

Athens Regional Medical Center
Athens, Georgia

Scheduling Solution for:
314 Bed Facility



Athens Regional Medical Center is a regional referral center, offering services such as maternal/child, advanced imaging, minimally invasive surgeries, an American College of Surgeons Commission on Cancer approved oncology department and a nationally recognized cardiovascular program.

SCHEDULING CHALLENGE

A common challenge faced by large hospitals is the ability to reduce overtime costs by managing open shifts to ensure adequate coverage, while maximizing employees who are not in overtime. A manual process (spreadsheet/pen-paper) lacks the ability to instantly see overtime thresholds for available employees.

Jana Hill, Athens Director of Nursing explains, "Our Emergency Department is extremely busy and we are constantly adding shifts. A big challenge was having one person who was responsible for managing the schedule for both our long-term and short-term needs. It seemed the same people were being given extra shifts, resulting in significant monthly overtime. We needed a system that would give us a clear view of all available employees and a running total of OT hours by employee, to ensure open positions were covered by employees not in OT, if possible."

Schedule360[™] Solution

FEATURE 1 – GAPS Grid

The Schedule 360[™] GAPS Grid allows the Scheduling Manager to see all scheduled employees and remaining open shifts. The Grid provides color-coded alerts for employees who are deficient in meeting required work targets. (Example: An RN is required to work 36 hours per week, but has only been scheduled for 24 hours in Weeks 2 and 4. The Grid alerts the Manager that the employee is deficient for Weeks 2 and 4, and allows the Manager to message or schedule the employee to gain compliance.)

FEATURE 2 – Web-based Solution

The web-based structure allows employees to view open shifts within their respective qualifications, online 24x7 and self-schedule into open shifts. Employees who are at the OT threshold can request shifts, but that shift is placed in a Pending status for Manager approval. Until approval, the shift remains open and can be scheduled by employees who are not in overtime. The Message Board provides management with a tool to notify any/all employees about open shifts, target deficiencies and request that employees self-schedule open shifts to achieve compliance with their work targets. Finally, last-minute open positions can be dispatched by management to all qualified and available employees, eliminating the need for multiple phone calls.

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Outcome

- Transparency of available shifts for employees coupled with the GAPS Grid provided an objective format for decreasing the number of open shifts filled by employees in overtime.
- Automation of the communication process via Employee Message Board, E-mail, and Text Dispatch resulted in a significant decrease in shifts filled by employees in overtime.

“Schedule360™ reduced the amount of monthly overtime in our Emergency Department from an average of 850 hours to 250 hours,” said Jana Hill, Athens Director of Nursing. “This translated into approximately \$10,000 per month in overtime savings. It also allowed us to dispatch a survey to measure employee satisfaction and the feedback was overwhelmingly positive. These two factors enabled us to make an informed decision to launch Schedule 360™ house-wide to replace our antiquated OneStaff® system.”



Web-based Schedule360™ offers the most configurable 24x7 scheduling application available and is designed to automate the labor management processes of employee scheduling. Contact us anytime to learn more how Schedule360™ can help your facility. Call 877.441.5251 or email info@schedule360.com.