



St Vincent's University Hospital

An Integrated e-HR Solution



The implementation of NGA Human Resources' HR system NGA ResourceLink has allowed St Vincent's University Hospital to improve HR processes including suites of management reports to support its Managers in providing excellence in patient care. In a healthcare setting the organisation and distribution of staff is of critical importance and the HR system supports the workforce planning process at all levels in the Hospital.

St Vincent's University Hospital has recently implemented an integrated HR Management system which has helped integrate solutions in a number of key HR areas such as:

- Organisation Structure and Management including budget control
- Employee Administration and HR
- Electronic Web based Rostering / Time and Attendance
- Web based Leave and Absence Management
- Payroll
- Pensions Management
- Employee and Manager Web based self service
- Learning and Development
- Occupational Health
- Management reporting in real time KPI dashboards

The benefits of an integrated system incorporating all of these functions on one system has provided the Hospital with opportunities for both efficiency and improvement. The solution is based on the principle of "one touch" data entry in the right place at the right time into a single employee record.

About ST VINCENT'S UNIVERSITY HOSPITAL

St Vincent's University Hospital (SVUH) is a major academic teaching hospital, located in Dublin, which provides an accident and emergency service, medical care to inpatients and outpatients and employs 3,000 staff.

The Challenge

Historically, a number of separate systems and processes were used in the Hospital to meet the HR, Payroll and Pensions Administration requirements and produce management reports. There were separate systems for HR and Payroll in addition to largely manual processes which were used by Line Managers for capturing leave and maintaining staff rosters. The healthcare setting is complex with various rosters and shifts for all staff covering 24 hours a day, 7 days a week. The requirement for an Electronic Rostering solution was of critical importance for the Hospital as this was seen as technology which could assist Managers and allow them to continue to focus on patient care related activities.

Management reporting on HR activity, such as absenteeism and headcount was both time consuming and took up considerable resources to manually prepare. Given the challenges in preparing these reports for Senior Management they were generally out of date when published. The challenge was to integrate the current HR and payroll processes and add functionality in relation to electronic rostering, self-service and other modules.

The Solution

According to Nicholas Jermyn, Group CEO of the St Vincent's Healthcare Group "one aspect of the realisation of the HR Strategy required a commitment to the introduction of an integrated HR management system solution which would provide the catalyst for change in terms of its workforce planning activities and better utilisation of staff for the ultimate provision of better patient care."

The implementation of the NGA ResourceLink solution moved to cover a wide range of functionality including HR, Payroll, Pensions, and Electronic Rostering / Time and Attendance. This is delivering, for the first time, a single record for each employee and has greatly reduced the level of administration at the Hospital.

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Nicholas Jermyn
Group CEO, St Vincent’s Healthcare Group

HR Self-Service

The tool that provides the ‘front end’ for managers and employees is MyView: the ResourceLink self-service solution. This is a highly flexible interface which enables SVUH staff to make online requests for holidays, update personal details, etc and empowers managers to give approval as appropriate. Managers also use it to record all absence including sick leave, while all employees can access their payslips and P60s on line.

Improved Tools for Rostering

A key area that the implementation is covering is that of time & attendance recording and rostering capability. To achieve this, NGA HR’s Optimum time and attendance solution was used which fully integrates with ResourceLink. The electronic rostering / time and attendance solution is managed through the “My View” self service module.

“Rostering is especially important in a hospital environment,” says John Keane, Head of Workforce Planning. “We are open 24/7, 365 days a year, with complicated shift patterns and an important need for the right staffing at all times to ensure the highest levels of patient care. We are coming from a place where we had no electronic rostering solution in place so Line Managers used manual processes based on Excel spreadsheets. When it came to providing information to the Payroll Department, this was largely done through paperwork and forms and this meant duplicate data entry and opportunities for errors.”

“The new rostering solution addresses all of these issues. Hard copy timesheets and manual rosters are replaced by electronic tools for managers. This is improving efficiency by removing manual keying and duplication of tasks and is freeing managers to spend more time on patient care related activity.”

Web Based Leave and Absence Management

NGA HR has also delivered extra capability for sick leave management. Managers now have a flexible tool that makes it easier for them to apply the complex rules that, as a public body, SVUH has to implement. The system has removed the need for the manual work that was previously needed when calculating entitlement. The new system does it all automatically, including sending out relevant notifications, as appropriate.

Learning and Development

The new learning and development module enables SVUH to maintain an up-to-date record of each employee’s training status, allows the booking of courses via MyView and lets managers generate reports on training needs and attendance.

John McPhillips, HR Director says: “There are a number of mandatory courses that staff have to attend such as fire safety, patient handling and manual handling. It is essential that we have an accurate record of attendance at these courses, and that we are able to identify who needs to go on a course to maintain their knowledge and compliance status.”

Pensions Administration

As a public sector body SVUH operates a pension scheme for staff under the Voluntary Hospitals Superannuation Scheme, which is a complex public sector scheme with numerous benefit structures.

John Keane explains the reasons for the implementation and the benefits it has created. “Prior to the implementation, our pensions administration function was a disparate combination of paper files, spreadsheets and separate non-integrated HR and payroll systems. Now, because ResourceLink is an integrated system, HR and payroll data is immediately available to the Pensions Section of HR, thereby improving the accuracy of data and reducing the number of calculation errors. An important additional benefit is the improvement in the overall service that we provide to our pension scheme members, such as the greater speed of response to pension queries.”

Improved Business Intelligence

NGA HR has also implemented a business intelligence solution that integrates Business Objects with ResourceLink. “This has given us a big improvement in reporting capability,” says John McPhillips, HR Director. “It is now much easier for us to generate reports for the Group CEO and the Senior Management team on a number of HR metrics including absence, headcount, turnover, overtime and so on.”

“Reports are also distributed to the appropriate line managers and help them greatly in areas such as the management of absenteeism, headcount, overtime, bank, mandatory training and a number of other key areas of HR activity. This is something that has particular relevance for us as a hospital because it can play a significant role in the continuing delivery of services to our patients.”

Clinical Performance Management

SVUH also subscribes to Clinical Information Management System (CIMS), a web-based, clinical performance management system.

The solution provides management at SVUH with the ability to benchmark their key clinical performance indicators such as ALOS (average length of stay), day case rates, re-admission rates and many other indicators against over 250 other, international hospitals.

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We help our clients become better employers through smarter, more streamlined business processes - to save money, manage employee life cycles and support globally connected, agile organisations. This is how NGA makes HR work.

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