Allocate Case Study

Ballarat Health Services partners with Allocate for streamlined rostering

Ballarat Health Services (BHS) is the principal referral hospital in the Grampians region, an area of 48,000 square kilometres extending from Bacchus Marsh to the South Australian border. BHS provides tertiary acute services, subacute, residential, mental health, ambulatory and community services across 12 campuses. The service has a total of 785 beds and over 4000 staff. Its regional Integrated Cancer Centre was established in 2013.

Getting the basics right

Duplication of work, the burden of dealing with manual processes, inconsistent award interpretation and the difficulties having 'no source of truth' as not all data is housed on one system were all key issues facing the Ballarat Health Services, according to manager payroll and rostering systems Amy Everard.

Finance and the payroll department were the most affected, however, the dependence by nurse unit managers on signed paper timesheets was another bug bear.

The service's previous workforce management approach included multiple systems to include OneStaff, HealthEWorkforce, MonRoster, Generos, Excel, Word, and paper.

They needed one single system that could roster all clinical and non-clinical staff, provide visibility of when and where staff were working at all times and improve pay accuracy across the health service.

Purpose-built for health and in the cloud

The search for a new vendor led to hospital visits in the region to find out how they were using the different solutions. BHS wanted to go beyond time and attendance and went to a tender process narrowing the field down to a select group of vendors with 40 to 50 people from the service attending the presentations.

They chose Allocate because the solution is purpose-built to fit the healthcare industry, its ease of use and advantages of being hosted in the cloud.

Allocate's implementation project scope was over a two-year timeline incorporating a range of features including rostering for all departments (including the executive team), interpretation of awards and integration with payroll. The project included dynamic rostering for ICU and ED departments, master rosters for junior medical workforce as well as biometric time capture. It also involved management of casual allocations and nursing resource teams, electronic leave and shift requests as well as notifications by SMS.

Everard says Allocate's integrated single system for rostering, time and attendance and award interpretation enabled them to have all the information in one place for 'one source of truth'.

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Integrating payroll and rosters avoids duplication and reduces costs

Allocate's rostering solution integration with payroll means there are no fortnightly paper timesheets that need to be processed. *"Allocate removes all manual work and duplication. Now we have consistent and automated interpretation of awards and improved visibility of rosters and rules. Our leave and shift requests are now streamlined and, because we're hosted in the Allocate Cloud, our staff have mobile and remote access to rosters and requests. It's brilliant."*

Everard says the new Allocate system has reduced the running costs by four equivalent full-time staff in payroll.

> **With the implementation of Allocate we were able to merge all 4,000 staff into a single-pay cycle instead of having two separate pay cycles to process. This is much easier not just because of the time we have saved but also for finance reporting purposes.**

Amy Everard, Payroll and Rostering Systems Manager

Total Workforce Visibility

Moving into one single system improved visibility of rosters and elimination of double rostering.

"Typically we would have a nurse unit manager calling staff to ask why they didn't show up for their shift when they were actually on the other side of the hospital working in a different area. Now there are no more calls to staff in the mistaken belief that people hadn't turned up for a shift." Everard says.

"We can now also make informed decisions by being able to view overtime transactions in real time. Before Allocate's rostering solution the executive director wouldn't know when staff where going overtime until before the end of the pay cycle" she adds.

NUMs are also able to cost their rosters with real time data. *"We are looking at roster costing very closely and planning to work on cost projections in the next 12 months"*, said Amy Everard.

Reduced 4 Payroll FTE

Unlocking workforce data. What's next in store for BHS?

When used properly, data can be a powerful resource and assist with oversight and assurance of effective and efficient provision of patient care, through appropriate staff deployment.

> **We are working with Allocate to do more trending and reporting, and specifically our goal is to get large amounts of data in real time that will speed up efficiencies for all our staff to enable better patient care at Ballarat Health Services.**

Amy Everard, Payroll and Rostering Systems Manager

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