

 **ROSTERPERFORM**

E-rostering makes enormous amounts of data available that was previously unobtainable. The challenge, however, is in how this data can be digested and presented in a way that delivers real operational improvement. RosterPerform is the tool designed to give managers the ability to use this data to measure and benchmark how well staff are functioning across the organisation, in real-time. As a web-based management dashboard, RosterPerform clearly highlights staffing issues both now and into the future.

Key Benefits

- Gives managers a view of the whole workforce across the entire organisation
- Provides data in a ready-to-use format anytime, anywhere
- Enables managers to use substantive staff more efficiently and reduce temporary staff usage
- Minimises operational risk by ensuring services are safely staffed
- Gives managers evidence that services are being run as effectively as possible
- Provides all data from one secure source

RosterPerform Background

In order to resolve issues, managers need visibility of them and while rosters hold the data to answer key questions such as 'are we safely staffed?' and 'are we using our resources efficiently?', in its raw form the data is of little operational use.

RosterPerform has been designed specifically to take this data and make it much more accessible, firstly by analysing and translating raw data in Optima against agreed Key Performance Indicators (KPIs), and secondly by presenting these KPIs clearly to show the key issues.

In this way, RosterPerform enables managers to review, report and manage staffing behaviour through a series of management dashboards and reports, in order to ensure that services are being operated to maximise safety, minimise risk and ensure staff are being used optimally.

“RosterPerform has really been a key element of this project as it enables us to look through the windscreen at issues rather than through the rear view mirror – which was how we had worked previously. This has had a major impact on the way we run our operations because we can now effectively plan ahead and ensure staff are operating at the best levels through workforce planning. Ultimately what this gives us is ‘patient-centred rostering’ and as a result of that, the resources to offer better care.”

Rosemary Chable, Director of Nursing

RosterPerform Capabilities

Key Performance Indicators RosterPerform monitors KPIs in these five areas, showing managers previously unobtainable data:

- **Safety:** shows if the actual staffing level is aligned with clinical demand, including unfilled shifts that should be covered, skills gaps, and instances in which there is a lack of senior staff in charge.
- **Unavailability:** monitors sickness, annual leave, study and other absences, so that peaks and troughs of unavailability can be avoided and dependence on temporary staff reduced.
- **Effectiveness:** shows where staff are not being utilised effectively, which when resolved, reduces costs and improves cover.
- **Fairness:** requests and broken award rules are analysed on an objective basis, ensuring that staff are treated fairly.
- **Establishment:** highlights establishment issues, including misalignment of budgets with demand, staff vacancies and staff inflexibility.

RosterPerform unlocks all this information, enabling managers to identify any issues and respond accordingly. The information provided by Optima becomes integral to the operational running of healthcare organisations.

Clear, transparent display of issues.

Providing information in a way previously unavailable to managers, Optima makes use of the data by analysing it in the form of tables and graphs and measures it against agreed KPIs to show managers what, and where, special attention is required to improve performance.

RosterPerform displays this KPI data in a number of different user-friendly dashboard views and formats:

- **Troubleshooting view:** Highlights operational issues across the organisation using a traffic-light system based on agreed thresholds. This data is displayed in 'Daily Issues', 'Weekly Issues' and 'Timeline' views that highlight not just the current issues but show future challenges too, giving managers time to resolve them before they occur.
- **Analysis view:** Shows long term historical trends to track performance over time and allows benchmarking of units and departments to see how they perform compared to their peers.
- **Drilldowns:** Both the 'Troubleshooting' and 'Analysis' views have drill-downs from the high level issues into the raw, live, Optima data. For example, if 'Study Leave' is too high, the drill-down will show exactly who is on study leave, when and for what reasons.
- **Email Notifications:** Additionally, RosterPerform has built-in Email Notifications that automatically send key issues to managers via email. 'Pushing' this data rather than requiring staff to log in helps ensure that managers are always aware of operational issues and can resolve them in a timely manner.

RosterPerform Benefits

The application makes this information available at any time, to deliver:

- **Visibility**
 - managers get a clearer view of the workforce and can drill-down on the staffing complement to identify and address issues before problems occur
 - enables the organisation to look at workforce issues through the windscreen rather than the rear view mirror
 - monitors fairness and equity of work patterns
 - monitors staff unavailability and absences
- **Planning**
 - supports wider strategic planning through better understanding and knowledge of staffing
 - collates previously unavailable operational information from the live rosters, measures it against the agreed KPI framework and delivers it to managers.
 - provides information about future operational deployment, not just what has occurred the past
- Changes the management reporting emphasis, from the use of historical information to a proactive approach using informed views of future issues
- Minimises operational risk and safeguards against incidents, due to improved staffing transparency and the highlighting of risk areas
- Potentially reduces the cost of temporary staffing by highlighting any poor utilisation of the substantive workforce
- Ensures services are safely staffed, providing the right people in the right place at the right time
- Tracks performance over time to ensure that the benefits of e-Rostering are being realised

Unit History Unavailability Metrics for Allocate Healthcare Trust (28 July 2013 - 26 Feb 2014)



For more information about Allocate RosterPerform please contact us or visit www.allocatesoftware.com/au



Tel : 1300 767 837



Email : info.au@allocatesoftware.com