

WorkWell Pre *Go-Live* Townhall

Week of Dec. 3, 2023

Sandra Lucius, VP Head of Care Platforms

Laura Dannels, VP & Chief Talent Officer

Alexis Callender, VP HR Services

Joe Castanon, VP Contracting & Value Analysis

Jimmy Swartz, VP Accounting

Tonia Benefield, Exe. Dir. IT Enterprise Apps

Pedro M. Rojas, Enterprise Consultant, Change Management Lead



Agenda

Topic

Program Overview and Guiding Principles – Sandra Lucius

Training Update – Laura Dannels

Communications – Pedro Rojas

HCM – Alexis Callender

Supply Chain Key – Joe Castanon

Finance, Payroll and UKG – Jimmy Swartz

WorkWell Go-live Support – Tonia Benefield

Closing Remarks – Pedro Rojas

WorkWell Guiding Principles

Standardize and automate where possible

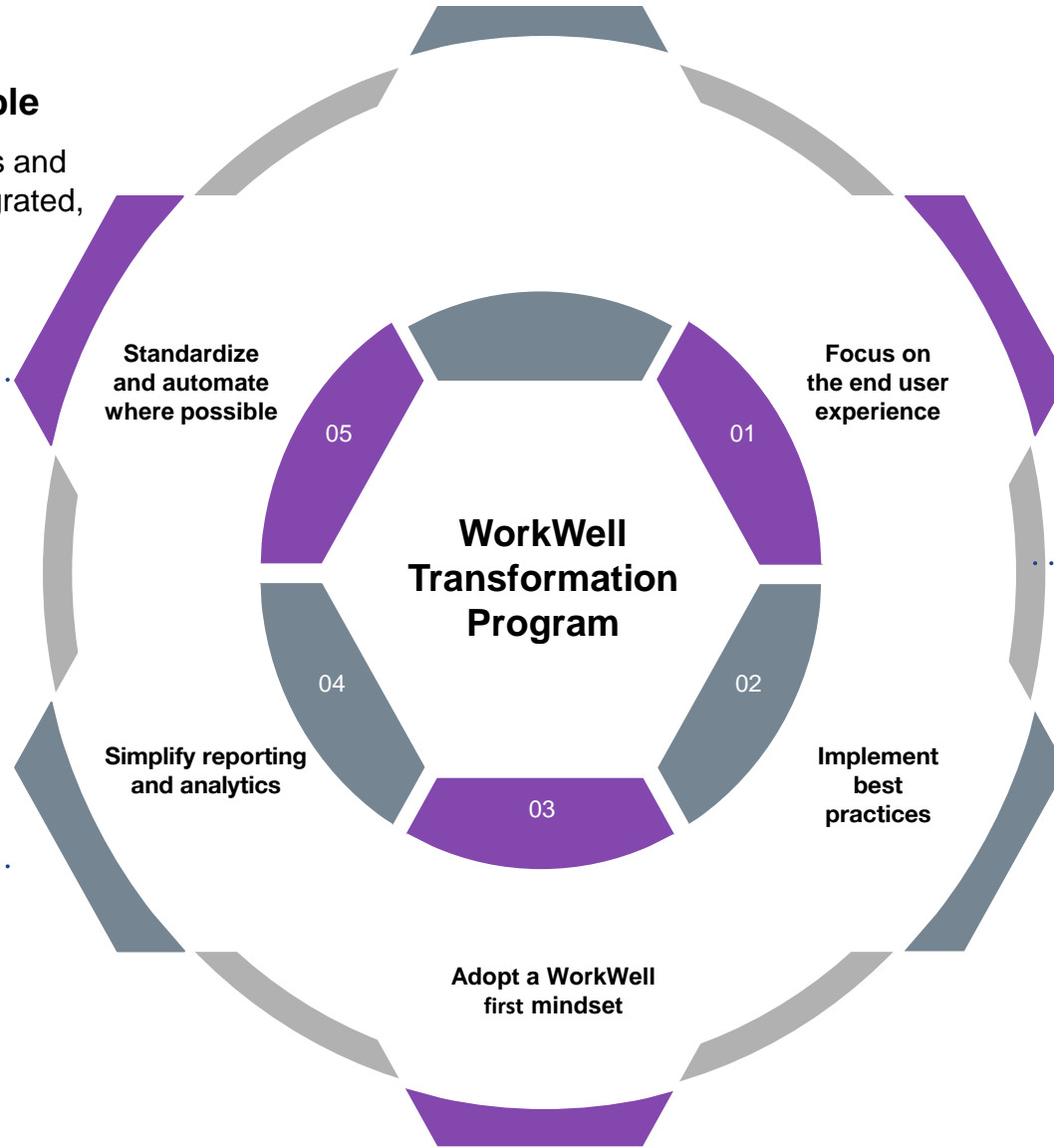
- Challenge current state processes, practices and policies to design a simplified, efficient, integrated, and scalable technology solution.
- Optimize for the whole of organization.

Simplify reporting and analytics

- Provide timely, real time, relevant, accurate information leveraging our strategic themes to be an ecosystem of care powered by a digital operating model.
- Simplify data to enable and deliver commanding analytics for enhanced reporting

Adopt a WorkWell first mindset

- Utilize the power of our partner's solutions where possible to maximize Manager and Employee satisfaction. The solution will be designed and built to support the vision and future state of Wellstar.



Focus on the end user experience

- Create a meaningful user experience to drive early adoption of WorkWell supporting technologies.
- Focus design with the end user in mind, emphasizing simplicity and intuitive use.
- Utilize mobile functionality to promote access anywhere and anytime.

Implement best practices

- Adopt proven best practices, whenever possible, to deploy an innovative digital solution that enhances, streamlines, and maximizes operational efficiency.
- Simplify processes and deliver cost efficient services to end users.

“

We're not just implementing a new system. We're *transforming* the way Wellstar does business.

”

WorkWell Training Communication

WorkWell Training Update



Workday Training in SuccessFactors

Required CBL for all leaders and team members

- Available on Nov. 20, 2023
- Complete before end of year

Supply Chain will lead required live webinars for all leaders on changes and functionality

- Coming week of 12/11
- Required requisitioner training coming after webinars



UKG Delegation & Timekeeping Training

Week of 11/27: required live webinars for all leaders and timekeepers

UKG Leader, Timekeeper and Team Member CBL (week of 12/4)

- Required for TeleTime users (required completion by 12/24)
- Optional for others

WorkWell Website

Preparing for WorkWell

Training

FAQ

Parking Lot FAQ from Trainings

Leader & Team Member Support

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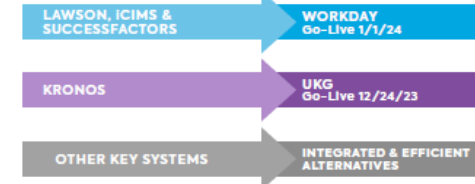
www.WellstarWorkWell.com

WHAT IS WorkWell

WorkWell is Wellstar's system-wide business transformation that is improving the team member experience through the replacement or enhancement of major business technology platforms.

What Changes Are Happening?

WorkWell includes the adoption and implementation of the easy-to-use and accessible digital platforms Workday and UKG. Meanwhile, Wellstar will be sunseting programs like Lawson, Success Factors, Kronos and iCIMS. We are standardizing and automating our digital technology to focus on the best possible user experience for our team members.



How Will This Affect Me?

WorkWell brings HR, finance and supply chain all under one umbrella. With mobile accessibility, team members will be able to do the following from their phone:

- View compensation history and pay slips
- View performance reviews
- Apply for a job or hire a new team member
- Update personal information
- Manage schedules
- Complete onboarding and training
- Report expenses
- Submit purchase orders
- And more!



With WorkWell, you will be able to more quickly and easily complete day-to-day functions from either your desktop or mobile device.

WHAT IS WORKDAY?

Workday is a cloud-based software package that includes solutions for finance, HR, planning and spend management.

WHAT IS UKG?

This new version will allow team members to manage schedules, complete all timekeeping and attestations and more.



Questions?

Reach out to the WorkWell Command Center at 470-956-6000 or email workwell@wellstar.org with any questions.



Scan the QR code to stay up to date on the latest news and initiatives!



Leader Toolkit

[Link to toolkit](#)



About This Toolkit

The toolkit that follows contains the latest updates to key information related to the WorkWell business transformation. Use the Table of Contents below to navigate to the information you need.

Table of Contents



WorkWell HCM

Key Updates & Highlights

HCM



No More TADS!

Hiring and Other Manager Needs Simplified!

- Updates to jobs, requesting compensation changes and other manager requests will be submitted within the Workday system!
- Hiring process will now include automated reference check process, easy-to-schedule interviews and a standardized offer letter.
- Job families and groups have been established; existing job codes are mapped, creating easier reporting and consistency.

Onboarding – One Stop Shop That Allows...

- New team members a seamless and more personalized onboarding experience.
- An intuitive “one stop shop” to access onboarding related activities.
- Grouping of tasks and messages that are important to review and/or take action.

Performance Reviews & Feedback

- Mobile feedback capabilities will allow for faster and more frequent feedback.
- Self-service portal will allow team members to update their profile and access resources and training.



Change Impacts & Personas

HCM



Org. Leader/Hiring Managers/Talent Acquisition

Job Requisition & Create Position Process

Changes to the job requisition process, adding automation to initiate, manage changes and assign cost centers for managers and Talent Acquisition.



Compensation Manager/Admin.

Merit Process

Changes to include system generated calculations and snapshot time capture, which will streamline the process and add automation.



HR Admin/Managers/Internal Comms/Finance

Job Catalog Restructuring

Changes to map existing job codes into a new hierarchy with job family groups and job families.



All Team Members

Introduction of Manager Self-Service

One-stop shop capability for action items with real-time cadence and increased visibility – no more TADS!

Employee Self-Service Process

Expanding changes to multiple processes that do not require manager approval, empowering all users to initiate and complete tasks at their convenience.

HCM Key Dates to Remember.



December 4, 2023

- New requisitions from Hiring Managers will not be accepted.

December 15, 2023

- Last day TADS will be accepted for Dec.10, 2023 pay period (final pay period in Lawson).
- Last Day for team members to elect PTO Cash-in for 2024.
- Last Day to use Decades of Service for 2023.

December 20, 2023

- Team member Lawson access will become read-only.

December 20-29, 2023

- Leaders will be able to submit voluntary terminations, contractor terminations/extensions only (for the pay period 12/24/23-1/6/24).

December 22, 2023

- Leaders will no longer have access to iCIMS.

December 24, 2023

- Planned Go-Live for UKG (*Upgraded version of Kronos*).
- Leaders gain access to appoint timekeeping delegates in UKG (to be completed by January 4, 2024).

December 25-31, 2023

- No TMCO.
- Recruiting system freeze, but recruiting activities will not stop.
- Work with your recruiter to determine interview plans during the system freeze.

December 29, 2023

- Leader Lawson access will become read-only.
- Last day for managers to approve PTO Cash In 100% requests.

December 31, 2023:

- All WorkWell training must be completed.
- SuccessFactors restricted for all team members except those who have pending required courses.
- If a team member has pending required training, such as American Heart Association, onboarding or inclusion training, they will have until January 31, 2024, to complete it.

January 1, 2024:

- Planned go-live date for Workday, replacing Lawson, iCIMS and SuccessFactors.
- All manager requests will be submitted through Workday – **No More TADS!**

January 31, 2024

- SuccessFactors access closed for all team members.

WorkWell Supply Chain



Key Updates & Highlights

Supply Chain



Suppliers

- Requesting suppliers will follow a new process to ensure proper credentials and information is present on the supplier.
- The CSC will be set-up as a supplier. Requisition for CSC items will create sales orders in Tecsys.
- Supply Chain will own the creation and approval of suppliers.

Item Maintenance

- New Purchase Item Request process will eliminate offline communication and route to security groups for approval by the data and contracts team.
- Users will have increased visibility of purchase item information like pricing, suppliers and inventory information when viewing an item.

Procurement

- Requisition approval processes will factor the role of the requestor, requisition type and type of item.
- Requisition sourcing rules determine the supplier to fulfill the order and the buyer responsible to work the PO.
- Contracted pricing is tied to the item.
- Creation of purchase orders without a requisition is restricted by the purchase order type.

Inventory

- No longer need to remember your cost center; it is automatically determined.
- Gain digital and real-time tracking of purchase orders and inventory from location to location.

3rd Party Integration

- Tecsys, Blue Bin, GHX re: implementation.

Change Impacts & Personas

Supply Chain Management



Requisitioners

Lawson to Workday Cutover

Requisitioners will have a new interface to create orders for supplies, services and contracts.

Users can see where a requisition is at any point in time (enhanced visibility into PO status).

Requisitioners will electronically be able to request new vendors.

Items can be added to the Item Master.

"As a requisitioner, I will be able to order and track in real time. I will be able to request for a new vendor to be added and will receive email notifications when items arrive at the CSC."



Supply Chain Analyst/ Supplier Administrator

Supply Chain Processes and Electronic Enablement

Overall improvement to supplier change orders, invoice adjustments, order status and streamlined communications between departments and supply chain processes.

"My team will be able to perform tasks within Workday with enhanced productivity and automation of processes."



Change Impacts & Personas

Supply Chain Management



Organizational Leader

Approvals Within Workday

Approval routing will flow through the cost center management hierarchy above a spend threshold.

“I will have an area called My Tasks that will allow me to approve, deny and push back with questions that need my approval. I will remain active until I complete my tasks.”

Business Transaction Authorizations - proxy and escalations will be automated based on role and given deadlines for approvals.

Cost Center Manager - orders for approvals can be assigned to another leader within the organization.

“I am an SVP and have no manager in between my team. I will delegate office supply approvals to an Admin/Manager/Director that reports to another cost center on my behalf.”





Supply Chain Key Dates to Remember

- Dec. 28: Last day to submit requisitions.
- Dec. 29: Last day to issue a purchase order in Lawson.
- Dec. 29: Last day to approve open requisitions in Lawson.
- After training, all team members requesting requisitions need to select a default workspace.
- Jan. 1: Create requisitions in Workday.

WorkWell Finance



Key Updates & Highlights

Finance



General Ledger and Responsibility Reports

- Cost center and account number is being updated in Workday (cross walk available).
- Cost center and accounts can be searched and used based on alpha characters.
- Responsibility reporting is direct in Workday.

Vendor Invoice Payment Process

- Invoices will be reviewed and approved directly within Workday (no more Webnow).
- Mobile functionality is available through the Workday App.

Expense Reimbursement

- Pre-travel authorizations are no longer required.
- Complete expense reports and expense report approval directly in Workday.
- Use mobile functionality to input and approve expense reimbursement requests.

Pcard Expense Reports

- Pcard expense reports will be completed within Workday (no more BOA Works).

Finance Key Dates to Remember



- Nov. 15: Freeze on new cost centers and accounts.
- Dec. 19: Last day to submit and approve expense reports in Lawson.
- Dec. 20-31: No new expense reports can be submitted in Lawson.
- Dec. 20: Last day to approve expense reports in Lawson.
- Dec. 29-Jan. 9: Freeze on initiating new capital projects in Strata.
- During the Blackout Period you **will not** have access to Strata in order to create New Project Requests, Funds Release Requests (FRRs, or Capital Requisitions).
- Dec. 30: Strata interface freeze.
- Jan 1: Starting using Workday for January Pcard expenses.
- Jan. 2: Team members need to re-enter any unapproved expense reports in Workday.
- Jan. 8: Last day to submit Pcard expense reports in BOA Works for December charges.
- Jan. 31: Last day to submit invoices dated prior to Dec. 31 to Accounts Payable for processing in Lawson.

WorkWell - Payroll & UKG



WorkWell - Payroll

Key Dates	What's New
<ul style="list-style-type: none">• Dec. 26: Payroll processing for the pay period ending Dec. 23.• Dec. 28: Last paycheck paid from Lawson.• Dec 28: No manual check after this date.• Jan. 6: First pay period in Workday ends.• Jan. 11: First paycheck paid from Workday.	<ul style="list-style-type: none">• Paystubs for the Jan. 11 pay day will be available in Workday.• Link to 2023 W2 will be available through Workday.
	<h3 data-bbox="958 568 1498 621">What's Not Changing</h3> <ul style="list-style-type: none">• Pay periods will remain the same.• Timecards will be completed by 10 am on payroll Monday.• Paystubs for paychecks prior to Dec. 31, 2023, will be available in Lawson ESS through Mar. 31, 2023.• The blackout period for manual checks at year-end (consistent with prior years) will be effective starting Dec. 28, 2023.

Overview



- UKG is our new time-keeping payroll solution.
- UKG is an upgrade of Kronos.
- Allows you to record, track and complete payroll more efficiently.
- User-enabled application with expanded capabilities.

What's New?



- The scope of timekeeping & approval will no longer be by **cost center**; instead, it is based on **reporting structure**.
- Timekeepers **cannot approve their edits**; approvals must be completed by a manager.
- Leaders **are required to approve timecards**.
- Leaders **may delegate** the timekeeping and/or approval authority to another leader or team member **if they choose not to record and/or approve time** within UKG.
- Those entering time and approving time **must be unique** (i.e., different people).
- **TeleTime: Users will transition to UKG Remote Time Stamp** (web-based).

Leaders' Call to Action



- Leaders remind team members to use time clocks or Remote Time Stamp (web-based).
- Leaders ensure [TeleTime users are using a time clock or Remote Time Stamp](#) (web-based).
- Leaders [must review their teams within UKG to ensure a schedule exists beginning December 24.](#)
 - SmartSquare schedules will interface into UKG automatically.
 - Leaders (or their delegate) must create a schedule for team members that do not use SmartSquare, if one does not already exist.

Leaders' Call to Action (cont.)



- If leaders do not intend to perform the timekeeping function or approve timecards, they must delegate their authority for each function, [beginning December 24](#) to a timekeeper and/or approver.
 - Delegations should be [completed in a timely manner to provide timekeepers access to perform timekeeping](#) (target completion of January 4).
 - If delegations have not been completed, the leader is responsible for recording team member time.
- Leaders communicate with team members to [follow existing PTO request processes](#) (in SmartSquare or directly with your leader).
 - All actual PTO used should be entered on a team member's timecard, consistent with past practices.

WorkWell Go-Live Support

Logistics and Team Member Assistance



WorkWell Issues Triage



Team members will be able to get assistance 3 ways:

- Self Service through Service Now
- Call the IT Service Desk at 470-956-6000
- Onsite Innovation Rooms

WorkWell Innovation Support Room Location January 1 through January 26, 2024



Facility	Location	Hour of Operation
Kennestone Hospital	310 Education Center Conference Room A	7am to 9pm Room not available 1/10, 1/11, 1/16, 1/18, 1/25
Cobb Hospital	Barrett – Conference Room 1B 1/18 ONLY Cobb Computer Lab	7am to 9pm Room not available 1/9, 1/16
North Fulton	Physicians Dining Room	7am to 9pm Room not available 1/3, 1/4, 1/10, 1/24
Spalding	Classroom 2	7am to 9pm
West Ga	Administration Hall Conference Room	7am to 9pm
Douglas	Annewakee Conference Room	7am to 9pm
Paulding	Atrium Overlook	7am to 9pm
Windy Hill	TBD	7am to 9pm
<p>Days when no room was available the facility will be supported virtually by IT Service Desk. Sylvan Grove will be supported virtually due by the IT Service Desk due to limited space. HODs, Urgent Cares and other WMG's will be supported virtually by calling the IT Service Desk.</p>		

Command Center Logistics
December 24, 2023, through February 23, 2024
7am – 9pm




After 9pm, team will be on call for emergent issues.



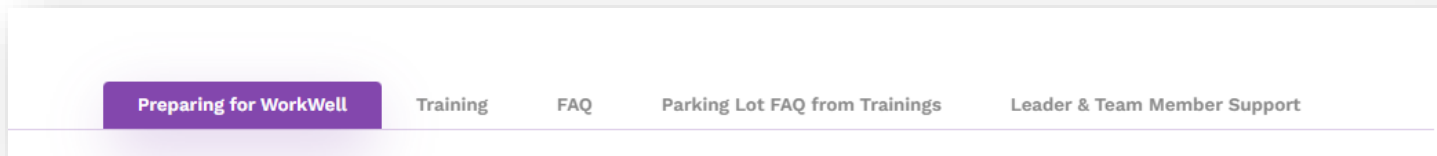
Command Center / Hub	Address	Location
UKG Virtual Command Center Dec 24 – Dec 25	Virtual Dimensions Commend Center	Virtual Teams Call Details
Onsite Command Center Starts December 26, 2023	1800 Parkway Atlanta, GA 30339	9 th Floor: 919 Phillips Plaza
Finance Breakout Room	1800 Parkway Atlanta, GA 30339	12 th Floor: 1208 Sawgrass
HCM Breakout Room	1800 Parkway Atlanta, GA 30339	9 th Floor: 914 Old 4 th Ward
SCM Breakout Room	1800 Parkway Atlanta, GA 30339	9 th Floor: 937 Sweetwater Creek Focus Room @ CSC
Service Desk	Call Center	470-956-6000
Technical Bridge	Dimensions Technical teams WorkWell Technical team	To be added by PM's
Innovation Rooms will be at each facility for local support	Each Hospital, Urgent Cares and Virtual Rooms for WMG	Each Hospital and Virtual



Daily Call Schedules

<p>Daily Innovation Touch base</p> 	<p>11:00am Innovation Rooms Touch Base - Invite to be distributed</p> <ul style="list-style-type: none">▪ Daily call for Innovation Rooms to report issues or trends at facility.▪ Provide pertinent information used to compile daily newsletter data.
<p>Daily Leadership Call</p> 	<p>4:00pm Daily Leadership Call - Invite to be distributed</p> <ul style="list-style-type: none">▪ Report on project metrics determine by SNOW dashboard.▪ Discuss top 3 issues and provide overview of daily newsletter.
<p>WorkWell Team Daily Recap</p> 	<p>5:00pm Daily Team Wrap up - Invite to be distributed</p> <ul style="list-style-type: none">▪ Formal meeting to discuss change management.▪ Escalate issues as needed.

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LAWSON, ICIMS & SUCCESSFACTORS	WORKDAY Go-Live 1/1/24
KRONOS	UKG Go-Live 12/24/23
OTHER KEY SYSTEMS	INTEGRATED & EFFICIENT ALTERNATIVES

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