

SMART Workforce Solutions for the NHS

Empowering the workforce to meet the QIPP agenda



QIPP

Supporting Quality, Innovation, Productivity, Prevention

SMART eRostering

- Build rosters in minutes not hours
- Release highly qualified staff back to patient care
- Automated data feeds to ESR saves time and reduces errors
- Covers all staff groups
- Support flexible working arrangements
- Transparency and fairness for staff

SMART Time & Attendance

- Automated time recording, eliminating timesheets
- Release more time to patient care
- Remove opportunity for fraud
- Ensure staff work their contracted hours
- Information direct to ESR ensures accurate payroll
- Reduced payroll errors reduces queries by staff
- Helps to provide flexible working arrangements

SMART Bank Solution

- Reduces temporary staff costs
- Assists managers to fill staffing gaps from own workforce
- Fully synchronises with, and increases accuracy of ESR
- Facilitates WTD compliance
- Supports distributed environment and working from home
- Reduces central bank workload

SMART Real Time Hospital

- Increase productivity
- Improve patient care
- Reduces Patient Safety Incidents
- Reduce costs by optimised deployment of staff
- Learn from experience and prevent repeat incidents
- Create organisation memory
- Enable shared learning
- Increases quality, staff morale and efficiency

The QIPP agenda is helping every area of the NHS to focus on providing quality services, while raising productivity to get the absolute best from resources. The workforce is the NHS's biggest asset and its largest cost. Optimising this workforce is a key part to meeting the QIPP agenda.

SMART provides a suite of software solutions designed to manage your workforce, ensuring that you have the right person, with the right skills in the right place at the right time to provide high quality, efficient and safe patient care that prevents risk. SMART systems empower you to innovatively approach

workforce deployment ensuring you are staffing in the most cost effective and productive way, making the most of the resources you have, before using more expensive bank and agency staff.

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SMART e-Rostering

SMART's web-based e-rostering solution uniquely enables trusts to manage all categories of staff including nurses, doctors, administration and support staff using a single system. The Auto Roster facility means that rosters can be built in minutes instead of hours releasing highly qualified staff back to patient care. Rosters are based on criteria set by the trust to meet local and ward based working requirements, which can be identified using SMART's Workforce Efficiency. Managers are alerted to potential issues with rosters as they are built, enabling them to take corrective action immediately.

SMART Time & Attendance

SMART Time & Attendance (T&A) provides automatic monitoring of staff hours, and by eliminating time sheets, removes the opportunity for mistakes and fraud. No timesheets means that all staff have more time for patient care, data fed directly to ESR increases accuracy and reduces administration costs. The system ensures that staff work their full contracted hours and that any over working is appropriately approved by a manager. T&A provides a transparent system for all staff, ensuring that everyone is treated equally and fairly, boosting morale and reducing absence.

SMART T&A integrates with SMART's e-Rostering, Bank Management and Retail Time Hospital systems. While e Rostering provides a plan for staff hours, T&A tells what hours staff are actually working. This information is analysed by Real Time Hospital enabling managers to redeploy staff as required to plug gaps and ensure quality patient care is maintained and patient harmful incidents prevented.

SMART Bank Solution

SMART Bank enables the efficient management of Bank and Agency staff, allowing Trusts to effectively respond to unplanned roster gaps and ensure critical clinical cover at all times. By allowing managers to identify Bank and substantive staff, SMART Bank Management helps reduce the unnecessary use of Agency staff where a Trust's own employees are available.

When combined with SMART Time & Attendance and SMART eRostering. Managers can quickly identify shift vacancies and assign vetted and registered Bank employees to the shift. The unique Bank Staff Search Engine selects the most suitable staff based on WTR, clinical skill sets, CRB and NMC registrations, cost and availability, then allows shift managers to automate the communication process via SMS text messaging or email. Employees can even respond from home with the easy-to-use SMART Self Service Employee portal.

SMART Real Time Hospital

SMART's Real Time Hospital provides a 360 degree view of staffing across all clinical areas. It enables managers to see immediately if there are issues with staffing levels and skills mixes and redeploy staff to rectify a situation. This ensures quality patient care is maintained, which is proven to prevent patient safety incidents.

Real Time Hospital ensures optimal use of staff using readily available resources where possible which reduces costs without compromising patient safety.

Analysis of workforce levels can identify causes of incidents, and help organisations to mitigate such risk in future. By understanding and documenting incident causes Trusts can promote continuous development, create organisational memory and foster shared learning.

SMART is a leading provider of web-based solutions for workforce management for the NHS. For over two decades we have been helping our customers to achieve agility and cost efficiency from their greatest asset – their people.

Now as the NHS faces the challenge of providing a top quality service to patients in the face of huge budget cuts, we are drawing on our experience to help our clients meet the QIPP agenda. SMART's integrated solutions for workforce management provide efficient people management ensuring that NHS trusts are able to optimise their workforce. Developed using Microsoft technology, our solutions are flexible, reliable, scalable and easy to implement.

Whether fully installed on site or delivered as a managed or hosted service, SMART's systems can provide web-based employee self-service, through kiosks and phones, smartphones and PDAs ensuring that employees can interact with the system wherever they may be.

For further information on how SMART Workforce Solutions can help your organisation meet the QIPP agenda, call +44 (0)1438 822 222 or visit: www.smart-rostering.co.uk

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Making People Count.