



**C A R E**  
SYSTEMS, INC

## **Selection Savvy for Scheduling Systems**

---

Ms. Kimberly Corle, CCRN

Dr. Anura deSilva, CEO

Ms. Sonali Jayawardena, Business Development

[sjaya@caresystemsinc.com](mailto:sjaya@caresystemsinc.com)

## Agenda

---

- Welcome
- What is nurse/staff scheduling and what are the challenges/issues?
- What features/functions address these issues?
- Introduction to CareWare Staff Scheduling for Nursing
- CareWare Demo
- Q&A

## What is nurse / staff scheduling?

---

- Objective: Creation and management of schedules for nurses and staff which ***Provide adequate coverage for patient care needs, while avoiding over- or under-staffing situations***
- Criteria for **effective** nurse and staff scheduling
  - **Cost** (does the system provide best fit and best cost with exactness, or only by rules of thumb or heuristics?)
  - **Coverage** (does the system provide automated balancing against coverage and respond to changes on-line?)
  - **Quality** (does the system provide a sense of empowerment and involvement, account for patient needs and unit conditions?)
  - **Stability** (are the schedules sensible, somewhat predictable, or wildly varying?)
  - **Flexibility** (do nurses get schedule flexibility on-line - so they don't have to wait forever to know their work schedules?)
  - **Fairness** (does the system accommodate rules of fairness - holiday patterns, preferences of individuals, etc.?)

## What are the challenges?

---

- Provide 24-hr coverage of relevant skills
- Managing time off patterns: both paid and un-paid time-off
- Accommodate complex work patterns, employee preferences, and salary differentials
- Empower staff - avoid high turnover among staff nurses and managers
- Minimize floating - nurses (typically) do not like to float to other units or departments

## Challenges (Contd)

---

### Handling Understaffing

- Floating
- Nursing Pools
- Per Diem Employees
- Part-Time Employees
- Travel Nurses
- Agency Services

### Handling Overstaffing

- Staff Reduction
- Requested Absence
- Downsize
- Attrition
- Minimize Part-Time and Agency Use

## What are the issues?

---

- Importance of automated, participative scheduling
  - Schedules are people's lives, must be seen as fair
  - Participative scheduling contribute greatly to staff satisfaction - retention
  - Automated scheduling allows hospitals to plan staffing **fairly and effectively**
  - Automated web-architectures allow hospitals to respond easily to ever-increasing reporting requirements (is the architecture "web-natural" or was it built as a stand-alone and connected into the web? If it is a client server connection it is not as efficient as a web natural architecture.)
- Environmental Factors
  - Meet user needs? Sensitive to work processes? (has the system been designed with nurses and manager's decision making and work processes in mind?)
  - Culture-sensitive technology presentation and implementation? (is the presentation of the user interfaces sensitive to the level of preparedness of the user community? Is the training time for Nurses participating in the system minimal- 20 minutes is recommended)
  - Understand if the product functionality is adequate to create efficiency (can the SCHEDULING FUNCTION of the system drive value by eliminating paperwork, improving working lives, and eliminating effort? Or is the main selling point that it stores a lot of non-schedule data and generates a large number of reports. Can reports be generated on an ad hoc basis as managers want them?)

## Important Selection Criteria

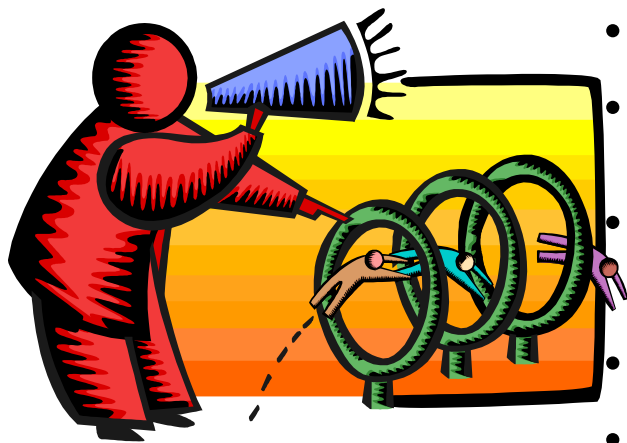
### From a Management perspective

- Are rules of reasonableness and fairness automated?
- Is the right sizing fully automated?
- - - - and manually override-able?
- Was it built for a web-architecture - with fluid access from anywhere to anyone with privilege controls?
- Is the persuasiveness of vendor based on ability to schedule?
- Does the vendor have change management experience? (critical for user adoption through the entire community and to create efficiency)
- Does vendor and the system speak to the future or boast about the past? (a system with a 200 or 1000 installations may speak to the non-adaptability of the system- is the system constantly evolving?)



# Important Selection Criteria

## From an Employee Perspective



- A participative design? (instant access on a controlled basis to everyone in the community?)
- Allow individual preferences? (customizability)
- Automated request handling? (supporting a fair and equitable process)
- Shift bidding for full-time and temporary resources? (to maximize the use of internal resources)
- Allow community messaging?
- User-friendly interface with minimal training time?
- Integrated on-line / phone support?



CARE  
SYSTEMS, INC

**Let's take a look!**

---

## Contact Us

---

- **Telephone**
  - 240.404.0355
- **Email**
  - [Kcorle@altoonahospital.org](mailto:Kcorle@altoonahospital.org)
  - [Adesilva@caresystemsinc.com](mailto:Adesilva@caresystemsinc.com)
  - [Sjaya@caresystemsinc.com](mailto:Sjaya@caresystemsinc.com)
- **Website**
  - [www.caresystemsinc.com](http://www.caresystemsinc.com)