

# Real Time Hospital: SMART'S Patient Acuity Solution

Evidence based decision making for NHS Managers and Directors – minimise risk, maximise safety.

SMART's innovative Real Time Hospital module extends beyond eRostering by comparing Patient Acuity Data with staffing levels providing both real time KPI alerts and historical trend analysis.

**SMART's** Real Time Hospital solution provides a 360° view of clinical departments which significantly enhances eRostering by providing accurate revised staffing level information. This enables Managers to see that the right people are in the right place when needed and is key to maintaining quality of service and minimising patient incidents. By bringing together key resourcing, operational and risk management data, such as patient acuity and bed occupancy, in a single graphical view, they can quickly identify efficiencies and cost savings without compromising patient safety.

### KPI's (Displayed as RAG status)

The system highlights any potential conflicts with staffing levels, skills mix, patient acuity levels, permanent/agency staff ratios and unplanned absences, where future remedial action may be necessary.

### What Does RTH Deliver?

This type of approach facilitates evidence-based decision-making, helping to mitigate risk and in so doing, support QIPP and other agendas. In addition, with the resulting increased productivity, further cost savings are possible when

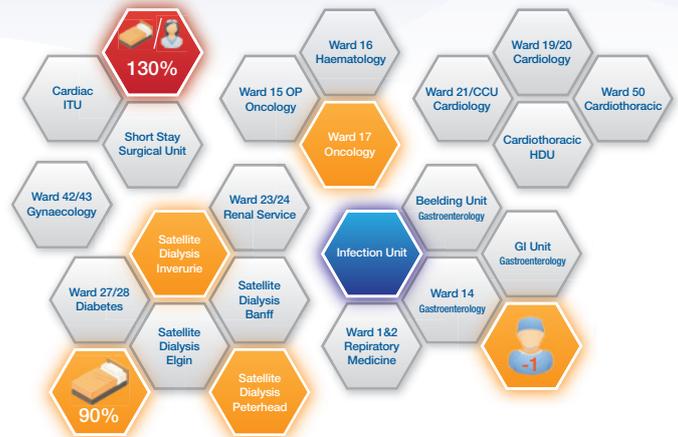
organisations that achieve and maintain NHSLA standards/criteria can subsequently see a significant reduction in their NHS Litigation Service premiums.

**SMART's** eRostering and Real Time Hospital records data for historic analysis and future planning. This allows Senior Managers and Directors to understand incident causes, promoting continuous improvement, creating organisational memory and enabling shared learning.

Also, direct performance comparisons can be made between departmental teams and peer groups while, at a divisional and director level, identification of under performing or exceptionally performing areas allows organisations to share information and improve their quality of service. This in turn allows Trusts to apply a consistent approach to patient care and outcome/nurse sensitive issues.

### RTH Integration

**SMART's** Real Time Hospital can be deployed as a standalone solution or integrated into most existing eRostering, Bank and Time & Attendance systems, creating opportunities for further workforce optimisation and efficiency savings. Making use of the latest web technology it can be accessed anywhere, through PC's, laptops, wall monitors, touch screens or any other browser enabled device.



## Benefits

- Improves patient care
- Reduces Patient Safety Incidents
- Avoids the need for dedicated individuals to collect, collate and correlate the data
- Reduces temporary staffing through redeployment of staff
- Reduces cost, accidents and risks
- Increases quality, staff morale and efficiency
- Provides Directors with transparency, insight and evidence based decision-making support
- Directorate/Trust wide graphical view of data

## Supports

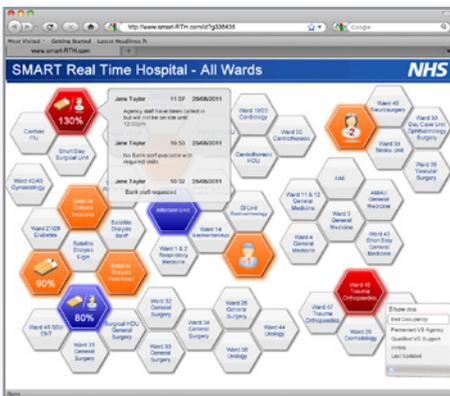
- QIPP
- Energise for Excellence
- AUKUH/SNCT
- Productive Ward Programme
- Temporary Staffing reduction initiatives
- Quality and Safe Patient Initiatives
- Acuity/Quality models
- Best Practice/RCN recommendations
- Continuous Improvement
- Organisational memory

“SMART’s Real Time Hospital is designed to present regular information updates on the staff criteria that directly impact on the provision of safe, high quality care. It is clarity of presentation and the speed of information availability that should help our managers to assess manpower requirements and take timely and effective decisions when required.”

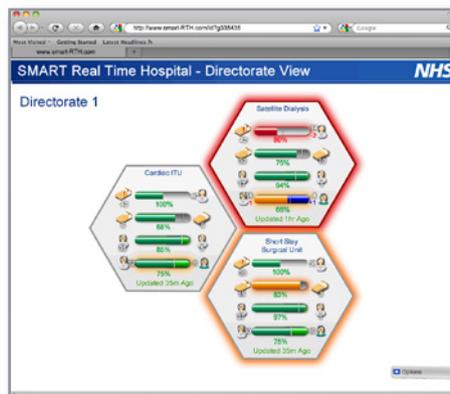
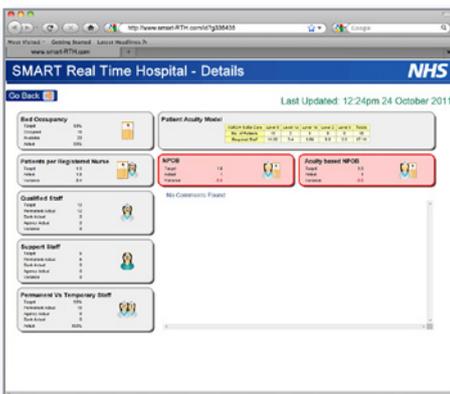
Neil Buchanan, Efficiency and Productivity Programme Manager, NHS Grampian

## Features

- **Single deployment or integration with eRostering/Bank/T&A including PAS**
- **Web based – can be deployed anywhere**
- **RAG (Red, Amber, Green) Alerts on:**
  - Skill Mix (Qualified vs Support)
  - Staffing Levels (Actual vs Requirement)
  - Staff Mix (Permanent vs Temporary)
  - Patients per Registered Nurse
  - Beds & Bed Occupancy (Actual & Percentage)
  - Patient Incidents
  - Staffing Requirements (Qualified & Support)
  - PPRN/NPOB/Acuity NPOB



SMART is a workforce management solution widely used by the UK’s NHS across England, Scotland, Wales, and Northern Ireland. SMART enables NHS and other health organisations to meet their patient quality care objectives, including the Quality, Innovation, Productivity, and Prevention (QIPP) agenda in England, by optimising staff and ensuring that quality patient care is delivered as efficiently as possible. To learn more about the SMART solution, visit [www.smart-rostering.co.uk](http://www.smart-rostering.co.uk).



Kronos acquired SMART in April 2012.

## About Kronos Incorporated

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries – including more than half of the Fortune 1000® – use Kronos to control labor costs, minimise compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, HR and payroll, hiring, and labor analytics applications at [www.kronos.com](http://www.kronos.com)

For further information on how *Real Time Hospital* or any of our workforce solutions can help your organisation, call +44 (0)1438 822 221 or visit [www.smart-rostering.co.uk](http://www.smart-rostering.co.uk)

## SMART

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