

STEVENSON MEMORIAL HOSPITAL

THE PROBLEM

When Liz, a staff scheduler at Stevenson Memorial Hospital needed to fill a shift she pulled out her long list of clinicians and settled in for an hour or two of making calls. Depending on which department is short, Liz could be calling over 25 people to fill one or many shifts.

THE SOLUTION

Now, with the click of a button, Liz can fill vacant shifts – **saving her about two hours a day** while simultaneously enhancing both staff morale and the patient care experience.

ShiftLink allows Liz to create shifts, segmented by time, date, and location. Within a minutes Liz can see who is available and book them in.

"THE EXPERIENCE OF SCHEDULING – NOT ONLY FOR THE HOSPITAL, BUT FOR OUR CLINICIANS FROM A PERSONAL PERSPECTIVE – HAS IMPROVED. IT HELPS TO MAKE LIFE MORE PREDICTABLE IN A BUSINESS THAT RUNS 24/7, AND BY MAKING THE PROCESS EASIER, WE ARE NOT RUNNING SHORT WHICH HAS A MAJOR IMPACT ON PATIENT CARE."

In 2020, SMH reached out to staff more than *34 000 times* by using ShiftLink instead of making traditional phone calls. That is a lot of *time saved* calling a team of approximately **120 frontline staff!**



MARKHAM STOUFFVILLE HOSPITAL

THE PROBLEM

Paul and Chantal would spend up to 45 minutes filling just one shift, from their 120 person staff. Chantal was only able to fill shifts for one department in the Environmental Services area – housekeeping. Seniority rules made it very difficult to notify staff quickly, it took a lot of time, ¾ of a day sometimes, calling, tracking, and recording the outcome of calls to staff for shifts.

THE SOLUTION

Chantal can now complete shift management tasks for 3 departments – portering and dietary, not just housekeeping!

ShiftLink helps MSH **reduce time spent on the phone by 75 percent** with potential productivity savings of up to \$400,000 for the hospital. With an average of four people responding per post, hospitals are provided greater choice of available and interested staff, thus avoiding the need to pay overtime or fill the shift through an external staffing agency, saving hundreds of thousands of dollars each year.

"IT'S GREAT TO BE ABLE TO NOTIFY THE ENTIRE SENIORITY LIST IN ONE SHOT, NOT ONLY DO STAFF HAVE MORE TIME TO RESPOND TO A SHIFT, BUT ALSO MORE TIME TO GET READY AND GET TO WORK. SINCE IMPLEMENTING SHIFTLINK THINGS HAVE BECOME A LOT EASIER."

In 2020, MSH reached out to Environmental Services staff more than *35 000 times* by using ShiftLink instead of making traditional phone calls. That is a lot of time saved calling out to housekeeping, portering and dietary staff!

