



## **StaffReady Case Study**

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### **Labor Savings in Pharmacy Scheduling**

Nemours Children's Health System



## **Executive Summary**

As with most hospital departments, how the Nemours pharmacy schedule was managed had a huge impact on staff satisfaction. Special accommodations were common and improved employee morale. However, the schedule became so complicated, it took managers sixteen hours per week to manually create schedules using spreadsheets and paper. Management recognized a new solution was needed to maintain high-staff satisfaction while reducing the administrative load of creating and managing schedules. Nemours turned to StaffReady to assist them in transitioning from manual processes to a cloud-based model. StaffReady's Scheduling module replicated all of Nemours special shift rules while making the scheduling process more efficient and accessible to all.

## **Background**

Nemours Alfred I. du Pont Hospital for Children is a 250-bed pediatric hospital located in Wilmington, Delaware. Their pharmacy department employs 100 associates. Adrienne Miller is the Pharmacy Manager of Non-Sterile Operations, overseeing all pharmacy staff serving inpatients who do not work in the sterile compounding room.

## **Problem**

The pharmacy department at Nemours, a family-centered employer, felt supported in allowing for significant scheduling flexibility with the staff. Schedule flexibility remained one of the highest staff satisfaction points among other aspects of working at Nemours. However, due to the number and variety of staff special requests and accommodations, over time this approach made the schedule itself extremely complex. In addition to avoiding overtime, individual staff requests included rules such as:

- Shifts only every other Saturday
- Limit the number of shifts in a row
- Don't place shifts ending at 11 p.m. and early morning shifts back-to-back
- No availability on Tuesdays

"At Nemours we really care about our associates, so very rarely we do not accommodate their schedule preferences. It's one of the things people like best about working here, that we have our special touch," Miller said.

Manually compiling spreadsheets for up to sixteen hours per week, Miller would create a schedule that fit each staff member's unique situation. The spreadsheet schedule was hosted on an internal shared drive, which meant it could only be accessed while on site at the hospital and only one person could open the file at a time. If any staff member had it open, Miller was unable to make edits until it was closed again. This meant she would have to wait or send out mass email announcements to the entire team to "please close the schedule file so changes can be made." There was also no audit trail, so if someone made a change to swap shifts there was no way to see who had done it.

**Solution**

Nemours tried to implement a new scheduling system through their hospital-wide implementation of Kronos, but it did not offer the flexibility to meet all the pharmacy's specialized needs. So, they turned to StaffReady, which offered their cloud-based Scheduling module with a rules engine that could handle all the accommodations needed. StaffReady has been providing pharmacy-specific staff scheduling solutions since 2002, so the product's layout and functionality work extremely well for pharmacies.

Miller's advice to other pharmacy departments considering implementing StaffReady: "You have to do it. Make it happen in your budget, give up other things to get it. It creates the schedule for me! That's the best part."

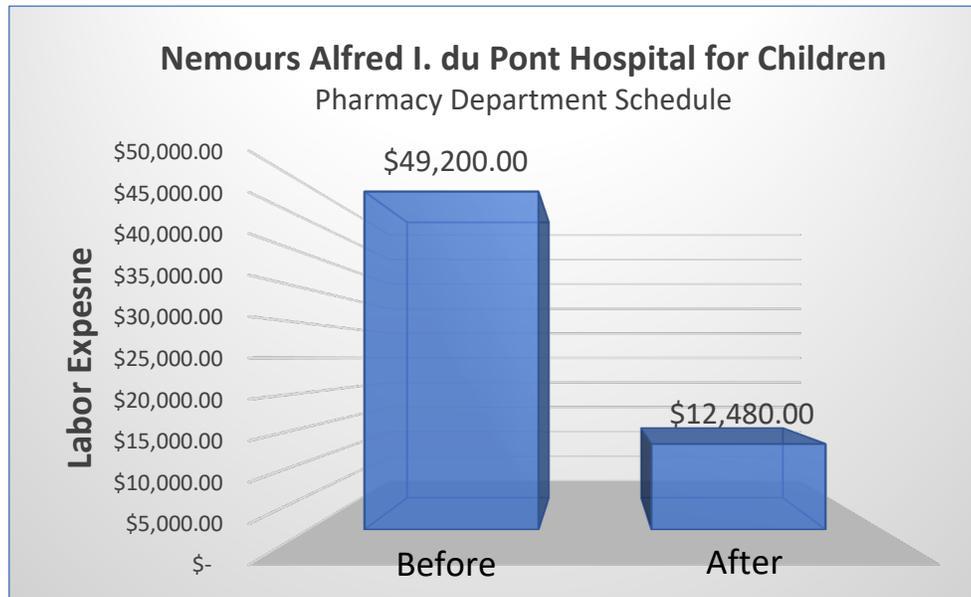
The StaffReady team worked with Miller to implement all her suggested changes, personal requests and custom builds into the software before go-live. Web-based tutorials and education were readily available for Miller to use herself or share with her staff for training. A communication plan helped prepare staff through monthly meetings for the rollout of the new process.

**Results**

StaffReady drastically reduced the amount of time required to make a schedule, down to less than four hours per week, a reduction of 75%. Additional savings were recognized in daily schedule maintenance such as approving and managing leave, reducing emails, phone calls and in-office visits regarding the schedule and access to reports on historical schedule information.

Since StaffReady Scheduling is a cloud-based solution, the staff can now access the schedule from anywhere using a web browser or phone, and multiple people can access the schedule at once while still allowing Miller to make edits. Staff can submit vacation

requests and shift trades electronically, which eliminates back-and-forth phone and email communication. Miller can audit everything to see what changes were made and approve paid time off and shift trade requests.



- Schedule-creation Labor expense: 75% reduction annually
- Emails, phone calls, paper form management and in-office visits dramatically reduced
- Full web and mobile access
- High staff satisfaction

“I was apprehensive that since our schedule was so complicated, no one would be able to mimic what we do. StaffReady Scheduling has been a huge time saver and really changed everything about the way we do our scheduling for the better. I can’t say enough good things about it,” Miller says.

## Conclusion

The StaffReady Scheduling solution met all the unique needs of the Nemours pharmacy team and then some. Scheduling tasks are more efficient now with all data online and everything is in one centralized location. The interface is easy for the staff to use, and the ability to access from the schedule from home is one of the biggest staff satisfiers. The staff can access the schedule on their phone, tablet or home computer, check their shifts, request trades and communicate directly with a manager regarding trades and leave in the communication portal.

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### **About Nemours Children's Health System**

Nemours is an internationally recognized children's health system that owns and operates the two free-standing children's hospitals: the Nemours/Alfred I. duPont Hospital for Children in Wilmington, Del., and Nemours Children's Hospital in Orlando, Fla., along with outpatient facilities in five states, delivering pediatric primary, specialty and urgent care.

Established as The Nemours Foundation through the legacy and philanthropy of Alfred I. duPont, Nemours provides pediatric clinical care, research, education, advocacy and prevention programs to families in the communities it serves.

### **About StaffReady Software**

StaffReady Software owns, supports and sells the StaffReady platform, an integrated suite of tools that help healthcare organizations effectively manage competency assessments, document control, and staff scheduling. The company's expertise and long history of developing software solutions allow them to work with any size organization from Global 100 companies, healthcare systems, stand-alone community hospitals and small reference labs and pharmacies. Their 25-year corporate history and client portfolio represent decades of client partnerships and an enduring commitment to their success.

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