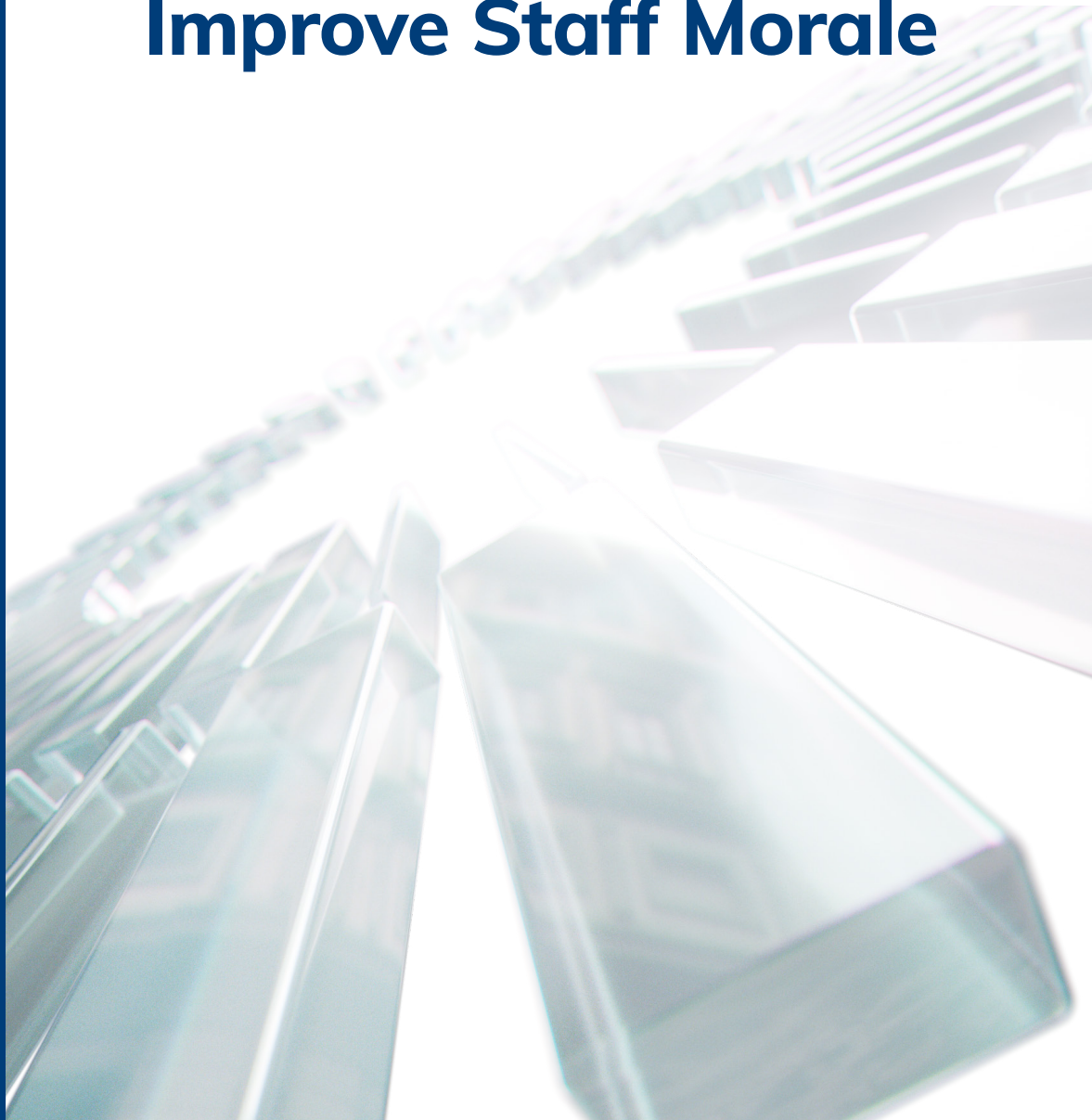


WHITE PAPER //////////////////////////////////////

How Innovative Workforce Systems Transform Scheduling Processes and Improve Staff Morale



Background

For many department leaders, scheduling is an art. It requires a delicate balance of staff-to-patient ratios, a working knowledge of individual credentials and organizational needs, and a thoughtfulness for avoiding overtime. Creating a schedule that checks all these boxes – in a timely manner and while juggling other responsibilities – is a daunting task for many schedulers across healthcare.

With the right **nurse scheduling software**, it doesn't have to be. Innovative scheduling systems are transforming the way schedules are created, shared, and updated, shifting tedious, painstaking processes into a collaborative approach that welcomes all team member needs and requests.

This white paper explores how modern scheduling software is empowering healthcare providers to succeed at filling shifts, and how that success impacts more than the schedule – it gives nurses the support they need **on and off the clock**.



Schedule Management saved our schedulers 1.5 hours per day. This solution has allowed our schedulers, nurse managers, and frontline staff to spend more time on value-added work."

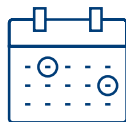
— Lisa Malosh, Senior Director of Organizational Improvement, Presbyterian Senior Care Network

Faster, Easier Scheduling

With templated schedules, configurable hour limit rules, and instant visibility to shift gaps and changes with technology enables effective scheduling in minutes, not hours.



Visual alerts help schedulers quickly catch understaffed shifts, overstaffed shifts, and overtime staff



A system-wide view allows schedulers to easily jump from one unit's schedule to another and move around qualified staff as needed



Team announcements turn individual calls or texts into one simple communication

These tools take the guesswork out of filling shifts appropriately. They empower managers to make decisions with all the context they need, from qualifications to gaps in the schedule and even any upcoming PTO.

Quick, Simple Communications

When there's a no-show or last-minute schedule change, one-by-one calls and texts won't solve the problem quickly. An announcement to **all qualified staff or agency workers** can fill the shift much faster. One-to-many text and email communications include the right people in the conversation right away, encourage collaboration, and are less disruptive than a phone call on a day off.

Beyond addressing immediate scheduling needs, having a mobile app for staff to swap shifts among themselves and submit shift change requests to their manager brings all schedule-related conversations into one place. Leaders can be confident each shift has the staff needed, and team members can enjoy having more say in their schedule – right from their phone.



“We dramatically decreased labor costs by close to a million dollars within the first year of product usage. Schedule Management at Summit Medical Group streamlines staffing, improves communication, contributes to greater efficiency, and ultimately, produces more time for patient care.”

— Karen Graham, Chief Operating Officer, Summit Medical Group

Reduced Overtime Costs and Turnover

Filling shifts is about more than having the right people at the right time. Schedulers also need to be careful not to have the same people working too much, as overtime work can quickly add up in financial costs to the organization and have a significant toll on employees.

Overtime creates a lose-lose situation, but software like Inovalon's **Schedule Management** solution can proactively solve this.



Company-wide resource visibility provides an instant view to available staff not at risk of overtime



Custom hourly limits for different roles allow schedulers flexibility in reducing overtime



Instant schedule changes inform staff when they've been added to or removed from a schedule – saving managers a step and ensuring everyone is up to speed

Plus, the benefits of addressing overtime head-on reach further than the bottom line. Solving for overtime supports safe patient and resident care conditions, improves staff work/life balance, increases communication and collaboration across departments, and boosts engagement and retention.



“We saw an immediate increase of 12% of our staff picking up vacant shifts within one week of implementation, which translates to not using as many external agency resources. The ability to coordinate and see what’s going on across a whole organization definitely has its benefit and cost savings, but also makes our staff happier.”

— Lisa Malosh, Senior Director of Organizational Improvement, Presbyterian Senior Care Network

Increased Flexibility

Paper scheduling processes give staff only one option to check their schedule: wherever the document is posted. Cloud-based scheduling software allows them to check and change their schedule however they prefer.

1. At work, at home, or on the go, schedules are accessible from a smartphone, tablet, or computer
2. Syncing options connect personal calendar applications with assigned shifts, giving team members a full-picture view of their week
3. Staff messaging and swap requests encourage communication in case of personal emergencies, helping to quickly resolve call-outs

Increased Visibility into Licenses and Credentials

One of the biggest challenges in healthcare scheduling is factoring for licensing and credentials. Managers need to know what their clinical staff is certified for and pair them with the appropriate openings in each shift, adding another layer of complexity to the schedule.

Fortunately, Inovalon’s **Credential Management** software was built with healthcare’s unique requirements in mind, which ensures a smooth scheduling process by accounting for licenses as the schedule is being made, not after.

Continuous Innovation, Driven by Data

Taking scheduling successes a step further, Inovalon’s scheduling software reports on the workflow trends within your organization. Executive **Workforce Intelligence** dashboards can provide insights on:

- Staff seniority
- Last called off
- Workforce budgets and spending
- Credential expirations

“In my 4+ years that I have been involved with the team, I have been impressed by the partnership and collaboration on ways to further enhance the software we use.”

— Michelle Spurlock,
System Chief Nursing
Officer, Acadia

Easy Implementation and Maintenance

The beauty of cloud-based software is that there are no hardware investments required. Getting started is as easy as an implementation and training session, and maintenance is taken care of for you.

At little to no disruption to you and your team, staff can transition from frustrating scheduling workflows to enhanced, collaborative processes. Along the way, your customer success team will be there to provide ongoing technical support and any additional application training your team may desire.



See the Technology in Action

Streamlined scheduling ensures your team is focused on what matters most: patients. Adopt efficient staffing practices powered by advanced, easy-to-use scheduling software.

[Request a Demo](#)



About Inovalon

Inovalon is a leading provider of cloud-based SaaS solutions empowering data-driven healthcare. The Inovalon ONE® Platform brings together national-scale connectivity, real-time primary source data access, and advanced analytics into a sophisticated cloud-based platform empowering improved outcomes and economics across the healthcare ecosystem. The company's analytics and capabilities are used by over 50,000 active, licensed customers daily.

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