

SUCCESS STORY

TIME MANAGEMENT FREES UP TIME – MORE THAN JUST “CLOCK-IN” AND “CLOCK-OUT”

In hospitals and social welfare facilities, personnel scheduling systems are increasing in importance. Often, such institutions employ several hundred workers. Scheduling employees efficiently and flexibly while reducing the scheduling workload for managers and administrative personnel requires a reliable and flexible time management system.

Reha-Westpfalz in Landstuhl, Germany, treats around 3,500 people with disabilities each year as in-patients, day-patients, or out-patients.

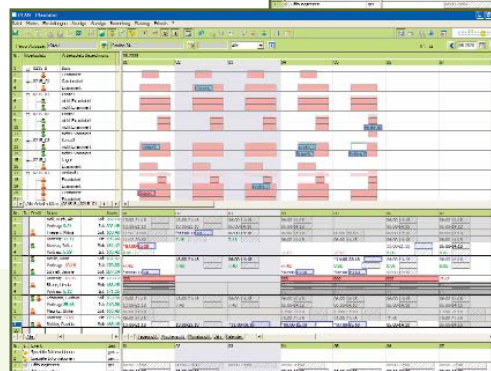
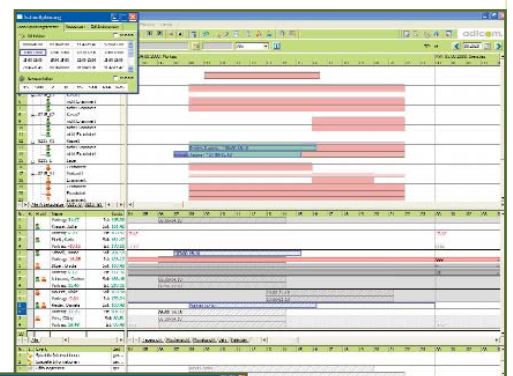
The institution encompasses a social pediatric center with field offices and a kindergarten, a school for people with disabilities, a daytime rehabilitation workshop, a residential home with off-site accommodation, as well as service on wheels. Consequently, around 450 workers are employed in these institutions, among them administrative staff, doctors and nurses, cleaning and temporary staff. To provide optimum care to people with disabilities, efficient workflows are just as important as staff qualifications.

The Initial Situation

The previously used IT solution was unable to cope with Reha-Westpfalz's demands. It offered the possibility of time recording but not of human resources scheduling; in addition, duty rosters could not be displayed electronically. Shift premiums also had to be calculated manually and entered into the system. It was for these reasons that the Reha-Westpfalz management opted for a solution that covers the entire process – from time recording through to automated payroll accounting.

Flexible and Clear

“We wanted more than just ‘clock-in’ and ‘clock-out.’ We wanted a flexible time management system,” says Wolfram Schanda, Director of Administration of Reha-Westpfalz. After inviting bids, the institution opted for Adicom® Time & Attendance and Adicom Scheduling. The successful test phase, during which Adicom mastered the challenge of mapping complex leave calculations, proved that this was the correct decision. Reha-Westpfalz has been won over by the Adicom Software Suite.





Comprehensive Solution

With Adicom Time & Attendance and Scheduling, time accounts, hourly account balances, schedules, leave status, and electronic duty rosters for all 450 staff can now be mapped in the system in their entirety. Thanks to the extensive automation of workflows, Reha-Westpfalz has succeeded in recording and mapping the working hours for all staff on a total of ten terminals. Employees are able to clock in and out using contactless chips at all terminals, both in the main building and also at the field offices, such as the affiliated kindergarten. If a staff member attends a training session, he is logged in the system as "absent for training" until he reports for regular duty again at the terminal. The time bookings are then automatically transferred to payroll accounting, together with all premiums, such as for shifts after 8 p.m. or on Sundays and public holidays, and are then either processed for payment or compensated for with time off. Specific rules for individual departments or staff can be accommodated thanks to the fact that all wage contracts and salary, leave, and overtime regulations are stored in the Adicom solution.

Increased Transparency – Optimized Staff Scheduling

Administrative staff and heads of department use the Adicom Software Suite's planning and evaluation systems to conduct queries and analyses. Besides hourly account balances and leave entitlements, they can monitor whether workers have complied with or exceeded their maximum working hours. Red and green lights and system comments indicate when employees have fallen short of or exceeded their limits. Changes to the data – due to new working hour regulations, for example – are labeled as such, allowing them to be traced at all times. Time accounts are accessed with a user name and password, which are also role-based.

The Time & Attendance module optimizes duty rosters and shift schedules for Reha-Westpfalz by saving the HR requirements in the system. This includes both the number of staff and their qualifications. Those responsible for staff scheduling are thus able to recognize the HR requirements in the various divisions on the basis of the available data. In addition, the division head in charge of staff scheduling receives suggestions for monthly planning on the basis of the integrated time management system. The planning system reacts to deviations from the defined requirements, thus allowing for prompt action. If too many staff have been scheduled during the school holiday period, for instance, the responsible division head automatically receives a message from the system and is able to react quickly.

"The Adicom® Software Suite is an open, flexible solution that allows us to increase the transparency and efficiency of processes at both administrative and department levels. The planning and evaluation systems also mean that we can optimize staff scheduling," says Wolfram Schanda, Director of Administration at Reha-Westpfalz.