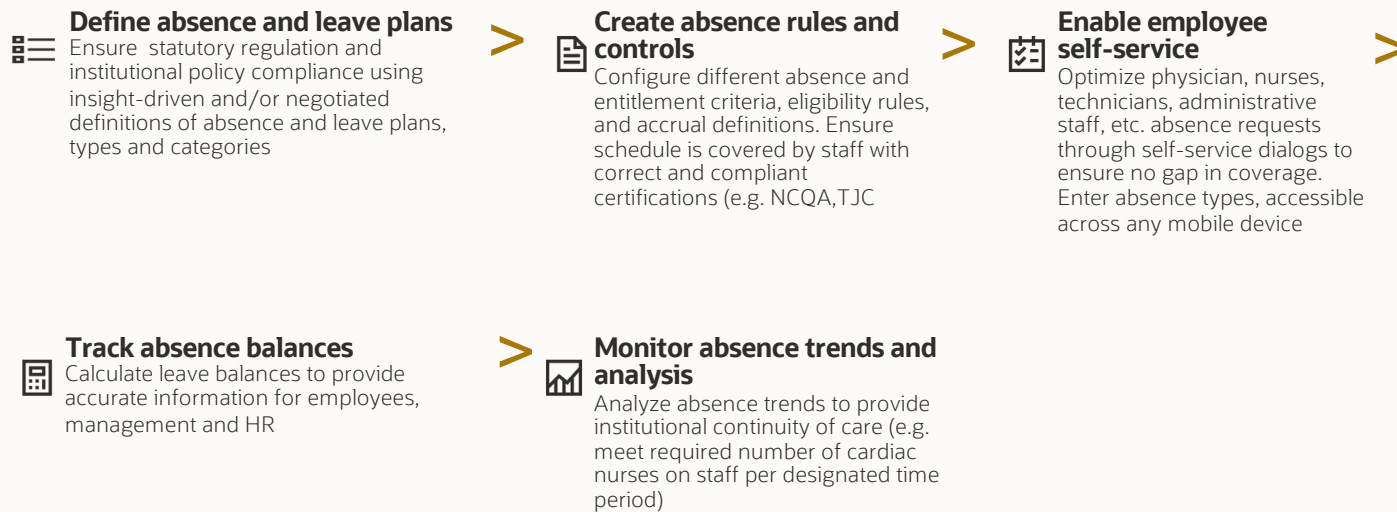
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Oracle Modern Best Practice

Absence Planning to Continuity

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs: Rate of Absenteeism,



Oracle Modern Best Practice

Employee Insight to Work-Life Alignment

Healthcare Provider



Design outreach initiatives

Create talent and wellness initiatives that align with the company's mission. Promote programs to leadership and staff to generate awareness and interest



Obtain baseline and set personal goals

Leverage key insights to identify and set goals in alignment with personal and career aspirations (for example, credentialing such as NCQA, TJC, certifications, management status). Determine steps for attainment (such as classes, seminars)



Manage wellness progress

Track, measure, and evaluate trends and patterns of wellness activities using dynamic tools, including wearables and smart phone apps, to determine level of goal (for example, BMI reduction, tobacco cessation) success



Measure reputation

Measure level of influence, impact, generosity and activity on initiatives and performance via input from internal and external sources including Twitter, Facebook, Slack and Oracle Social Network



Identify development opportunities

Blend talent, reputation, and participation data to gain insight into employee (e.g. admin staff, nurses, physicians) effectiveness and adjust development plans and talent profiles as needed. Discover hidden skills and identify potential staff redeployments to fulfill project gaps



Join volunteer opportunities

Engage in hospital-promoted volunteer projects that are of interest and foster targeted career development successes. Track and analyze volunteer hours to maintain 'Not for Profit' status



Receive kudos, rewards, and recognition

Receive acknowledgment of goal attainment and progress that promote work-life alignment

Product Mix: HCM Cloud
Popular KPIs: Percentage of Vacation Days Used, Employee Satisfaction Index,



Cloud



Mobile



Analytics



Social



Internet of Things



AI/ML



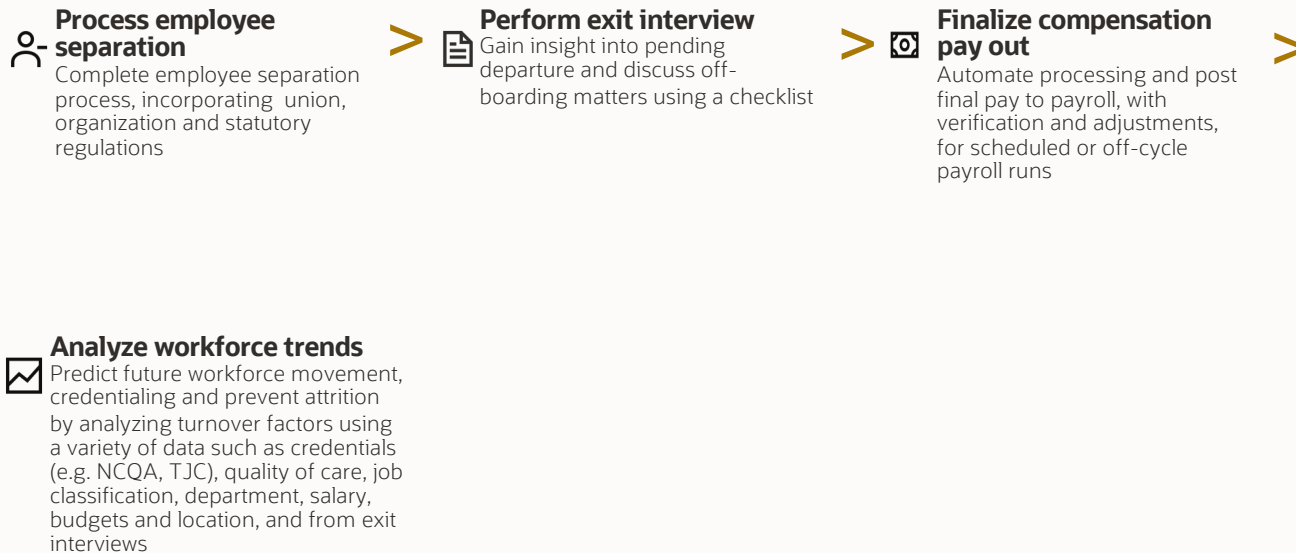
Big Data



Oracle Modern Best Practice

Employee Separation to Workforce Analysis

Healthcare Provider



Product Mix: HCM Cloud
Popular KPIs: Average Tenure, Retirement Rate, Attrition Rate, Diversity Rate, Number of Contractors, Voluntary Termination Rate,

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