

Presbyterian Healthcare Services
Albuquerque, New Mexico

Scheduling Solution for:
7 Facilities / 100% Deployment in Clinical Departments



Presbyterian Healthcare Services is one of the largest primary and specialty healthcare providers in the Southwest U.S., with locations in Albuquerque and rural communities throughout New Mexico.

SCHEDULING CHALLENGE

PHS asked Schedule 360™ to build a solution that would allow them to manage employee scheduling across seven hospitals and multiple clinics throughout New Mexico. Prior to Schedule 360™ most departments used manual methods (spreadsheets and paper).

PHS wanted to incorporate self-scheduling because their manual process was impossible to manage. Additional complexity resulted from the number of shifts that needed to be filled with Float Pool, On-Call and Flex Employees. The countless phone calls and e-mails that were necessary to fill these shifts was overwhelming for management teams. Employees also wanted the ability to trade shifts online with other employees after the schedule had been finalized by management.

Schedule360™ Solution

FEATURE 1 – Four Week Self Schedule Preview

The Schedule 360™ system created shifts six weeks prior to the start of each scheduling period and provided unit-based employees with a two-week period to self-schedule open shifts within their respective qualifications. PRN employees are able to view and schedule shifts four weeks prior to the start of the schedule.

FEATURE 2 – Shift Trading

A Shift Trading component was developed and incorporated PHS rules allowing employees to trade for like shifts. This limits overtime while ensuring qualifications and skills matched the required specifications of the department.

FEATURE 3 – Assignment Screen

The Assignment Screen within the employee Profile allows employees who are clinically qualified to work in other departments (within the employee's assigned facility and in other facilities), match to open shifts after the preferential scheduling period and self-schedule these shifts in accordance with PHS rules.

FEATURE 4 – Staggered Deployment

A staggered deployment plan was developed with PHS Main first adopting on selected units and testing to ensure the system would perform to the specification of remaining departments.

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Outcome

- Schedule 360™ has been deployed across the entire enterprise for clinical scheduling
- PHS recently utilized Schedule360 to manage scheduling of all employees for EPIC® Electronic Medical Records activation and training

“The Schedule360™ team has been extremely responsive to our requests,” said Beth Cumbie, Director of Nursing. “They fully deliver on every aspect of developing the system to meet our ever-changing needs for schedule management. Schedule 360™ provides all stakeholders (employees and management) with visibility of all resources across the unit, department, facility, and multiple Metro facilities. We are very pleased with this 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.