

SUCCESS STORY

FROM THE OPERATING TABLE TO HR TIME MANAGEMENT

Health is a subject that many people don't think about until something hurts. The situation of health care is similar. The widely discussed cost explosion in the health care sector poses major challenges for hospitals, social welfare facilities, and their employees. To reduce operational costs, all business processes need to be optimized.

A powerful human resources time management system can provide staff scheduling that meets the needs of modern hospitals and is efficiently designed for use by staff and management alike. In addition, a wireless infrared solution ensures that doctors can quickly be found by nursing staff when they are needed, further optimizing the workflow.

The ARCUS Clinics in Pforzheim, Germany, has been a preeminent address for orthopedic surgery and sports traumatology for many years. Modern, minimally invasive surgical techniques are conducive to a quick recovery, and the clinics constantly strive to keep abreast of the latest technologies. Some 7,000 outpatients and inpatients undergo surgery at the Pforzheim specialist clinics each year. Thirty beds are available in the ARCUS clinic for patient recovery, in addition to further beds in the private clinic.

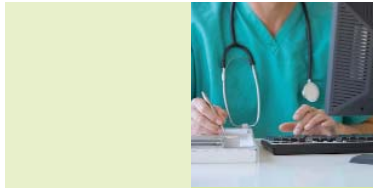
"In our new clinic opened in 2006, we offer our patients the highest standard of medical care. So for us, the logical step was to introduce an efficient modern personnel time management and doctor locator system in the new clinics, also at the administrative level, so that we can optimally map our processes," says CFO Uwe Schmidt, responsible for introducing the human resources software at the ARCUS clinics in Pforzheim.

From Time Recording...

The high standard of operations in the new clinic demands a great degree of flexibility from all employees. For this reason, the ARCUS clinics decided to introduce the Time & Attendance module of the Adicom® Software Suite and a doctor locator system from Honeywell Buildings Solutions shortly after completion of the new clinical building in the autumn of 2006.

With the implementation of the Adicom Software Suite, the clinics have a flexible and needs-based time management system at their disposal. This system manages some 300 hospital employees working all shifts. This enables the human resources department to locally administer absences for the entire staff. As a result, supervisors and the heads of nursing are able to alter duty rosters for the individual wards at short notice and directly view staff absences. Thanks to the group-oriented structure of Time & Attendance, leave administration can be performed without paper. This also eliminates the need for time-consuming processing and post-processing in the human resources department. The administration workload is effectively reduced through the new system structure. Management is still able to evaluate, plan, and control all processes, however. The complete system is linked to nine time-recording terminals, which transmit the employee data to the system.





...and Doctor Locator...

The complete time-recording system is linked to a wireless doctor locator system from Honeywell Building Solutions GmbH. Doctors can be found quickly via infrared receivers placed in various rooms. The doctors carry a small transmitter in their clothing for this purpose. The signal is transmitted directly to the positioning system (Honeywell Asset Locator) via the receivers. This system is linked to the time-recording system via an interface and shows administrative staff, on-duty nurses in the nursing station, and all reception staff the doctor's location over a terminal. The IT-supported doctor locator leads to improved and harmonized operational workflows in the hospital. Time-consuming searching for a medical specialist is a thing of the past and a patient's entire treatment runs smoothly. The project was successfully completed in three months and, since then, has been in operation on Microsoft SQL servers under Microsoft Windows 2003.

...via Scheduling...

In spring 2008, the second stage was for hospital management to integrate master records and cost centers into the Adicom Software Suite's Scheduling module, on the basis of existing data. In view of the goal of achieving high quality and uniform standards in hospital operations, modern staff scheduling strategies must enable and permit a patient- and process-oriented planning system. The ARCUS clinics can meet this requirement with the Scheduling module. The system enables the analysis of over- and understaffing in all shifts, as well as flexible time modeling with absence planning. The Scheduling module allows the ARCUS clinics to optimize all duty rosters and shift plans. As well as the number of staff, these now include their qualifications, and also take into account the regulatory framework under labor and collective bargaining law, which plays an important role in this context. The head of nursing or the responsible manager can use the integrated Adicom Software Suite's database to call up suggestions for monthly staff scheduling using the time models offered by the system. The system recognizes deviations from the defined personnel requirements, which allows those responsible to act quickly. If too many nurses are scheduled for a night shift, for example, the system automatically informs the head of nursing, who is then able to quickly correct the staff schedule.

...to Transparent and Optimized Processes

The Adicom Software Suite together with Honeywell Systems' IT-supported doctor locator means that the ARCUS clinics are now equipped with a powerful system solution, which is the first of its kind in Germany and which increases transparency and can be used flexibly. Variable interfaces facilitate the integration of further systems into the existing system, if required. This enables the optimal mapping of the entire process landscape of the ARCUS clinic, process optimization extending from time recording through to employee scheduling, and the sustainable reduction of costs. *"The use of the Adicom Software Suite and our doctor locator system allows us to reinforce the high standard of medical care with professional and patient-oriented personnel scheduling and locating. In a high-performance establishment like ours, top-notch medical care can only be guaranteed in the long term when all systems interact effectively,"* says Uwe Schmidt, CFO of the ARCUS clinics.

