



Softworks

*How Beaumont Hospital is using*

# ***Softworks eRostering for Non Consultant Hospital Doctors (NCHDs)***

Case Study

*Beaumont Hospital is a large academic teaching hospital in Dublin that provides emergency and acute care services across 54 medical specialties to a local community of some 290,000 people. In addition, they are a Designated Cancer Centre and the Regional Treatment Centre for Ear, Nose and Throat, and Gastroenterology. They are also the National Referral Centre for Neurosurgery and Neurology, Renal Transplantation, and Cochlear Implantation. At Beaumont their aim is to deliver the highest quality of care to patients, excellent training to students, and a friendly, stimulating and professional environment for staff. Beaumont employs approximately 3,000 staff and has 820 beds.*

[softworks.com](http://softworks.com)

## How Beaumont Hospital is using Softworks eRostering for Non Consultant Hospital Doctors (NCHDs)

Beaumont Hospital approached Softworks to provide them with a system to handle their Non Consultant Hospital Doctors (NCHDs) eRostering and Time & Attendance. Their key requirements were as follows;

- **Compliance** – They needed a system to ensure that all rosters were compliant with the requirements of the European Working Time Directive (EWTd).
- **Patient Safety** – They wanted to guarantee patient safety by ensuring that doctors were working a safe number of hours each week and had sufficient rest periods.
- **Automation** – They required an automated system to easily manage employee rostering, leave and time & attendance. They wanted to remove the manual processes used throughout NCHD rotations.
- **Accuracy** – They wanted to ensure an accurate collection of hours worked by employees for payroll and legislative compliance.
- **Attendance** – They wanted a system to manage planned and unplanned absences and holidays.
- **Integration** – They needed a system that could easily integrate with their other systems including; HR, Payroll and Security.

### Mapping their journey

Beaumont had a very clear idea of where they wanted to go. They realised that to get there would

require some organisational change and policy adjustments. There were three key areas that needed to be examined before progressing with the implementation of the new system.

#### 1 New rosters needed to be agreed internally that complied with the EWTd requirements.

A series of management meetings with consultant groups and NCHD leads were held to agree the EWTd compliant roster needs.

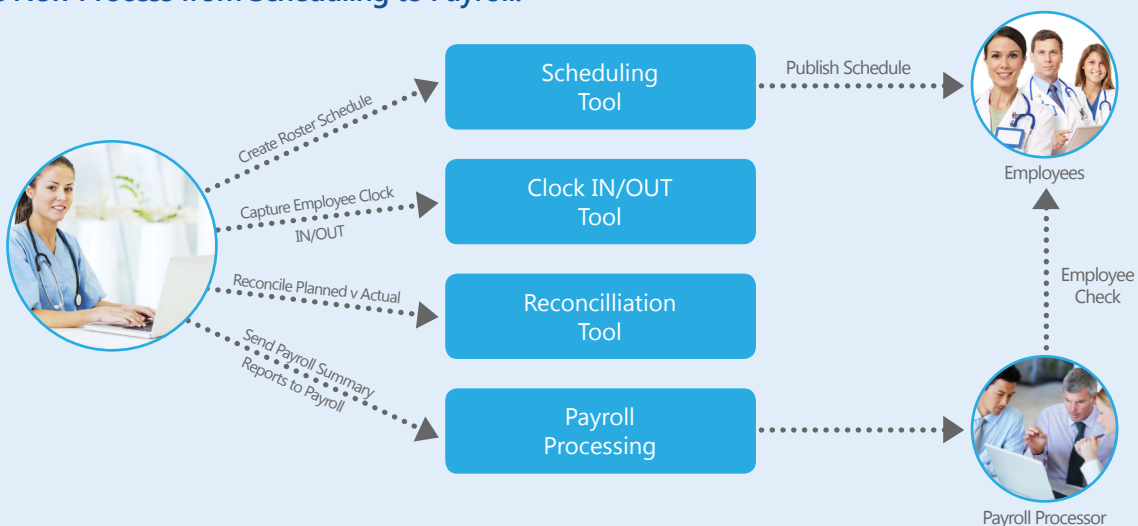
#### 2 New policies needed to be developed in relation to role responsibilities, leave management and standard operating procedures.

The hospital worked to ensure standardisation of all policies in relation to rosters, attendance, absence, shift swaps and standard operating procedures. Furthermore they set out and agreed the role responsibilities of the Roster Administrator and the NCHD Roster Co-ordinators.

#### 3 Change processes were required for the management of existing internal systems.

Directorate structures and data cleansing was carried out on the existing HR System. For roster purposes, they required the automatic integration of existing systems including; HR, Security and Payroll into Softworks. They required the Softworks system to manage NCHD's from roster to payroll, including EWTd and other reporting requirements. Furthermore they required roster and pay rules to be extracted from staff and documented. The Softworks development and project teams worked closely Beaumont to ensure delivery of the required functionality and the smooth integration of Softworks with Beaumont's existing systems.

### The New Process from Scheduling to Payroll:



## Reaching their destination

Following Beaumont's internal review and close collaboration with Softworks, the new system was developed with Beaumont's specific requirements taken into consideration.

Beaumont is delighted to now have in place automatic creation of rosters at the push of a button. Staff members can now have skills, pools and work patterns assigned, teams can have staff members and leaders assigned, shifts can have skills required and rules to be excluded and a master plan can have shifts, rules and filters assigned.

They also now have automatic rotating of NCHDs into and out of teams during NCHD rotations. The information is set up by medical administration, security and payroll departments and is automatically downloaded into the Softworks roster module. Complex rules development is now complete meaning that the rosters, clocking and payroll rules that were initially documented are now built into the eRostering system.

Furthermore, the central production and distribution of all rosters is in place. This is managed through the Roster Administrator in the Medical administration department. Beaumont now has their Local NCHD Roster Coordinators in place, who run their service rosters, using the new Softworks system, in cooperation with the Medical administration department.

In accordance with the hospital's Leave Management policies and SOPs, annual, educational leave and shift changes (swops) can now be managed and captured electronically in the Softworks system. Beaumont now has the tools to help achieve compliance with the European Working Time Directive.

They have also implemented duty fairness monitoring in their rostering which ensures weekends, nights and bank holidays are automatically fairly distributed among the team.

## Their view from the top

Following the implementation of Softworks eRostering system, Beaumont Hospital is very pleased with the results to date. Andrew Redmond from Beaumont Hospital describes the system as

**“** *Probably the best NCHD eRostering package in Ireland.* **”**

Beaumont has seen a number of benefits to both the hospital and to their employees.

## Benefits to the hospital

- Automatic rotating of NCHDs into and out of teams, during NCHD rotations, due to the automation between the HR, Security, Softworks and Payroll systems.
- Automatic creation of rosters at the push of a button.
- Complex development of Rosters, clocking and payroll rules have been documented and are built into the eRostering system.
- Central production and distribution of all rosters in place.
- Local NCHD Roster Coordinators in place.
- Annual, Educational leave and shift changes (swops) can be managed and captured electronically in the Softworks system.
- EWTN monitoring and reporting.
- Duty Fairness monitoring.
- Fairer shift allocations.
- Visibility of service/ resourcing patterns.
- Reporting functions.
- Predictability of cost, for managed rosters.

## Benefits to the employees

- Instant access to view roster and clock card through Softworks system and Employee Self Service.
- No longer required to complete manual timesheets.
- Better ability to plan work life balance.
- Electronic capture of all leave types.
- SPR's, Automatic roster – less time spent preparing roster.
- Dependency needs of the service can be met through an agreed skills mix.
- Right staff in the right place at right time.
- EWTN Compliance monitoring and reporting.
- Fairer shift allocations.
- Visibility of service/ resourcing patterns.
- Roster reporting functions.



## The Future

Today there are 1,600 Beaumont employees using the Softworks system. Softworks are also working with Beaumont to fully exploit the EWTD functionality in order to produce reports, for example the monthly comstat report.

Furthermore payroll rules testing is currently underway which will give the Payroll Department an electronic method for payment of basic hours, premiums and overtime as per the consultant authorised rosters.

Lorraine Flynn, HR Systems Administrator in Beaumont Hospital had this to say

**“** We have very much enjoyed our journey to date with Softworks and look forward to working with them for many years in the future. **”**

## ABOUT SOFTWORKS

Softworks helps companies streamline processes, increase productivity and reduce costs through improved management, scheduling and utilisation of labour resources. Softworks offer reliable, proven easy to use, intuitive solutions for Time & Attendance, Labour Scheduling/eRostering and Absence Management allowing both private and public organisations to better ensure compliance, reduce errors, eliminate redundancies and improve reporting – while promoting a safe, positive working environment for all employees.

For further information about Softworks healthcare solutions :

eMail us : [hello@softworks.com](mailto:hello@softworks.com)

or

Visit us : [softworks.com](http://softworks.com)

### Cover Photo: Beaumont Hospital & Softworks Project Teams

Back Row: Emer Little Payroll Dept, Anne Walsh Medical Admin, Grainne Kennedy Payroll Dept, Chris Deegan Softworks Product Manager, Aishlinn Powell Medical Admin, Andrew Ferguson Softworks CEO, Mark O'Sullivan IT Dept, Patricia Horgan Medical Manpower Manager, Morgan Nolan Industrial Relations Officer

Front Row: Patricia Owens Director Human Resources, Alastair Macnair Human Resources, Lorraine Flynn Human Resources, Andrew Redmond Projects Office.

Not in picture: Karen Boland NCHD; John Duddy NCHD, Mary Farrelly Finance Dept, Adam O'Hare Finance Dept.