



**Staff.Care eRostering  
Software**

# St Elizabeth Hospice Case Study

February 2010

**St Elizabeth Hospice** in Ipswich opened in 1989 and has been an SMI customer since 1998 using our Patient Information System. They currently have approximately 160 staff and around 400 admissions each year with over 1100 attendances in Day Care last year.



**St Elizabeth  
Hospice**  
IPSWICH  
Registered Charity No. 289154



St Elizabeth Hospice contacted us to discuss eRostering after considering alternative solutions concluding in the implementation of **Staff.Care** during September 2009.

*Do you wish you had made the decision to implement Staff.Care sooner?*

*"Yes. It has released a Senior Nurse back onto the ward for 1 extra day a month"*

*says Brian Bolt  
Corporate Services  
Manager*

## Staff.Care Implementation ~ So Quick & Easy

Not all the staff at St Elizabeth Hospice had vast IT skills however, Staff.Care proved extremely user friendly; coupled with the minimum involvement from their internal IT Department meant implementation produced no challenges.

*"Some of the staff who now use Staff.Care had little IT experience but as it was very user friendly, they managed to pick it up quite quickly"* says Zena James.

The Key Factors for purchasing Staff.Care from SMI were that *"the software was readily understandable and looked easy to use and was cost effective. In addition it required very little IT input from ourselves"*.

## Key Queries ~

**Q: We are only a small hospice do I need Staff.Care?** (SEH = St Elizabeth Hospice)

**A:** Yes, on one ward SEH has released a Senior Nurse back to patient care for 1 extra day a month. Management Reporting can now be produced immediately without any paperwork or calculators!

**Q: Will Staff.Care require extra servers or any new hardware?**

**A:** Staff.Care is hosted by SMI for SEH so all they needed was an internet connection.

**Q: My staff are not very computer literate, how will they cope?**

**A:** *"Staff.Care is very user friendly, one of our staff was not that IT literate and has managed very well"* Zena James, SEH.



**Staff.Care - browser based  
e-Rostering solution for  
Healthcare**

**Staff.Care from SMI**

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## Staff.Care Implementation

The key considerations when making the decision to implement Staff.Care was how easy the software is to install and that your staff would be able to use eRostering with minimal training.

The team at St Elizabeth Hospice, especially Zena James, their Senior IPU/H@H Administrator, were very motivated and enthusiastic during the whole implementation process - this being the main driver to the success of the project. After only 2 days of training, they decided to 'Go Live' across 2 units. *"SMI offered great support, people say they are just at the end of the phone but that's not always the case, the support and help we have received has been exceptional".*

## Implementation Timetable

*"Our experience so far with Staff.Care and SMI has been very good and enabled us to go live with the software about 2 months ahead of schedule. An easy to use system with very good support"*

### **7th September 2009**

Implementation and Manual Modelling Meeting

### **16th September 2009**

Key User Training Day 1

### **29th September 2009**

Key User Training Day 2

**~ WENT LIVE ~**

### **21st October 2009**

Key User Training Day 3

After using Staff.Care for 4 months, SEH had the rotas already planned for the next 8 weeks. All the staff information is within Staff.Care producing reports and management information immediately without checking holiday planners, diaries and sickness forms, obviously as time progresses the savings will become more and more valuable.

SMI would like to thank all the staff for their enthusiasm throughout the project, especially Zena James and Brian Bolt.

***"Staff.Care enables the hospice to better manage its most valuable resource ~ our staff"***



## **Staff.Care eRostering Software**

**St Elizabeth Hospice are using Staff.Care for managing the Ward (approx. 40 Primary staff and 25 Bank staff), Community Care & Day Care.**

**For further information about Staff.Care please contact SMI**

**Please do not contact SEH direct**

Version: CS400.1

### **Staff.Care from SMI**

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