



Staff.Care Case Study - The Royal Hospital Donnybrook

The Royal Hospital, Donnybrook (RHD) provides care for people requiring rehabilitation, respite, complex continuing care and day hospital services. The total service provided is characterised by teamwork involving medical, nursing and therapy expertise including physiotherapy, occupational therapy, speech and language therapy, clinical psychology, nutrition and medical social work.

In addition, the Day Hospital caters for the needs of up to 25 patients every day. Twenty-eight elderly general rehabilitation beds and 12 elderly stroke rehabilitation beds cater for approx. 150 admissions each year. In total RHD have just over 200 nursing staff across 12 units.



Summary

Subject to the need to provide patient care within increased budgetary constraints and the demand for more detailed and regular survey statistics from the Health Service Executive (HSE), which is responsible for providing Health and Personal Social Services for everyone living in the Republic of Ireland, led RHD to investigate the use of technology to assist in rostering their nursing staff.

After a thorough investigation of the marketplace, they chose to implement Staff.Care from SMI, a company that the hospital had worked with for a number of years as suppliers of their patient administration system (iCare). **“We had to look at ways of providing effective and efficient resource deployment”** says Graham Knowles, Chief Executive Officer. **“Staff.Care electronic rostering allows us to schedule the right people, in the right place, at the right time to make the best use of our resources while maintaining a consistently high level of patient care”**.

RHD also needed the ability to monitor their performance against KPIs set at multiple levels i.e. at both directorate and also at individual unit level.

“Staff.Care not only delivers real time information to management giving them total visibility across the organisation but it also assists us in internal monitoring and reporting demands set by the HSE” explains Graham.

Roster Creation

Initial preparation of the information for a rota commences between 4-6 weeks before the start of the rota period when the ward manager checks leave, shift and study leave requests made by staff. The rota is converted from draft to a final form 2 weeks before the period starts.

With all duties now available to be viewed on-line, the rota is always ‘live’ allowing the managers to address issues such as unexpected staff shortages more efficiently, quickly changing duties or being able to borrow and lend staff across units. There has been little or no resistance from staff using Staff.Care **“now staff members roll their eyes if they are asked to do something on paper”** says Kaye Moir, Director of Nursing.

“As a management tool Staff.Care is terrific! All the human resource information I require is at my finger tips, in a user friendly, graphical format and at the push of a button. I know its 100% accurate too”

says Kaye Moir, Director Of Nursing



Monitoring Absenteeism & Controlling Budgets

The Director of Nursing is a key member of the management team of any healthcare institution. At RHD, Kaye Moir brings years of nursing experience in rehabilitation and continuing care to her current role. This practical experience combined with academic training in the form of Masters of Business Administration in Health Care Management has enabled her to implement focused practice development that significantly underpins quality patient care. Kaye strongly supports the implementation of technology to assist the nursing management process.

Nursing Management use the Staff.Care Management Dashboards to keep tight control over the number of shifts worked by contract, bank and agency staff daily, weekly or by period. Information can be presented at directorate level and there is a 'drill down' facility which delivers information for each unit. Staff.Care also presents comparisons of resources based on patient acuity to benchmark efficiencies per unit.

Timesheets and Returns

Each Monday the final off duty is completed for the previous week and timesheet and payroll preparation starts. As the majority of duties are not changed the hours can be taken straight from the rota and sent directly to our Megapay payroll provider in the required .csv format, once all the data is verified. SMI provided a bespoke report specifically for RHD which automatically calculates all staffing pay rules and enhancements. Timesheets no longer have to be manually keyed by a staff member and sick leaves are recorded in Staff.Care too, providing more time savings.

"It used to take me 10-12 hours to enter all the timesheet information for each pay run, into our returns system for just under 200 staff, work out overtime rates and calculate hours worked. Staff.Care does all of this for me automatically. It takes me just an hour to check the output" says Nicola Doyle, System Administrator.

The production of payroll information is not only much faster but there is less chance of human errors as the need to manually key data is removed.

"We have been using Staff.Care for rostering all nursing staff and have increased staff licences from 200 to 500 staff after recognising the asset we have" says Graham Knowles.

RHD have worked with SMI to configure Staff.Care to their exact requirements. It meets the exacting demands of a healthcare organisation in terms of rostering staff and management controls. In the short term it is also planned to use the full functionality available within Staff.Care and use the HR facilities to assist in monitoring areas such as appraisals and detailed personnel records.

"Now staff members roll their eyes if they are asked to do something on paper"



"Creation of the rota is much easier with Staff.Care. Accurate, live information is immediately available for everyone to use as soon as its have been entered. It saves enormous amounts of time as we no longer have to collate information from different locations and software packages or manual paper-based records like leave books or sickness cards"

- Reduction of Labour Costs
- Reduced Staff Turnover
- Reduced Absenteeism
- Compliance with Working Time Regulations
- Reduced Payroll Errors
- Reduced Admin Time & Costs
- ALL LIVE information in ONE Place

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