



# *Bon Secours Hospitals Get Better Rostering with Softworks*

Case Study

*The Bon Secours Health System is the largest private healthcare provider in Ireland. Built on an ethos of quality care and compassion, it provides world-class medical treatment, delivered in a uniquely caring environment. It has some of the most technologically advanced hospitals in Ireland with locations including Cork, Dublin, Galway, and Kerry. The Bon Secours hospital in Cork is the biggest, comprising approx. 1100 staff and was the first hospital from the group to go live with Softworks.*

## Overview

### The Need

The Bon Secours Hospital required a system to manage their complex rostering schedules and shift patterns. They needed a system that could manage rosters/scheduling across the entire hospital landscape from nursing, medics, non-clinical, and ancillary staff enabling effective rostering and management of staff across all units, multi-disciplinary teams and multiple locations.

### The Solution

The hospital installed Softworks eRostering, Time & Attendance, Employee Self Service and Biometric Solutions.

### The Benefit

The Softworks system has benefited the entire hospital and has delivered tangible results in terms of enhanced payroll, rostering and time management effectiveness as well as greater employee engagement and empowerment.

## Choosing a system

The Bon Secours Hospital in Cork approached Softworks to provide them with a system to manage Rostering and Time & Attendance for their 1,100 staff. They already had a time and attendance system in place; however it was very cumbersome and ineffective. According to Tony McKeown, IT Manager, Bon Secours Hospital Cork,

*“ We worked with Softworks to develop a system to meet our specific needs and some of our inherent complexities. We have for example over 600 rostering schedules and 286 different shift patterns which have to be dovetailed at any given time of day or night. ”*



Tony McKeown, IT Manager at Cork's Bon Secours Hospital

## Designing the system to suit

Rather than trying to change these complex patterns, Softworks worked with the Bon Secours to design and build a system to deal with them. They needed a system to manage all kinds of shifts – flexible, non-flexible, floating, everything that you can imagine in a hospital environment. The system also needed to be able to manage staff across the entire hospital.

In a hospital environment this poses quite a challenge as there are such a range of roles, disciplines and departments. From administration staff to services such as IT, maintenance through to specialist clinical staff, nurses, doctors, pharmacists – you name it. It's an extremely diverse environment with every role that you can think of being represented.

## Overcoming Challenges

As the new system would affect all staff, the hospital needed to ensure that all staff were fully behind the project. Tony McKeown had this to say,

*“ I think one of the biggest challenges was to ensure that all hospital departments and employees were fully behind the project. Our goal was to make our systems more efficient, however in order to realise this goal, we needed to involve all staff in the process. It wouldn't have been sufficient, just to have one or two, or even a dozen departments involved, we needed the entire hospital to get behind us and they did... ”*

Tony and his team were very confident that the benefits of the new system, would be felt by all staff and would ultimately increase the hospital's efficiency. These efficiencies would then be passed onto all staff through payroll, and patients in terms of a better, easier and a quicker stay in the hospital.

## Using the System

The Bon Secours mainly use Softworks for rostering and the management of time and absences including holidays, maternity, sabbatical, parental, time in lieu etc. and the viewing and reporting of these. This is coupled with the day to day tracking of staff in and out of the hospital, from a health and safety point of view but also in terms of employee records.

They have a number of different user types. At the top level is the administrator who has total access to the system. They appointed administrators from their nursing, HR and payroll sections.

Prior to the installation of Softworks they had a number of staff in each area involved in the day to day running of getting payroll from one end to the other. However, they have now appointed one person from each section to manage the system. This administration group look after the day to day needs of the system.

Their biggest users after administrators are department managers, who use Softworks to roster their staff and manage time in lieu and leave balances. They also look after the day to day time and attendance of staff and approve or disapprove leave as required.

The final level are the end users, who use **Softworks Employee Self Service System (ESS)**. With Softworks ESS, employees can apply for leave and view their own time, attendance and balances. According to Tony,

*“ The Softworks system has gone down very well internally and is widely used by our*

*managers and employees. The feedback we are getting is that they like the system; it's intuitive and very easy to use. ”*

The Bon Secours liked the fact that the Softworks system allows a modular approach.

*“ Through the administration we can give and take different modules depending on the needs of the user, so you don't over clutter the environment or present menus and options that are of no use to a particular manager ”*

They also particularly liked Softworks Employee Self Service System.

*“ Softworks ESS suits us very well as options are clearly laid out for employees. It includes only the functions that employees' need which makes it very easy to use as they only get the bits they need ”*

## Introducing Biometrics

For the hospital introducing Biometrics involved a change in mind-set. They needed to be sure that staff did not have any concerns and would use the system. Once the benefits were clearly communicated by hospital management, they got very good buy-in from staff. All staff without exception, from senior management to part-time cleaners log on and off using the **“BiRD System”** as the hospital refers to their Biometric Registration System. One key point according to Tony was the positive perception of the system.

*“ Everyone recognised from the beginning that it was universally fair and accurate ”*

After that, the biggest challenge was to actually install 14 biometric units around the hospital in many different locations. According to Tony,

*“ That may seem quite large but in an environment like a hospital where you have many exit and entry points, many different departments running almost 24 hours, it made sense to us. One of our biggest technical challenges was to sync all these biometrics units so that we could enrol a person, move that information out to all units and likewise when a person exits or enters a building that information comes back to a central database where we can report on it. This was very successful and we were delighted with the results.”*

### **Better Rostering**

Hospital rostering needs to be incredibly flexible. The Softworks system needed to be able to accommodate changes to rosters that could happen on a weekly or even a daily basis. Likewise it had to accommodate some of the standard practices in hospital rostering such as shift swapping. The hospital needed maximum flexibility from the system. According to Tony;

*“ What we have gained is better rostering, better control, comprehensive records, better reports and functionality to make changes- or to test if proposed changes would work.”*

### **Key Benefits**

According to the Bon Secours one of the greatest benefits they have got by installing Softworks is management information and reporting. Prior to the Softworks implementation, the system in place was very dispersed and data was held within individual departments or within service departments such as payroll or HR. It was therefore very disjointed and hard to access any kind of meaningful data.

With the Softworks system they now have access to entire personal data. According to Tony;

*“ It's now very easy and quick for us to put management information together in meaningful reports. This would have to be one of the key deliverables of the project.”*

They also believe that installing Softworks has led to greater employee engagement and empowerment. Before Softworks, if an employee wanted a holiday they would seek out their manager and put in an application. Now it's all done electronically. Employees can now access their own time, attendance, leave and rosters.

*“ I think from each employee's point of view it gives them more control over their time. It also frees up line managers as employees are effectively managing their own time and attendance. Overall, I believe that that the Softworks system has benefited the entire hospital and has delivered tangible results in terms of enhanced payroll, rostering and time management effectiveness.”*

### Other Publications from Softworks

- How the latest in Workforce Management Technology can meet the Healthcare Sector's Operational Challenges.
- How efficiencies & consolidation could shave up to 5% off a company's payroll.
- Top tips on how to reduce absenteeism in your organisation.
- Selecting a Workforce Management System – Advice and Tips before you buy.

If you would like to receive any of our other papers email us at [hello@softworks-healthcare.com](mailto:hello@softworks-healthcare.com)

### ABOUT SOFTWORKS

Softworks software is used by a large number of hospitals and healthcare providers. The portfolio has been developed around staff management and managing the working day and is used to tackle some of the most challenging problems for healthcare providers, such as managing complex rosters/scheduling, time and attendance, working time directive compliance, employee self-service solutions, data collection (biometrics, smart card, proximity, mag strip, etc.) and access control.

### Softworks Solutions

- eRostering.
- Time & Attendance.
- Flexible Working.
- Employee Self Service.
- Absence Management.
- Honour Based Timesheets / Email Alerts.
- Project & Expenses Tracking.
- HR Management.
- Training & Skill Tracking.
- Access Control.

For further information about Softworks solutions :

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