



Case Study Springhill Hospice

STAFF.CARE FROM SMI

"Staff.Care helps us to maintain our costs, while providing better information for our staff and most importantly ensures the right numbers of staff, and skill mix are in place to support the delivery of quality care to our patients".

Christine Webb
Chief Executive Officer
Springhill Hospice

More Than a Rostering System

Springhill Hospice have been a user of the SMI Staff.Care eRostering solution since 2004 but have recently taken advantage of its comprehensive Human Resources functionality to deliver centralised personnel information for all of their staff.

This includes the ability to alert management when events have to be completed such as attendance at mandatory training, dates for appraisals and expiry of PIN numbers.

Because all staff records are now maintained on the central Staff.Care database management of personnel issues is simpler and much easier to control.

HR & Personnel Records

The system can quickly analyse which staff have attended which training courses, when they took place and for how long. This helps to ensure that external training provision is not only equitably spread across all staff, but that mandatory courses are attended in a timely manner and all skills are kept current.

Regulatory bodies such as the Healthcare Commission require annual submission of information for self assessment purposes. Having all skills and qualification information readily to hand makes reporting for the Hospice simple and less time consuming.



STAFF.CARE HR MODULE BENEFITS

- Management of skills and competencies
- Set alerts to manage HR processes
- Configure your own forms to store organisation specific information
- Generate user defined reports



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

How It All Began

"The support staff at SMI have always been responsive to our requests. If I ask for support or need a question answering they always come back promptly and with a solution that works".

**Julie Halliwell
Organisational
Development
Manager
Springhill
Hospice**

The idea for a Hospice in Rochdale was the brainchild of Margaret Geoghegan MBE – then

a ward clerk at Birch Hill Hospital. The ward Margaret worked in had many patients suffering from cancer, who on discharge, were often referred to the "nearby" hospices in Manchester and Yorkshire.

Springhill Hospice
Rochdale 

Recognising the need for something a little closer to home for Rochdale patients, Margaret assembled a team of willing volunteers, and in 1983 an appeal was launched and the team began the daunting task of raising sufficient money to build Springhill Hospice. The doors of the Hospice were opened by HRH Princess Anne in 1989.

Springhill Hospice provides Specialist Palliative Care for people with life-limiting illness. In-patient, Outpatient and 24 hour advice line services are available for patients throughout Rochdale and surrounding areas. In addition to services for patients, care is extended to the patients' carers and families. The Hospice has a 16 bedded in patient unit consisting of 7 single rooms, and three multi-occupied bays. Patients are admitted under the care of medical and nursing teams.

"Without Staff.Care we would probably have had to employ extra staff to support our clinical services. Staff.Care gives us greater visibility and auditability. The flexibility and comprehensive reporting facilities are first class", says Keith Maguire, Finance Assistant.



'Care for your staff with Staff.Care'

Organisational Challenge

"The ability to have all the information in one place when it comes to hours worked, and hours owing is a major time saver. In addition our staff are confident in the calculations that Staff.Care performs. We have reduced the amount of queries over flexi-time calculations at a stroke."

**Keith Maguire
Finance
Assistant
Springhill
Hospice**

By 1996 administration requirements had grown significantly and it was decided that a computerised system was required to assist in the management of patient records and in producing the reports and statistics associated with palliative care.

After an extensive evaluation of the marketplace Pal.Care from SMI was chosen as the preferred solution. SMI had been delivering patient records solutions since 1989 and so had both a thorough understanding of palliative care and had developed a comprehensive yet easy to use application that suited the needs of Springhill.

In 2001, as a natural extension to their patient records system SMI introduced Staff.Care, a staff rostering solution. When Springhill decided that they needed to automate the production of staff rotas Staff.Care was the obvious choice.

Implementation began during 2003 under the project management of Julie Halliwell, Organisational Development Manager. In total Springhill employee 100 staff of which 80 are rostered using the Staff.Care system. This includes 70 clinical staff and AHPs, administration and management and 10 catering and domestic staff.

"One of the reasons we chose SMI for our rostering system was because we had built an excellent working relationship with them during the previous six years", says Julie. "In the hospice we have limited IT skills and little time to sort out systems issues. Our main concern is maintaining our reputation for delivering high quality patient care".

She continues, *"The support staff at SMI have always been responsive to our requests. If I ask for support or need a question answering they always come back promptly and with a solution that works".*



'Care for your staff with Staff.Care'

The Solution ~ Key benefits

Without Staff.Care we would probably have had to employ extra staff to support our clinical services.

Staff.Care gives us greater visibility and auditability.

The flexibility and comprehensive reporting facilities are first class".

**Keith Maguire
Finance
Assistant
Springhill
Hospice**

The implementation of Staff.Care realised immediate benefits for the hospice. As a consequence of producing the rota Staff.Care can print time sheets automatically. These can then be signed by the member of staff and authorised by management with only changes to the rota needing to be noted. The recording of actual time worked was therefore more accurate from the outset.

"Perhaps the greatest savings that Springhill have achieved by using Staff.Care is the automatic production of timesheets. What used to take nearly two days can now be completed in two hours, and with greater accuracy", explains Julie.

Staff.Care was implemented at the same time that Annualised Hours were being introduced to the organisation. Using Staff.Care allowed one person to be responsible for the management and control of all training information, contract information and recording of holidays and leave. The centralised processing of all workforce data gave the hospice better control over administrative procedures and saved considerable time both for administrative staff and for the ward management.

"The ability to have all the information in one place when it comes to hours worked, and hours owing is a major time saver. In addition our staff are confident in the calculations that Staff.Care performs. We have reduced the amount of queries over flexi-time calculations at a stroke", says Keith Maguire. *"Being able to answer flexitime queries at the touch of a button has enabled managers to flex staff on and off as required and has delivered more effective use of resources".* continues Keith.

Christine Webb, Chief Executive at Springhill, summarises the benefits of electronic staff rostering at the hospice by saying that, *"Staff.Care has proven to be an essential part of the support structure at Springhill. Staff.Care helps us to maintain our costs, while providing better information for our staff and most importantly ensures the right numbers of staff, and skill mix are in place to support the delivery of quality care to our patients".*

**4 Edison Village
Nottingham
Science Park
University
Boulevard
Nottingham
NG7 2RF**

www.smicare.com

Tel: +44 (0) 1159 22 92 41

'Care for your staff with Staff.Care'