

Blanchard Valley Health
Findlay, Ohio

Scheduling Solution for:
180 Bed Facility



Blanchard Valley Hospital is a licensed, 150-bed acute care facility that features a full range of services, including inpatient medical/surgical care, 24-hour emergency care, outpatient surgery and diagnostic services.

SCHEDULING CHALLENGE

Unit Managers were spending an inordinate amount of time every month using a manual scheduling process, with manual input from employees for schedule choices. There was no standardized process, no best practices, no management of required needs vs. availability, and no self scheduling.

BVH asked Schedule 360™ to develop a solution that would 1) increase staffing levels to ensure a higher level of patient care and 2) include a web-based solution with a robust rules engine that would provide a great deal of flexibility for employee control in determining the schedule for each department. BVH recognized their existing manual process of fielding employee requests (handwritten, e-mail) and then building/compiling the monthly department schedules was extremely inefficient and resulted in significant expense in FTE hours.

Schedule360™ Solution

FEATURE 1 – Assignment Screen

The Assignment Screen provides profiles that allow employees to Match to open positions within their respective qualifications across different departments. (Example: An RN works her home unit of the ICU, but is clinically qualified to match to open positions in Med-Surg, after the preferential scheduling period has passed.)

FEATURE 2 – Web-based Solution

The web-based structure allows employees to see open shifts within their respective qualifications 24x7 and self-schedule into them. Additionally, last-minute open positions can be dispatched by management to all qualified and available employees, eliminating the need for multiple phone calls.

FEATURE 3 – Shift Trading

Schedule360™ configured the rules engine to allow employees to trade shifts with other employees based on qualifications, consistent with standards defined by BVH.

Blanchard Valley Health
Findlay, Ohio

Scheduling Solution for:
180 Bed Facility



FEATURE 4 – Day Off Availability Posting

Schedule360[™] allows employees to post availability for regularly scheduled days off. (Example: Day off, Can't Work or Day Off, Call Me if Needed) The system also allows them to post Low Census Flex-off requests for days already scheduled.

Outcome

- Shift Supervisors can manage Daily Scheduling from one consolidated sheet
- Employees can self-schedule shifts in advance and post availability for regularly schedule days off plus flex-off requests for days with low census
- Last-minute needs are dispatched to qualified, available employees via PDA, text message and e-mail.
- BVH has benefitted from a high degree of employee and manager satisfaction from the 90 percent of staff who use it at least one time per week

“Schedule360[™] has completely fixed our broken process for scheduling,” said Julie Brown, Project Lead for BVH. “We now have a transparent, consistent approach that saves us countless hours each month. Now our managers have the autonomy to effectively manage openings in both the short term and long term. The flexibility of the program has also been a great satisfier for our employees. They really like having more control over their own schedules.”



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.