

# Lawson Performance Management for Healthcare

## Simplifying the Process for Meeting JCAHO HR Standards

Lawson™ delivers a comprehensive and efficient way for healthcare organizations to meet Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Human Resources standards and maintain accreditation.

### At-a-Glance

Lawson Performance Management for Healthcare (LPMHC) addresses the unique needs of healthcare organizations by helping simplify compliance with JCAHO HR standards and making the JCAHO audit process easier. With LPMHC, healthcare organizations can be in a constant state of readiness for unannounced audits and tracer methodology visits and have accreditation-ready JCAHO reports generated automatically.

By automating manual performance management processes, LPMHC also enables improved productivity and lowers costs. Instead of time-consuming, paper-based appraisal processes, HR staff can focus on enhancing staff performance, recruiting and retention. And, healthcare professionals can focus on patient care and safety.

### Benefits

#### ■ Faster, Simpler Compliance with JCAHO HR Standards

- Simplify the entire JCAHO audit process with accreditation-ready reports and real-time reporting capabilities
- Meet specific JCAHO HR standards with a solution that:
  - Links job descriptions with the appraisal form
  - Documents introductory and annual performance appraisals
  - Assesses, measures, and validates employees' competence to perform job responsibilities, including specific clinical competencies
- Maintain constant preparedness for new JCAHO unannounced surveys by generating necessary reports and forms automatically, eliminating time-consuming, stressful paper-based processes
- Provide employees greater visibility into job responsibilities and required competencies, enabling them to respond well to random questions generated through JCAHO's new tracer survey methodology

#### ■ LPMHC Enables Improved Productivity and Lower Costs by Automating Performance Management

- Prepare and conduct reviews quickly and efficiently and improve quality and accuracy
- Generate real-time reports on compliance, outstanding evaluations, and more, pinpointing issues that require immediate attention
- Maintain competency assessments for all clinical staff as well as agency and contract staff
- Provide robust compliance reports that show corporate, departmental or individual assessment compliance
- Centralize performance evaluation information and allow for safe, secure storage and easy distribution of information, minimizing the need for paper copies of evaluations

#### ■ LPMHC Enables HR to Enhance Staff Performance, Recruiting and Retention

- Optional TalentView® module delivers behavioral performance assessments to help develop and retain "true leaders" for increased competitiveness

- Optional self-service goal management module helps align employee performance with key organizational objectives and tracks results
- Strategic approach helps organization become an employer of choice and attain “magnet” status — a tremendous asset in attracting and retaining leaders and staff

## Lawson Performance Management for Healthcare Features

### ■ Offering for Easy, Cost-Effective Use and Maintenance by Providing:

- 24x7 online access to data
- User-friendly interface
- Efficient downloading of reports and data
- Uncomplicated configuration by system administrators
- Hosted solution minimizes implementation time
- Works in conjunction with Lawson Human Capital Management (HCM) suite

### ■ Healthcare-Specific Performance Management System

- Closely aligned with healthcare business processes, providing rich healthcare capabilities and content such as:
  - Robust compliance reporting tools
  - More than 500 job descriptions
  - Performance appraisals
  - Initial/probationary review
  - 5,000-plus healthcare competencies and skills
  - Orientation
  - Mandatory policy review

### ■ Tracking and Reporting Capabilities

- Pending/late performance evaluation report
- Pending/overdue competency assessment report
- Performance distribution report
- Ad hoc/custom reporting module

### ■ Consulting Services

We provide remote or onsite implementation and onsite training services. In addition, we provide the following specialized services:

- Job description workshops to aid your organization in writing JCAHO compliance job descriptions
- Job description conversion services to pull existing job description information into the system
- Custom report writing services
- Custom interface development

## Contact Lawson

For more information about Lawson™ LPMHC and other Lawson business solutions for healthcare organizations, visit [www.lawson.com](http://www.lawson.com), or call 800-477-1357 or 651-767-7000 (U.S. and Canada); outside North America, call +46 (0)8 5552 5000.

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