

# HEALTHCARE CASE STUDY

## Westmead & easyemployer working together...

**NAME:** Westmead Private Hospital (Ramsay Health Care)

**INDUSTRY:** Healthcare (Medical)

### VITAL STATS:

- Part of the Ramsay Health Care group
  - largest private operator in Australia.
- Currently 200+ on-call anaesthetists.
- Several administration staff for central management.
- Looking for an organisation wide solution for managing on call rosters.

Westmead Private Hospital have a number of on-call requirements specifically related to providing emergency after-hours anaesthetists, seven nights a week.

They must always ensure there is an on-call anaesthetist on standby every night. To do that they need to allocate one of the hundreds of anaesthetists they have at hand for each of the 365 after-hours shifts. The shifts need to conform to the anaesthetist's availability and their individual employment requirements.

Complicating matters, it is vital to provide reminders to the on-call staff ahead of time to ensure they remember their prearranged commitment to be on-call for that particular night shift.

The process for managing the on-call roster process is complicated and constantly requires updating and re-jigging.

When done manually it is a very labour intensive and time consuming overhead for administrative staff but in particular the Chair of the Anaesthetic Department who has carried out these duties as part of his appointment.

## Before easyemployer...

### Frustrations

- Time consuming semi-manual process in place for managing staff availability i.e. emails and clunky generic systems.
- Manual process for finding and assigning applicable staff for each shift is cumbersome and frustrating.
- No easy way for anaesthetists to put themselves forward for particular shifts throughout the year.
- No easy process for reminding on-call anaesthetists of their upcoming shift and is often the responsibility of the individual to remember.
- Stressful and highly hands-on process for finding a replacement if an anaesthetist is unable to do a shift.
- Email communication to keep staff informed of shifts, swaps and updates is time consuming and unreliable.
- Existing complex staff management system requires considerable training overheads for new administrative staff.
- Current procedures and systems being utilised are not able to cater for a uniform rollout across the group.



*Using easyemployer to manage their on-call rosters and staff communications is saving Westmead Private Hospital considerable time and frustration.*

They have been able to drop several clunky online and offline systems for a consolidated solution using easyemployer - which is both functional and enjoyable to use for all the parties involved in staff management within the organisation.

The reduction of administration overhead has allowed Westmead Private Hospital to focus resources on other areas of the organisation.

Additionally, it has given Ramsay Health Care a solution that can be rolled out across the whole group and maintained both from a central location, and from each individual operating site.

*easy!*

## After easyemployer...

### Solutions

- **Staff managed availability system** to allow full visibility of anaesthetist availability and requirements and also provide anaesthetists to quickly update their availability.
- **Employee self-service access** to allow anaesthetists to accept on-call shifts throughout the year, matching their own individual working requirements as well as minimum employment obligations.
- **Automatic shift reminder service** to notify anaesthetists of their prearranged on-call shift a couple of days before it's due to start - either via email, SMS or both.
- **Intelligent shift allocation** to quickly and easily find an applicable replacement for a shift if required.
- **Automatic communication systems** to track and notify anaesthetists of shifts, swaps and any changes that affect the staff member in question via email / SMS.
- **Centralised management system** that allows for easy access to the entire organisation (all sites / departments) from a single online interface, accessible from anywhere with an Internet connection.

**We helped make it easy!**

80% of time  
= cut!

2% of annual  
labour costs  
= saved!

Peace of mind  
= gained!

### Outcomes

- One consolidated all encompassing, easy to use solution that manages the entire on-call roster process.

#### **Time savings:**

- Considerable time savings (up to 20-25 hours) in creating and publishing the initial yearly on-call roster.
- A weekly time saving (up to 3 hours per week) for administering the system, including filling last minute on-call shifts and keeping staff informed of changes.

#### **Eliminating errors:**

- Automation has eliminated the potential for human error with setting the initial roster and keeping it up to date throughout the year.
- Eliminated the potential for miscommunication (i.e. staff not receiving key information regarding shifts and updates) and avoided the situation of not having an anaesthetist on-call, as required.

#### **Gaining visibility & control:**

- Managers have gained visibility and control of their staff management processes within the on-call roster department - and have a base with which to launch into other departments and sites moving forward.

"When one of our administration staff left the organisation I approached a number of rostering companies to help with our situation and I quickly found that **easyemployer** was the only solution that was going to work for us.

The team were fantastic in understanding our requirements and **customising a solution to suit our specific needs**. They have gone above and beyond to assist us to resolve our staff management issues and we have been extremely happy with the **easyemployer** solution and the outcomes achieved.

My team can now devote their time to other areas knowing that the on-call rosters are essentially running themselves. We are now looking at implementing **easyemployer** in other departments within the hospital.

**Tim Daniel CEO – Westmead Private Hospital**

