

Welcome & Thank you



Softworks
Works for your workforce!

 **THE 14th NATIONAL
Health Summit**

Introduction...

Welcome and “Thank You” for attending

- Andrew Ferguson - CEO, Softworks
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How the latest in workforce management technology can increase efficiencies, reduce costs and improve patient care.

This session will focus on how new technology is not just about reducing workforce costs; it's about workforce productivity and reducing time and effort spent on manual tasks that add no value to a healthcare provider or at the very least, can easily be performed by a computer. Thus, freeing up this valuable resource to spend time on patient care and where the organisation needs them most.

They say you can judge a persons character by the friends they keep



These are our Healthcare friends...



**BEAUMONT
HOSPITAL**



BON SECOURS



**National
Maternity
Hospital**



Beacon Hospital
in partnership with UPMC



Mercy
UNIVERSITY HOSPITAL



**Coombe
Women's Hospital**

**St. Michaels
House**



**Mater
Private**



LauraLynn
IRELAND'S CHILDREN'S HOSPICE



**An Bord Altranais
Nursing Board**



**Cork Association
For Autism**
Supporting Adults with
Autistic Spectrum Disorder



Ospidéal Ollscoile Chorcaí
Cork University Hospital



Medical Council
Comhairle na nDochtúirí Leighis



Halton Women's Place
Healthy Relationships • Healthy Communities

e-Rostering key principles

NHS

Improvement

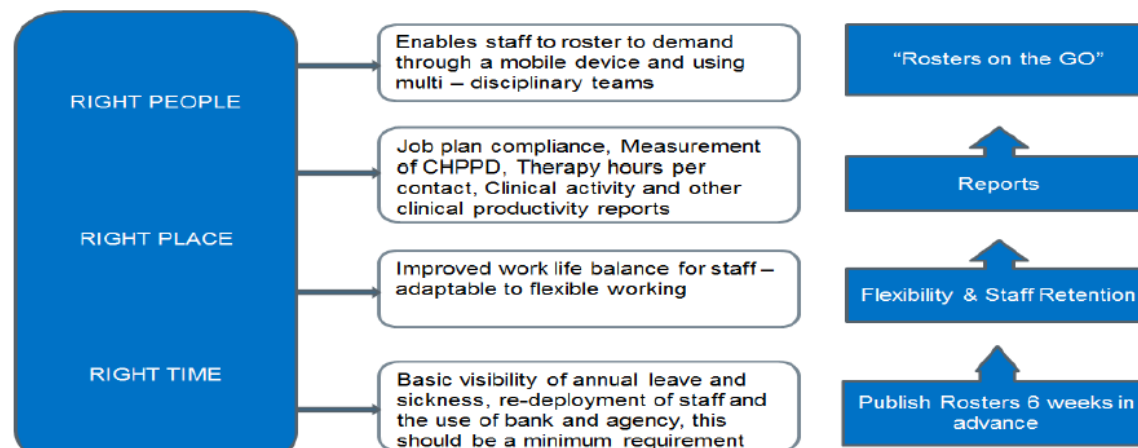
Simply having an e-rostering system is not enough. Using it effectively unlocks enormous workforce opportunities. Effective deployment of E-rostering is key to balancing demand and supply to optimise workforce in all sectors



Achieving an advanced level of attainment in use of e-roster systems promotes:

- **Safe staffing** - identifying and meeting daily care needs, including enhanced care requirements
- **Productivity & Efficiency** - supporting deployment of substantive staff as effectively as possible
- **Improving retention** - enabling staff to manage flexible working, using smartphone technology and ensures fairness of rosters
- **Contractual hours matching** – ensuring hours worked match contracted paid hours
- **Agency reduction** - reducing agency demand by using good roster discipline to maximise bank usage

Levels of Attainment



Key ingredients for success in addition to the software:

- Strong leadership from Board level & governance
- Robust systems & processes
- Training for clinical line managers

Automation of “non” value activities



Better utilisation of existing resources on value “adding” activities



Non value activities

- Processing Timesheets
- Compiling and making changes to rosters & spreadsheets
- Checking compliance and building WTD reports
- Compiling national reports i.e. HSE Census report, combined national absenteeism/maternity Leave return...
- Managing shift swaps
- Handling employee queries
- Re working payroll/s, etc...

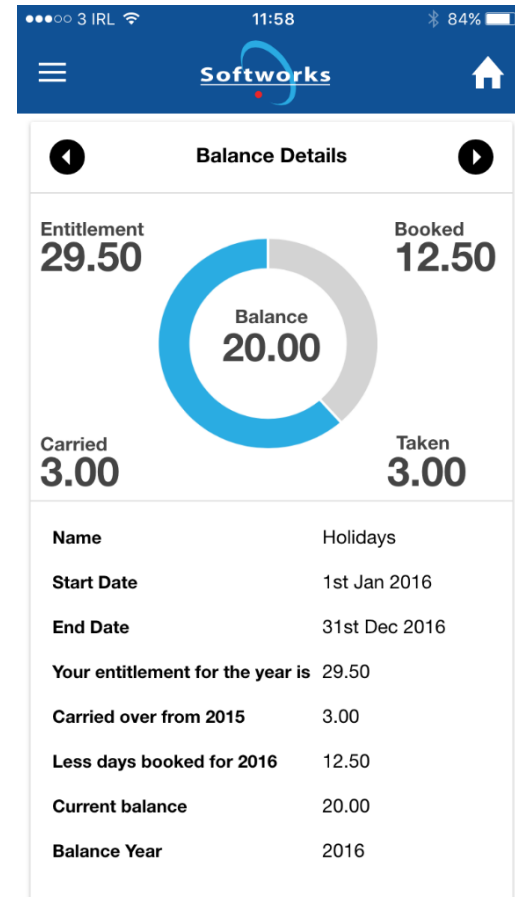
Win – Management team

- **Rosters** built at the click of a mouse - fairness and equity **wizard**
- **Compliance** – Working Time Directive, Health & Safety and GDPR
- Electronic time capture – **eMail time sheets** or clocking
- **Payroll** integration, **end to end automation**
- Proactive, automated alerts
- Reporting and Dashboards
- **Automation** of HSE reports
- Track hours against budgets
- Manage planned and unplanned absences and annual leave
- Training and skills tracking
- Electronic email authorisations
- **Reduction** in **overtime**, agency staff, etc.



Win - Employees

- Fairness & equity
- Self rostering – preferences & availability
- View roster, inc. on call..
- Shift swapping
- Enter holiday requests
- Check balances
- View timesheet & team calendar
- Handbook & policy
- Enter study leave, update skills
- Flexible working options, etc...



Win - Patient care & safety

- Optimised rosters based on the needs of the patient, ward and hospital
- Frees up key personnel to work on value “adding” activities
- Ensuring doctors & nurses aren’t working excessive hours, have sufficient rest periods and minimum hours between shifts & days off
- Appropriate skilled staff assigned to appropriate duties
- Preceptorship & Mentoring rules



Potential savings per year

Total Potential Cost Savings per year - How much could your organisation save **every year**?

There is no doubt that by implementing an eRostering and Time & Attendance system you can make significant cost savings summarised in the table below.

Reduce Manual Tasks	€588,729	£436,692
Reduce Overtime and Agency Payments by 10%	€1,092,000	£811,200
Reduce Overpayments by 15 mins per day.	€1,528,000	£1,136,000
Reduce Absenteeism by 1%	€728,000	£540,000
Total*	€ 3,936,729	£2,923,892

* Savings based on Healthcare organisation with 2000 employees.



Patricia Owens

HR Director



**BEAUMONT
HOSPITAL**



Key Benefits



- ▶ Data Availability – Improved EWTB Performance
 - < 48hr wk Jun '14 (38%) vs Jan 16 = (66%)
- ▶ Cost Savings
 - Alignment with NCHD Contract €170K pa
 - Changes to Night Shift Payments €194Kpa
- ▶ Staff
 - High level of confidence in the system/payments
 - Equitable distribution of shifts
 - Leave management
 - Reduction in Admin for all
 - Automated rosters



Donal Sheahan,
Group HRMIS Manager



BON SECOURS HEALTH SYSTEM

We first implemented the Softworks time and attendance solution in 2009, since then we have developed a strong partnership with all the Softworks team. We are really pleased with how the solution has been adopted by our teams at all levels and are particularly impressed with features related to user experience. The system has allowed us to access better and real time information for all our stakeholders.

Donal Sheahan HRIS Project Manager
Bon Secours Health System

In Summary

- It's a win for the Hospital
- It's a win for the Management team
- It's a win for the Employees
- It's a win for the Patients
- Automatically generates fair & equitable rosters, within budget
- Ensures compliance with WTD legislation
- Automatically generates HSE reports
- It pays for itself within months & will save millions over the years...



Softworks Goal

To create the most sophisticated, innovative and easy to use workforce management software in the world...



Thank You



Thank You...

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How eRostering and Time & Attendance Solutions offer a clear
***Return on Investment for
Healthcare Providers***

