



# How to choose a healthcare workforce management platform.

# Facing workforce challenges in Canadian healthcare.

Canada's healthcare system is under unprecedented strain. A growing, aging population combined with an overstretched workforce is putting pressure on organizations to do more with less—while maintaining compliance, quality of care, and staff satisfaction.

That's where a well-chosen workforce management platform can make all the difference.

This guide offers a **practical framework for healthcare leaders and decision-makers** who are looking to replace or upgrade their workforce systems. It walks you through **essential criteria** to look for when evaluating platforms and is supported by a checklist of **40 concrete features** and services, along with the benefits of each.



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# Before you start



## How to know it's **time to change** our workforce management system?

Even if your current system works, it may be holding your organization back. Signs it's time to explore new options include recurring inefficiencies, growing compliance risks, limited integration across departments, and increasing staff dissatisfaction.



## **Who should be involved** in the decision-making process?

Workforce management affects every part of a healthcare organization, so collaboration is key. Finance and payroll teams typically play a central role, but HR should also be involved from the start. Executive leadership should be engaged to ensure strategic alignment and support budgeting and resourcing.



## What should be **the first step** in evaluating a new workforce management platform?

Start with a thorough assessment of your current system. Identify pain points, gaps, and improvement opportunities. From there, bring together a cross-functional group of stakeholders—such as scheduling coordinators, payroll and HR professionals, finance teams, and operational leaders—to align on shared goals. Once internal needs are clearly defined, begin exploring vendors.



## How to manage **input from multiple departments** with different needs?

Every department has unique scheduling requirements, staffing structures, and union obligations. To ensure the selected platform meets diverse needs, you can include representatives from each area during the evaluation phase. Gathering insights early will help you avoid surprises later and ensures that the final solution benefits the whole organization.

# Choose a platform that helps **reduce the risk of grievances** by automating compliance with healthcare regulations.

Staffing teams often manage a 24/7 operation where every hour can be governed by different rules—union agreements, provincial labor laws, overtime policies, and premium pay requirements. Applying a one-size-fits-all approach to these rules can result in payroll disputes, costly grievances, or failed audits.

That's why platforms with highly configurable compliance rules are a game-changer. These systems **automatically apply union-specific terms**, track overtime thresholds, and ensure staff are fairly compensated **according to collective agreements**. They also provide **security controls** that limit access based on roles, ensuring data is both accurate and protected.

## Did you know?



In 2022, 30% of nursing employees reported working overtime—almost twice the rate observed 15 years ago.

## Recommended features:

- Customizable rules for overtime, premium pay, and shift differentials.
- Automated enforcement of union and collective agreement terms.
- Compliance with Canadian tax and labor laws.
- Audit-ready records for wage and schedule history.

## Why **this matters?**

Automating compliance doesn't just save time—it protects your organization from legal and financial consequences. It also builds trust with staff, who see that policies are applied fairly and consistently.



Source: [Nurses: Working harder, more hours amid increased labour shortage - Statistics Canada](#)

# Look for **self-services tools** that facilitate vacation planning and improve work-life balance.

In a busy healthcare environment, employees need more than a schedule—they need flexibility and visibility into their work lives. When vacation planning or leave requests become a back-and-forth email thread or availability changes get lost in spreadsheets, it creates frustration for both staff and managers.

With the right workforce management platform, employees gain direct access to their schedules and can manage many aspects of their work **on their own**. Intuitive self-service tools—**especially via mobile**—give staff the autonomy they want while reducing the administrative burden on scheduling teams.

## Recommended features:

- A mobile-friendly employee portal and/or a mobile app.
- Self-service options for availability, leave requests, and shift swaps.
- Real-time access to schedules and shift offers.
- Automated notifications for approvals and changes.

## Why **this matters?**

Empowering staff with easy-to-use tools improves engagement, moral, and retention. Managers also benefit from better oversight and easier coordination, especially during peak vacation seasons.

## Did you know?



40% of Canadian nurses are dissatisfied with their job, making engagement critical.



# Pick a platform that can accelerate scheduling and minimize disruption with **flexible automation**.

In healthcare, nothing stays still for long. Staffing coordinators often spend hours manually adjusting schedules to cover sick calls and approve time-off requests. It's a constant balancing act—one mistake can lead to overtime costs, staff shortages, or workplace dissatisfaction.

That situation is greatly improved when organizations implement **master rotation templates** and **rule-based scheduling**, which make it easier to build compliant schedules that adapt in real time. Ad-hoc shifts can be created in minutes, and the system automatically **flags potential conflicts** before they occur.

## Recommended features:

- Automated schedule creation using customizable templates.
- Master rotation planning with flexible adjustments.
- Real-time shift updates and absence management.
- Overtime and premium pay rule automation.

## Why **this matters?**

When automation handles the busywork, your team can focus on what matters most—people. Flexible scheduling tools not only reduce manual tasks, they help ensure the right coverage, at the right time, with minimal disruption.

## Did you know?



Nurse managers spend up to 60%-80% of their time on staffing and scheduling tasks.



Source: [Skyrocketing turnover has changed how managers allocate their day, with up to 60% to 80% of their time dedicated to staffing and scheduling \(AONL, 2022\).](#)

# Make sure the platform can capture attendance accurately with real-time, **automated hour tracking.**

In healthcare, knowing who is and was on the floor is critical. But when time and attendance are tracked manually or across disconnected systems, it opens the door to errors and compliance issues.

A workforce management platform with integrated, **real-time time tracking** makes these challenges a thing of the past. Clock-ins, absences, overtime, and exceptions are recorded instantly, giving managers **up-to-date insight into attendance trends** – and providing **detailed reports** in case of audits, grievances, or health-related incidents. No-shows, early departures, and late arrivals are **flagged automatically** so adjustments can be made before they impact patient care.

## Did you know?



In Canada, 58% of companies still use paper timesheets, spreadsheets, and punch cards to track time.

## Recommended features:

- Capture of late arrivals, early departures, and no-shows.
- Real-time tracking of employee hours, absences, and attendance.
- Integration with payroll and scheduling.
- Automatically generate timecards based on real-time data.

## Why **this matters?**

Real-time attendance tracking helps healthcare organizations stay compliant, reduce payroll errors, and respond faster to staffing issues.



# Your platform should **centralize HR data** to strengthen recruitment and improve onboarding.

In a competitive healthcare job market, attracting staff is one of the biggest challenges organizations face. Delays in hiring, disconnected onboarding processes, and poor visibility into workforce needs can cause great candidates to slip through the cracks.

That's where an integrated workforce management platform makes a real difference. HR teams can post jobs faster, **track candidates** efficiently, and make informed hiring decisions with less back-and-forth. Once hired, new employees benefit from an **improved onboarding experience**—one that builds trust and sets the stage for long-term retention.

## Did you know?

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There are 38 000+ open positions in nursing in long-term care homes, more than double the number recorded three years earlier.

## Recommended features:

- End-to-end recruitment tracking and onboarding tools.
- Centralized database for resumes, credentials, and job history.
- Automated compliance and credential tracking.
- Secure access to employment records.

## Why **this matters?**

When HR tools are aligned with workforce operations, healthcare organizations can compete more effectively for talent and

create a better experience for new hires.

HR have the tools to move faster and give employees a reason to stay.



Source: [Health Human Resources Insight](#)The Unique Challenges of Staffing in Long-Term Care Homes - Canadian Association for Long Term Care (CALTC)

# Opt for a solution that supports staff development with smart **talent management tools**.

Hiring skilled healthcare workers is only half the battle—the real challenge is keeping them. In an environment where burnout is high and competition is fierce, staff want more than just a paycheck. They're looking for growth, recognition, and a clear path forward.

To answer this need, integrated talent development tools make a difference. With **centralized employee records**, HR teams can track training, certifications, performance goals, and evaluations **all in one place**. This proactive support can translate into better care for patients and a **stronger organizational culture**.

## Did you know?

Healthcare workers who engage in ongoing professional development report higher job satisfaction and a greater likelihood of staying with their organizations.

## Recommended features:

- Centralized tracking for certifications, licenses, and training.
- Tools for setting and monitoring employee goals.
- Structured performance review and feedback features.
- Automated alerts for expiring credentials and required renewals.

## Why **this matters**?

Investing in your people isn't just good leadership: it's a smart retention strategy. When staff feel that their growth matters and that their contributions are valued, they're more likely to stay.



Source: [The Role of Continuing Professional Training or Development in Maintaining Current Employment: A Systematic Review – PMC](#)

# Choose a platform that can handle **complex payroll scenarios** with ease by using healthcare-specific tools.

Processing payroll in healthcare isn't just about cutting cheques. It's about often navigating a maze of union agreements, multiple positions, premium shifts, and split pay cycles. Again, applying a one-size-fits-all approach can trigger delays, errors, or mistrust.

But with the right workforce management platform, payroll complexity becomes manageable. A fully integrated payroll module automates the process from end to end, **drawing on real-time data** from scheduling, time tracking, and HR records. Whether you're dealing with **retroactive payments**, split positions, or multiple bank deposits, the system handles it all—accurately and on time.

## Did you know?



In healthcare, staffing costs account for 65–80% of total operating budgets, making accurate, efficient payroll management essential for financial control.

## Recommended features:

- Automated benefits, pension, and compensation administration.
- Tools to manage multi-site, multi-position, and unionized payrolls.
- Integration of scheduling and HR with on-demand reporting.
- Support for retroactive payments and split pay cycles.

## Why **this matters?**

Accurate payroll builds trust and saves time.

By minimizing manual work and preventing errors before they happen, healthcare organizations can reduce administration costs and ensure staff are paid fairly.



Source: [Human resource information systems in health care: a systematic evidence review - PMC](#)

## Select a solution that can fill shifts and respond to last-minute absences rapidly using **auto callouts**.

In healthcare, shift gaps are frequent, and finding replacements quickly is critical to maintaining safe staffing levels and quality care. But manually calling down a list of staff or sorting through availability wastes precious time.

An auto-callout feature can greatly **accelerate this process**. When a shift opens up, the system immediately identifies eligible staff based on **pre-defined rules** like seniority, qualifications, and union agreements. **Offers are sent via mobile** notifications, allowing employees to accept or decline with a single swipe. Schedulers can then assign the shift to the most appropriate candidate.

### **Recommended** features:

- Automated callout workflows with priority-based shift assignment and override flexibility.
- Real-time mobile notifications.
- Employee ability to preview schedule impact before accepting.
- Integration with payroll for instant updates.

### Why **this matters?**

Automating callouts reduces the burden on managers and ensures continuity of care. It also improves response rates. When it's integrated with scheduling and payroll, it also helps avoid grievances and delays.



# Prioritize a fully integrated **platform that connects HR, scheduling and payroll** to eliminate silos.

Juggling multiple software systems across HR, scheduling, and payroll often leads to more problems than solutions: data silos, mismatched records, duplicated work, and constant switching between platforms. For healthcare teams already managing high-stakes operations, this complexity is unnecessary—and costly.

Choosing a unified workforce management platform changes everything. When HR, scheduling, time tracking, payroll, and compliance tools all live in the same system, **data flows across departments**. For end users, it also simplifies the experience, since they have a single login.

## Did you know?



2,500 fewer nurses worked in long-term care in 2022, a 5.1% decline from the previous year.

## Recommended features:

- An integrated solution for HR, scheduling, time tracking, and payroll.
- Streamlined data flow across all modules.
- Shared reporting and analytics across departments.
- Real-time visibility into staffing, costs, and compliance.

## Why **this matters?**

A centralized platform ensures data flow across departments, enhances visibility into critical metrics, and simplifies reporting and compliance. With fewer operational barriers, healthcare teams can focus on what matters most: delivering exceptional care.



Source: [Human resource information systems in health care: a systematic evidence review - PMC](#)

# Invest in a **partner** that truly understands Canadian healthcare instead of a vendor.

In Canadian healthcare, workforce management isn't just about software—it's about understanding the rules, the realities, and the people behind the care. Generic platforms often fall short when it comes to local regulations, union agreements, and the day-to-day challenges of long-term care, hospitals, and community health settings.

That's why it's essential to choose a provider that's more than a vendor—one that's a **true partner in your transformation**. A partner who speaks your language, understands Canadian compliance, and helps tailor the platform to your specific needs. One who works alongside your team during implementation, **offers hands-on support** during go-live, and continues to **guide your success** long after the software is installed.

## Recommended features:

- Specializes in Canadian healthcare and understands unionized environments.
- Takes time to understand your operational and technical needs.
- Offers tailored implementation and configuration.
- Provides end-user training and ongoing support post-launch.

## Why **this matters?**

Technology alone can't solve modern staffing challenges. But technology backed by the right people can. A specialized partner helps your team adopt the platform, adapt to change, and get long-term value from your investment.



# Turn healthcare complexity into clarity with **LGI Workforce Pro**.



As this guide has shown, managing healthcare staff requires more than a scheduling tool—it demands a fully integrated, intelligent, and responsive workforce management platform.

**LGI Workforce Pro** is built specifically for Canadian healthcare environments—including long-term care, hospitals, and community health settings. With tools that centralize scheduling, payroll, HR, and talent management into a single platform, LGI Workforce Pro helps healthcare organizations:

- Reduce administrative burden.
- Boost staff satisfaction and engagement.
- Ensure full compliance with union rules and labor laws.
- Gain real-time insights to make better workforce decisions.





Learn how LGI Workforce Pro can help your team streamline operations, reduce costs, and deliver better care.

Request a demo

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