SMI

Staff.Care Case Study – Isabel Hospice

Isabel Hospice in Welwyn Garden City, was founded in 1982 by a number of dedicated people inspired by Isabel Last, who herself had cancer. Registered as an independent charity in 1983, Isabel Hospice cares for the eastern Hertfordshire area by its dedicated staff. Services include an Inpatient Unit, Day Care Services, Family Support Team and a 24 hour Advice Line.

The Business Challenge

After fully investigating the current marketplace, Isabel Hospice decided to implement Staff.Care from SMI which "provided the best balance of capability and value for money". Staff.Care provided the perfect solution to address the on-going issues around senior staff time management. **"Recognising key issues around misused Sister time, such as rota management, answering staff queries, checking and authoring time sheets, there were also hidden issues such as accuracy of data"** says **Steve Quiddington, Head of IM&T**. Another factor to take into account was the low levels of IT literacy and how staff would react to a new electronic system.

The Key Directives and how they were met

Finding a cost effective solution to save time spent by Sisters on rostering and reallocating the time to caring for patients.

Isabel hospice recognised that too much time was spent maintaining arduous administration records to manage their staff and reconciling timesheets. Outdated systems were in place which provided inaccurate data whilst spending hours to maintain.

The Implementation of Staff.Care began in April 2011 and now manages all the rostering requirements for the clinical staff including electronic leave management and bank requests via the My Staff.Care Self Service Portal. As well as implementing the eRostering software, SMI also provided a bespoke Payroll Interface to their existing payroll software. All the time consuming procedures in the past were streamlined instantly, from rota creation to paying staff. Major Cost and Time savings were realised very quickly following the implementation of Staff.Care.

"Because Staff.Care has streamlined our internal procedures the information provided is much more accurate, we don't have to double check figures manually and all the staff are confident with the reporting capabilities. Very little time is now spent resolving staff wage and timesheet issues"

The Implementation of Staff.Care

Having made the decision to introduce Staff.Care, one of the real risks for the project failing was the lack of IT skills of some staff. The ease of use of Staff.Care meant that these fears were quickly forgotten. All end users were trained from the start to use the 'My Staff.Care' Self Service Portal. All contracted and bank staff attended short workshops which enabled staff to view the rota, request shifts/leaves and input their Availability. Because Staff.Care is a Cloud Based solution, staff were excited that these actions could be managed from home via tablets, mobile phones or their PC's. Management Staff were also pleased with the ease of reporting and having everything they need to hand with the added assurance that it's 100% correct.

No Looking Back

All the team at Isabel Hospice are extremely happy with Staff.Care and all the benefits realised since its implementation. Staff.Care provides more than just an eRostering solution, it has enabled the hospice to introduce new internal procedures and policies to streamline their workforce management practices. Issues were highlighted and rectified during the implementation that would probably have never been found before.

Steve Quiddington, Head of Information Management and
Technology at Isabel Hospice was the Staff.Care Project Lead.

"The main reason for introducing Staff.Care was the known issue of misused Sister time. Not only to set up each roster but also to answer staff queries, check/sign off timesheets etc. There were hidden issues such as accuracy of data" says Steve.

SMI assessed their requirements and configured Staff.Care to suit their exact requirements. Including a bespoke Payroll Interface with eradicated all the labour intensive chasing and checking processes.

"From day one **all** staff were trained to use Staff.Care, improving accuracy and efficiency, also consigning paper holiday charts in the bin".

Immediate Cost and Time Savings at Isabel Hospice

Hours saved planning the rota and general rota management

Bank Shifts filled quickly, no more calling around

No more checking of timesheets and trying to decipher handwriting

Payroll enhancements are automatically calculated and therefore 100% correct and saving hours of time and costly mistakes

Staff enter their own Shift and Leave Requests, saving valuable time

Improved internal procedures and policies

"Staff.Care has streamlined our internal procedures the information provided is much more accurate, we don't have to double check figures manually and all staff are confident with the reporting capabilities. Very little time is now spent resolving staff wage and timesheet issues. **Staff.Care has delivered on its promises!**"

Software Medical Informatics Ltd
208 Queens Road, Beeston, Nottingham, NG9 2DB

✉ enquiries@smicare.com   📞 0115 922 9241

🌐 www.smicare.com   f 🐦 smilimited