



# Dynamic, intelligent staff rostering for **NSW Health**



# Proven, dynamic, sustainable and flexible - the new staff rostering system for NSW Health

Developed by Allocate Software and proven in healthcare settings around the world, the NSW Health Allocate Solution system has been purpose-designed specifically for NSW Health and integrates directly with the Stafflink Human Resources and payroll system.

The system combines three components:

**Allocate Solution** – automated production and maintenance of staff rosters including bank, casual and agency staff

**Allocate Employee Online (EOL)** – allows staff to view rosters and make shift requests

**Allocate RosterPerform** – provides records and analysis of roster data

The components integrate seamlessly to provide a single solution that delivers essential benefits, including:

- Greater accuracy in award calculations, which ensures more consistency and accuracy in time capturing
- Visibility and reporting that demonstrates appropriate skills coverage on a roster-by-roster basis
- Access to data for roster managers, enabling better decision-making in the creation and management of staff rosters.

## People are at the heart of our software.

That is why at Allocate we believe that healthcare workforce software needs to deliver direct benefits to both clinical and admin staff.

Planning and organising the healthcare workforce is complex. We believe tools that ensure you have the right people in the right place at the right time should be part of a single solution, catering to the needs of all staff groups.

Allocate's Rostering Solution integrates with the stafflink human resource and payroll system, to provide a seamless end to end workforce management process. This will enable NSW LHDs to strike a balance between delivering staffing productivity, managing costs, and assisting in the delivery of safe patient care.

# Delivering benefits across the LHD, from boardroom to bedside



Allocate Rostering solution will deliver benefits across the LHD healthcare environment from managers and administrators to patients on wards and in the community. The solution automates the roster creation and management process, aids decision making and improves scheduling transparency and fairness, delivering benefits to all key stakeholders.

## Managers

- The solution enables significant improvements in staff management and usage, ensuring that the right staff are allocated to the right shifts at the right times
- Automates the roster-building process, saving time and administration costs
- Gives easy access to roster data, informing and improving decision-making
- Enables managers to make the optimum use of substantive staff and reduce usage of casual pool, agency or temporary personnel

## Staff

- EOL gives web-based access to rosters and allows staff to view details, nominate shift preferences
- Easy to use, 'one-screen, one-click' functionality
- Releases time to care, due to reduced administrative burden

- Improves roster transparency, helping to ensure quality and fairness in allocation of antisocial, weekend and on-call shifts

## Patients

- Better and safer care from the right staff with the right mix of skills
- Ensures rounds are correctly staffed, for efficient patient discharging
- Fewer cancellations of clinic or theatre lists

## Organisation

- Improves efficiency
- Identifies potential savings
- Reduces casual pool, agency & temporary staff costs
- Reduces administration
- Availability of roster data enables forward planning
- Enables accurate clinical governance records

## Global expertise, Local experience.

Deployed in healthcare settings across the world, Allocate Software's workforce solutions are specifically designed to meet the complex needs of healthcare.

With the experience of supporting over 1 Million rostered staff across the UK NHS, together with 25 years workforce management experience in Australia, Allocate delivers both global experience and local expertise to provide solutions that deliver benefits for all staff groups.

Locally, we have a dedicated development team, co-located with NSW Health, to continue to enhance product capability to support the needs of users across all LHD's.

As the rollout of Allocate Solution progresses, Allocate in conjunction with eHealth will be ready to respond to specific local requirements.



# One integrated, cohesive solution



**Efficient rosters are crucial to the functioning of NSW Health as they ensure that staffing resources are allocated appropriately, to enable high quality patient care, a confident, committed workforce and efficient, dependable working practices.**

The NSW Health Rostering system delivers intelligent, dynamic rostering with built in casual pool capability, integrated with Employee Online and RosterPerform, for a single, integrated solution. This will give NSW LHDs a firm, scalable foundation to drive a more efficient and productive workforce.

## Workforce Automation

Allocate's Rostering solution simplifies the often complex and time consuming process of managing the rosters of nursing staff, allowing nurses and support staff to be freed up from administration tasks and releasing time to care.

Built to objectively allocate resources based on rules defined by the organisation, the system enables managers and roster creators to ensure that patient needs are reflected at all times and across all departments. The solution also replaces existing paper based processes, to enable smarter, safer, fairer and more efficient rostering.

At the same time, comprehensive reporting functionality, including a unit summary dashboard gives a single view of all the important information and allows the organisation to identify important and emerging trends.

**“In-depth management information now means we can benchmark nurse staffing levels and other workforce information across wards. Ward managers can see gaps in numbers or skills at a glance and take action to ensure they are managed.”**

## Enhanced Visibility of Casual & Agency Staff

Allocate Solution's casual pool capability delivers a next-generation, fully integrated temporary staff management system designed to ensure that appropriately skilled staff are deployed for vacant shifts, reducing both the clinical risk and agency spend. The system gives visibility of rule breakages among both temporary and substantive staff allowing, for instance, for proactive fatigue management. The capability also significantly streamlines the entire process by automating the allocation of available staff, managing the roll of external agencies and providing a direct interface with HR and payroll systems.



### 24x7 Online Access for Employees

EOL is a web-based application featuring a streamlined user interface optimised for iPad, mobile devices, smartphones and PCs. The application is designed to give all staff home access to their individual records and rosters, enabling individuals to view and manage when they are working and where, submit shift requests and view their training, HR and timesheet information. EOL empowers individual members of staff, giving them more control over their working lives and improving morale.

### Measuring Performance

RosterPerform is an intelligent tool that allows organisations to review, report and manage staffing behaviour by analysing the data in HealthRoster. RosterPerform translates the raw data into Key Performance Indicators (KPIs) and presents them clearly, allowing managers to demonstrate performance and identify potential problems. The information provided by the tool becomes integral to the efficient running of healthcare organisations, enabling evidence based decision making and the proactive identification of emerging issues across operational areas including safety, staff unavailability, staff effectiveness, the fairness of rosters and many strategic organisational issues.



If you have any questions or would like to learn more about the NSW Health system, contact NSW eHealth.



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