



Case Study

The Royal Hospital Donnybrook

STAFF.CARE FROM SMI



The Royal Hospital Donnybrook

Summary

"Staff.Care electronic rostering allows us to schedule the right people, in the right place, at the right time to make the best use of our resources while maintaining a consistently high level of patient care."

Graham Knowles
Chief Executive Officer
The Royal Hospital Donnybrook

Subject to the need to provide quality patient care within increased budgetary constraints and the demand for more detailed and regular survey statistics from the Health Service Executive (HSE), which is responsible for providing Health and Personal Social Services for everyone living in the Republic of Ireland, led The Royal Hospital Donnybrook to investigate the use of technology to assist in rostering their nursing staff.

After a thorough investigation of the market place they chose to implement Staff.Care from SMI, a company that The Hospital had worked with for a number of years as suppliers of their patient administration system. *"We had to look at ways of providing more effective and efficient resource deployment"*, says Graham Knowles, Chief Executive Officer at The Hospital.

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The Hospital also needed the ability to monitor their performance against KPIs set at multiple levels i.e. at both directorate and also at individual unit level.

"Staff.Care not only delivers real time information to management giving them total visibility across the organisation, but it also assists us with internal monitoring and the reporting demands set by the HSE", explains Graham.

BENEFITS

- Reduced labour costs
- Reduced staff turnover
- Reduced absenteeism
- Compliance with Working Time Regulations
- Reduced payroll errors and administration costs



Staff.Care - Web based e-Rostering solution for Healthcare

The Royal Hospital Donnybrook

The Royal Hospital Donnybrook (RHD) provides hospital care for people requiring rehabilitation, respite, complex continuing care and day hospital services. The total service provided is characterised by teamwork involving medical, nursing and therapy expertise including physiotherapy, occupational therapy, speech and language therapy, clinical psychology, nutrition and medical social work.

In addition, the Day Hospital caters for the needs of up to 25 patients every day. Twenty eight elderly general rehabilitation beds and 12 elderly stroke rehabilitation beds cater for approximately 150 admissions each year. In total The Royal Hospital Donnybrook have just over 200 nursing staff organised across 12 units.



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**Kaye Moir
Director of Nursing
The Royal Hospital Donnybrook**

Roster Creation

Initial preparation of the information for a rota commences between four and six weeks before the start of the rota period when the ward manager checks leave requests, shift requests, and study leave requirements etc. The rota is converted from draft to a final form two weeks before the period starts.

"Creation of the rota is so much easier with Staff.Care", says Nicola Doyle, System Administrator at RHD. "Accurate, live information is immediately available for everybody to use as soon as it has been entered. It saves enormous amounts of time as we no longer have to collate information from manual leave books or sickness cards."

With all duties now available to be viewed on line the rota is always up to date and Clinical Nurse Managers can address issues such as unexpected staff shortages more easily by quickly changing duties or being able to borrow or lend staff, from and to other units. There has been little or no resistance from staff to using the system. *"Now staff members roll their eyes if they are asked to do something on paper!"* says Kaye Moir, Director of Nursing.

'Care for your staff with Staff.Care'

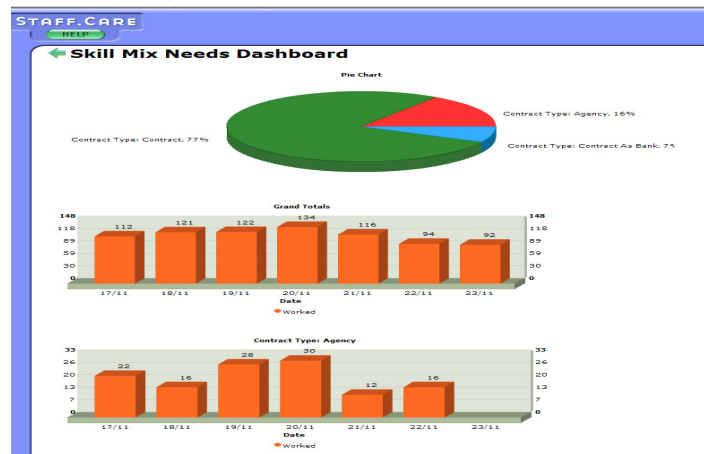
Monitoring Absenteeism & Controlling Budgets

"A key factor that affects any budget is absenteeism. Staff.Care allows the organisation to tailor reports to manage unit resourcesand like wise to manage the proportion of leave taken as annual leave , study leave or maternity leave either at individual / unit / or in summary for the directorate ,"

**Kaye Moir
Director of
Nursing
The Royal
Hospital
Donnybrook**

The Director of Nursing is a key member of the management team of any healthcare institution. At Donnybrook, Kaye Moir brings years of nursing experience in rehabilitation and continuing care to her current role. This practical experience, combined with academic training in the form of Masters of Business Administration in Health Care Management, has enabled her to implement focused practice development that significantly underpins quality patient care. Kaye strongly supports the implementation of technology to assist the nursing management process.

"To monitor Nursing and Support staff budgets effectively I need accurate & timely information", says Kaye. "As a management tool Staff.Care is terrific! All the human resource information I require is at my finger tips, in user friendly graphical format and at the push of a button and I know it's 100% accurate."



Nursing Management uses the Staff.Care Management Dashboards to keep tight control over the number of shifts worked by contract, bank and agency staff daily, weekly or by period. Information can be presented at directorate level and there is a drill down facility which delivers information for each unit. Staff.Care also presents comparisons of resources based on patient acuity to benchmark efficiencies per unit.

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Time Sheets & Returns

"It used to take me 10-12 hours to enter all of the time sheet information into our returns system for just under 200 staff, work out the overtime rates and calculate hours worked. Staff.Care does all of this for me automatically. It takes me just an hour to check the output."

**Nicola Doyle
System
Administrator
The Royal
Hospital
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Each Monday the final off duty is completed for the previous week and timesheet and payroll preparation started. As the majority of duties are not changed the hours can be taken straight from the rota as input to payroll. Timesheets no longer have to be manually keyed to feed the payroll.



Sick leaves are recorded in Staff.Care as they are notified to the ward. Overtime is recorded on a single sheet for each ward, signed by the employee and authorised by the ward manager as an audit trail. This document is currently passed to the nursing office for input although in the future this process may also become electronic.

With Staff.Care only hours worked need to be collected as the Payroll Engine works out how the enhancements are to be paid. During implementation Staff.Care is configured with rules defined by the organisation to determine whether an enhancement should be classed as overtime, and if so, at what rate it should be paid.

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Once the payroll data has been verified and a Returns Report produced it is exported from Staff.Care to provide an electronic feed to Donnybrook's payroll system which then performs the gross to net calculations. The production of payroll information is not only much faster there is less chance of errors as the need to manually key data is greatly reduced.

For The Future

"We have been using Staff.Care for rostering all nursing staff for some time now. The objective in the short time is to use the system to assist in the management of all 500 staff at Donnybrook," says Graham Knowles.

The Royal have worked with SMI to configure Staff.Care to their exact requirements. It meets the exacting demands of a healthcare organisation in terms of rostering staff and management controls. In the short term it is planned to also use the recently introduced HR facilities within Staff.Care to assist in monitoring areas such as appraisals and detailed personnel records.

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