

## Penang Adventist Hospital

### Achieving better patient care whilst reducing staff costs with HealthRoster for Malaysia-based Penang Adventist Hospital

Penang Adventist Hospital (PAH) prides itself on being one of the most visionary and IT-savvy hospitals in Malaysia, it was also the first Joint Commission International (JCI) accredited hospital in Malaysia. PAH is proud of this reputation, and acquired Allocate's Healthroster solution to further demonstrate its leading edge approach to workforce management by equipping managers with the best possible tools to ensure the most efficient and effective use of staff in line with service needs.

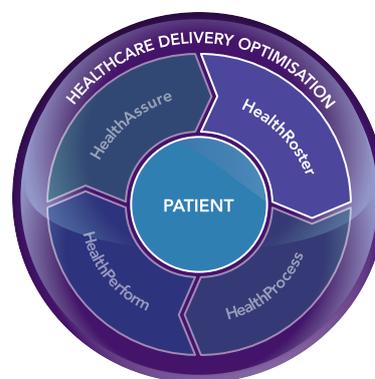
#### The challenges

In response to ongoing financial pressures and clinical safety guidelines, PAH needed to become more effective in the management of their staff. Following a thorough Roster Assessment carried out by Allocate, it identified:

- No ability to link patient demand to nursing levels thereby enabling staffing levels to be objectively set
- Lack of bottom up, real time operational information on the nursing workforce at ward level, resulting in ineffective decision-making regarding staff deployment
- A lack of objective creation and management of substantive staff off-duties resulting in ineffective use of the nursing workforce
- Ineffective management of the nursing staff budget

#### The solution

The hospital replaced disparate paper-based systems with Healthroster to drive out inefficiencies and significantly improve transparency of the workforce to achieve improved performance across all areas of the hospital. The solution has been implemented across all clinical units so far, and is now effectively working across the entire workforce process to deliver multiple benefits on a hospital-wide scale.

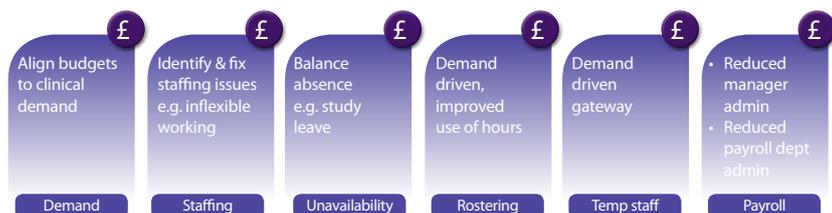


"Our objective to deliver the best possible care is focused on making the best use of our available workforce in line with service needs. HealthRoster has helped us to achieve this goal through significantly increased visibility of our workforce, allowing effective decisions regarding refocusing services to meet patient needs. In addition, staff morale has increased as a result of this solution and we are delivering better quality care through a more sophisticated approach to workforce management.

Ms Chen Tuan Hsiu,  
Director of Nursing,  
Penang Adventist Hospital

## Key benefit

HealthRoster has enabled the hospital to use a more diverse staffing mix on the wards allowing them to reduce staffing costs whilst at the same time improving the delivery of care services and minimising risks by having more staff present on the wards.



## The savings

HealthRoster gives more transparency on staffing issues, enabling more informed decisions to be made:

- Efficiency gains through reduced lost contract hours/additional duties
- Staff demand reduced by 17% without compromising service delivery by aligning staff demand with patient demand it has reduced the number of duties on the roster that could only be covered with overtime
- More time spent attending to patient needs as the skill mix ratio has changed from 86% nurses, 14% PCA's to 93% nurses, 7% PCA's, which has improved the average length of time a patient is cared for by a nurse to 6.9 hours a day
- Improved clinical governance due to increased transparency of staffing levels and the skills mix to ensure effective redeployment of staff
- Improved risk management due to enhanced reporting and monitoring tools to support improved workforce planning
- Time savings from the reduced administrative burden of roster creation and approval, managing absence and the preparation of payroll
- Improved accuracy of data of pay enhancements and timesheets
- Improved staff morale due to a 70% reduction in over-contracted hours and more objective shift allocation

"HealthRoster is an incredibly powerful and technical solution which extends across the management of the entire workforce process. It has significantly helped us to improve and streamline our processes so that we can ensure optimal management of staff to make sure they are happy and are doing the job that they are here to do. This has significantly improved our staff morale and helped to deliver savings on a hospital-wide scale."

Michael Wong,  
Chief Financial Officer,  
Penang Adventist Hospital

## Summary

PAH has been able to successfully improve workforce operations through more effective workforce management. Healthroster has enabled the hospital to become more diverse in its approach and management of staffing which has enabled them to improve services whilst at the same time maximising efficiencies. The solution has also played an instrumental role in supporting the hospital's objectives; helping them to deliver the best possible, consistent and patient centred care, and maintaining its JCI compliancy rating.