



Save Paper, Time – Smart Square Staff Member Access

A Case Study of Alegent Health

Paperwork is the last thing a unit manager wants to spend her time on. Processing trade, vacation, and other requests wastes valuable time that should be devoted to patient care and employee mentoring.

Bergan Mercy Medical Center is one of five metro Omaha/Council Bluffs hospitals that comprise Alegent Health, the largest not-for-profit, faith-based healthcare system in Nebraska and southwestern Iowa.

This 400-bed facility was recently recognized as:

- » One of the nation's Top 100 Hospitals (Modern Healthcare)
- » One of 15 "Hospitals with a Heart" (AARP)

Rena Manning, the day Clinical Lead for the Intensive Care Unit at Bergan Mercy Medical Center, is breathing a bit easier these days as the once mountainous piles of paper consuming her desk have been reduced to mole hills. In September of 2008, Manning's high volume unit went live with Staff Member Access, the automated and paperless staff communication tool embedded within Smart Square.

"With the number of staff members we have, all of whom have busy lives, our process before Staff Member Access bordered on mayhem," Manning said. "It was a real train wreck of paper. With a unit as busy as ours, it was a real challenge to stay on top of all the paperwork."

Forms misplaced, not filled out clearly or correctly, the need to track down staff members to clarify misunderstandings, and the simply overwhelming amount of requests led to delayed decisions, upset employees and frustrated managers.

"It was a nightmare," said Ali Bruckner, Operations Director for the Intensive Care Unit. "To have my Clinical Leads bogged down with so much paperwork, in addition to their responsibilities to the staff and to our patients, was a real waste of their time and talents."

With Staff Member Access, supervisors can manage schedule requests and shift changes/trades, post notifications to staff members, and receive updates on the Smart Square software from any computer with internet access at any hour of the day or night.

Smart Square serves as a portal for staff to view real-time scheduling information and assignments, submit Time-Off, PTO and Education requests to their managers and trade requests to their co-workers. When staff members agree to trades, managers are sent a notification to their Smart





The Avantas Solution

Streamlining your scheduling and staffing processes

With current changes to the healthcare industry cutting into profitability, many providers are looking for ways to cut costs. Labor makes up 60 percent of the average healthcare organization's budget, and caregivers have a direct impact on clinical outcomes. Therefore, it makes sense for labor management to be a priority.

The Avantas Solution is an integrated process that combines consultation, automation, and education to deliver significant savings in time and costs while improving your organization's quality of care.

We'll show you how your organization can achieve the financial, clinical, and operational outcomes you're looking for.

To learn how the Avantas Solution can help your organization, contact us at 888.338.6148 or info@eavantas.com.

Square Home Page. The manager can then decide whether to accept or deny the request by quickly accessing their staff schedules, which are linked to the request, and send a notification back to the employees. The manager then makes the change to the schedule in Smart Square with the click of a mouse and the process is complete. Staff requests are time and date stamped, and sorted by schedule date, so managers can focus on the most pressing issues first.

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*Ali Bruckner, OD for the Intensive Care Unit
Alegent Health*

"It really couldn't be any easier to use," Bruckner said. "My managers now get several hours back each week that they can devote to their real jobs, caring for our patients and mentoring our staff."

With the ability to view multiple weeks on a single screen, and clearly see future staffing needs anticipated by the Predictive Model, the engine that powers Smart Square's proactive staffing capabilities, managers have the peace of mind knowing their decisions regarding staff requests are supported by accurate data.

"It's a delicate reality," Manning said. "I want happy staff, but I need a balanced schedule. This is much easier to accomplish now. My staff doesn't have to wait to get to work to manage their schedule or submit a request. They just log in from home, or anywhere else, and do what they need to do. It saves a ton of time and paper. Paperless is beautiful."

"I simply don't know how we ever managed our schedules before getting Staff Member Access," said Jessica Moore, RN. "Being able to just send a request to a co-worker or my manager through Smart Square has taken all the silly running around and calling everyone to see if they can make a trade out of the equation. It has really simplified the process."





Smart Square

Automating your scheduling and staffing processes

Developed by healthcare professionals for healthcare professionals, Smart Square is the only software that will completely automate your planning, scheduling, staffing, deployment, and reporting process from beginning to end.

Smart Square provides you with the ability to:

- » Develop your resource goals
- » Maximize your core staff resources
- » Proactively fill your open shifts
- » Strategically allocate resources system-wide
- » Use real-time business intelligence

As a Web-based application, it integrates easily with your current systems and can be conveniently accessed anytime, anywhere.

To learn how Smart Square can help your organization, contact us at 888.338.6148 or info@eavantas.com.

In addition to processing employee requests and trades, Staff Member Access also serves as a messaging tool for managers to communicate with their staff. Managers can post messages to all staff, select groups of staff or certain individuals. These communications greet staff members when they log-in to Smart Square. Managers can monitor the status of any delivered message to easily determine who has or has not yet read the posted message.

“This sort of tracking is invaluable,” Bruckner said. “There is no more guess work wondering whether or not staff have checked their e-mail or have read the posted notices. My managers and I don’t have the time to wait around and play guessing games, and thanks to Smart Square, we don’t have to. We have all the information we need right at our fingertips.”

About Alegent Health

With a commitment to providing high-quality care and an exceptional patient experience, the 1,300 physicians and 8,600 employees of Alegent Health are focused on caring for the body, mind and spirit of every person. Sponsored by Catholic Health Initiatives and Immanuel, Alegent Health has nine hospitals, freestanding inpatient psychiatric and skilled nursing facilities and more than 100 sites of service—making it the largest not-for-profit, faith-based health care provider in Nebraska and southwest Iowa. For more information, visit www.alegent.org.