

# SMI

## Staff.Care iCare Planner

### Contents

- Welcome
- SHSC NHS FT
- Staff.Care
- iCare
- SMI Services
- Implementation
- What's NEW
- Partners
- Always Growing

Staff.Care has proved to simply transform the way your staff are currently managed, providing accurate rotas, accurate wages and accurate management reporting...



# Newsletter

## Winter 2011/12

SMI take enormous pleasure in thanking you for the year we have had and take delight in bringing you up-to-date with all the happenings at SMI during 2011

SMI continue to invest considerably in system development, to offer our customers the elite features and flexibility they have come to expect in their Workforce and Patient Management solutions, many of these developments are as a direct result of customer feedback, an area SMI always appreciate opinions. **Michael O'Brien, MD**



### Staff.Care Supporting NHS Foundation Trust



Sheffield Health and Social Care are the main provider of a wide range of specialist health and social care services to the community, carers and families of Sheffield. As a Foundation Trust, they also work in partnership with Sheffield City Council to provide a wide range of social care services.

SMI have been appointed by Sheffield Health and Social Care NHS Foundation Trust to provide their Workforce Management Solution and are already delivering quantifiable results across a number of areas, including;

- ⇒ Increasing staff efficiency by 3%
- ⇒ Providing more effective rosters
- ⇒ Reduce their spend on Bank/Agency staff
- ⇒ Significantly Reduce Payroll errors



"We looked at core functionality as well as existing customers before we made our decision, but it was the ease of use and the experience of SMI in this market place that convinced me and my team to go with Staff.Care. Ten months on we are pleased with the decision we made."

**Tom Davidson, Head of IM&T, SHSC**





## Staff.Care

**Staff.Care Workforce Management has enjoyed its greatest growth so far, in 2011 we have increased the customer base by a third.**

Staff.Care can now be used on any browser and smart phone (mobile). SMI now have customers using Staff.Care for all staff types as their sole Human Resources system including Volunteers Management.



### Staff.Care Key Features include;

- ⇒ Electronic Staff Rostering
- ⇒ Human Resources
- ⇒ Lone Worker Alert System
- ⇒ Management Reporting & Dashboards
- ⇒ Time & Attendance Management
- ⇒ Bank/Agency Staff Management & SMS/Text
- ⇒ Automatic Calculation of Timesheets
- ⇒ Absence Management
- ⇒ Biometrics

### Staff.Care Customers:

"SMI won the contract as a result of a competitive tender, cost saving, time saving, reduction in payroll queries, improved reporting. Definitely the best product on the market when we performed our tender."



**John Quirke, Workforce Efficiency Programme Manager**

"Staff.Care has enabled us to significantly streamline our staff planning and rostering, while simultaneously reducing the time and cost of doing so. Our next phase of development is using Staff.Care to integrate our personnel, payroll and rostering records into a single seamless process which we believe will deliver further efficiency and cost benefits."



**St Elizabeth Hospice**  
IPSWICH

Registered Charity No. 289154

**Brian Bolt, Director of Corporate Services**

**Customer Feedback is very important to SMI and is key to all future developments of our software. Please get in touch if you have any ideas or suggestions.**

By linking iCare with Staff.Care, using iPlanner, Lone Worker Management is provided which includes Mobile Phone Alerts for arrival and departure of Home Visits. You can also link staff shifts directly with Patient Home Visits, as well as managing all of your clinics.



New and existing customers continue to migrate to iCare and are enjoying attributes that literally transform the way each organisation operates. iCare is so much more than just a data entry/statistics engine, with its 'ease-of-use' and major functionality, iCare has rapidly become the market leader in Patient Management Systems.

**iCare Key Features include;**

- ⇒ Patient History at a glance
- ⇒ MDS Compliant
- ⇒ DrugInfo & Medical
- ⇒ Clinical Bookings & Appointments
- ⇒ Secure Internal Messaging
- ⇒ Smart Forms - bespoke reporting
- ⇒ Management Reporting
- ⇒ Administration & Clinical Statistics & Auditing

Smart Forms is probably top of the list of iCare's superior functionality, they can simply be attached to ANY data item within the Patient Record and include any information you require, including; main patient details, clinical, family, diagnosis and equipment, additional documents can also be attached to the Smart Forms themselves, such as letters, scans or any images, making them truly **SMART**.

**iCare has proved to be instrumental in guaranteeing enriched Patient Care.**

**iCare Customers:**



**St Peter's Hospice**

"The Completion of our core notes could take up to 90 minutes without Smart Forms, but by using our own Smart Forms this time has been reduced to approximately 30 minutes."

**Graham Stubbs, Community Services Manager**



**paulsartori**  
FOUNDATION

"I have just used a standard activity report to do (in about 3 seconds) some analysis, that took me 4 hours last time I did it, with my previous system!  
How pleased am I ?"

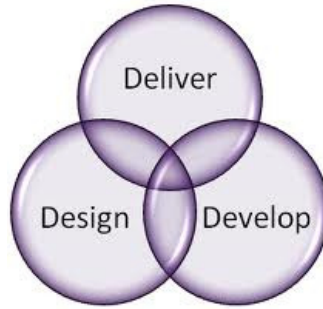
**Sophie Thomas, Matron**

**SMI**

**SERVICES**

SMI continues to improve, we are pleased to announce we offer the following services;

- ⇒ Workforce Management
- ⇒ Human Resources
- ⇒ Payroll Services
- ⇒ Time & Attendance
- ⇒ iPlanner for Patient and Clinic Bookings
- ⇒ Patient Information Solutions
- ⇒ Consultancy & Implementation Services
- ⇒ Software Hosting Services
- ⇒ Bespoke Reporting



## Implementation

DMC Healthcare run 6 GP practices and 2 walk-in-centres across London and the South East of England and have gone from all paper to all online within 6 months. Making them a more efficient and environmentally friendly healthcare organisation.



SMI would like to bring to your attention to some of the new features introduced to your software, including;

- ⇒ **Lone Worker** - Alerts and Mobile phone clock in and out of visits
- ⇒ **Texting** - Incorporated into Staff.Care for Alerts and integrated bank system
- ⇒ **Mobile** - Staff.Care now supports any browser and any smart mobile phone, including reporting functionality
- ⇒ **Patient Acuity Tool** - linking real time to the rota and automatically warning of over or under staffing
- ⇒ **Community** - Patient demand booking for community teams and also clinical bookings for Staff & Patients



# SASPartners

SMI are pleased to announce our new Partnership with SASPartners. Our combined industry knowledge offers our customers a superior service, that is both a practical and realistic solution, concentrating on maximum benefits at the lowest cost in the shortest timeline.

 **SMI**

**Always Growing**

**Our Customers**

One section of SMI that is continuing to expand is our client base with new customers coming on board all the time;

Sheffield Health & Social Care  
Ayrshire Hospice  
The Beacon  
Bolton Hospice  
HSE - Swords  
Isabel Hospice  
St Luke's  
Treetops Hospice  
Capio Nightingale

**Our Team**

**Martin Vardy**

joins the team as an extension to our Implementation Consultancy team, bringing with him over 18 years Rostering experience within large corporate organisations and NHS Healthcare.



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

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