FRESENIUS MEDICAL CARE

Smart software application used in dialysis clinics – Workforce Management

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Introduction

We are living in a smart digital technology era. Workforce Management (WFM) is a smart software application which is intended to support a better management of the workforce. In February 2018, WFM has been integrated in the electronic database system in the three units of a private dialysis network. Starting November 2018, the application has been implemented in all the other clinics. In this work, additional methods are presented to analyze the impact of the smart application, over time.

Objectives

To maximize employee efficiency and productivity while complying with legal requirements related to nurse/patient ratio.

Methods

In order to support the processing of different types of nursing care, administrative, service processes, versus labor laws requirements, the following functionalities have been implemented thru the application, in each clinic database system:

Unique and complete employee database has been created

Scheduling activity based on work type, priority, care and service-goal deadlines, employee availability and skills

Automatic work time, activities and efficiency tracking

Results

Scheduling aligns 100% workloads with employee skills and availability, considering employee shifts, scheduling preferences and governing labor laws.

Nurse/Patient ratio can be better controlled and is covered 100%.

The overtime and overstaffing can be better controlled and have decreased.

Specific Reports are generated, enabling the business to monitor and manage human resources in the most effective way possible: planned, worked, excused, vacation, holidays, weekend, absence, training hours, all at a glance.
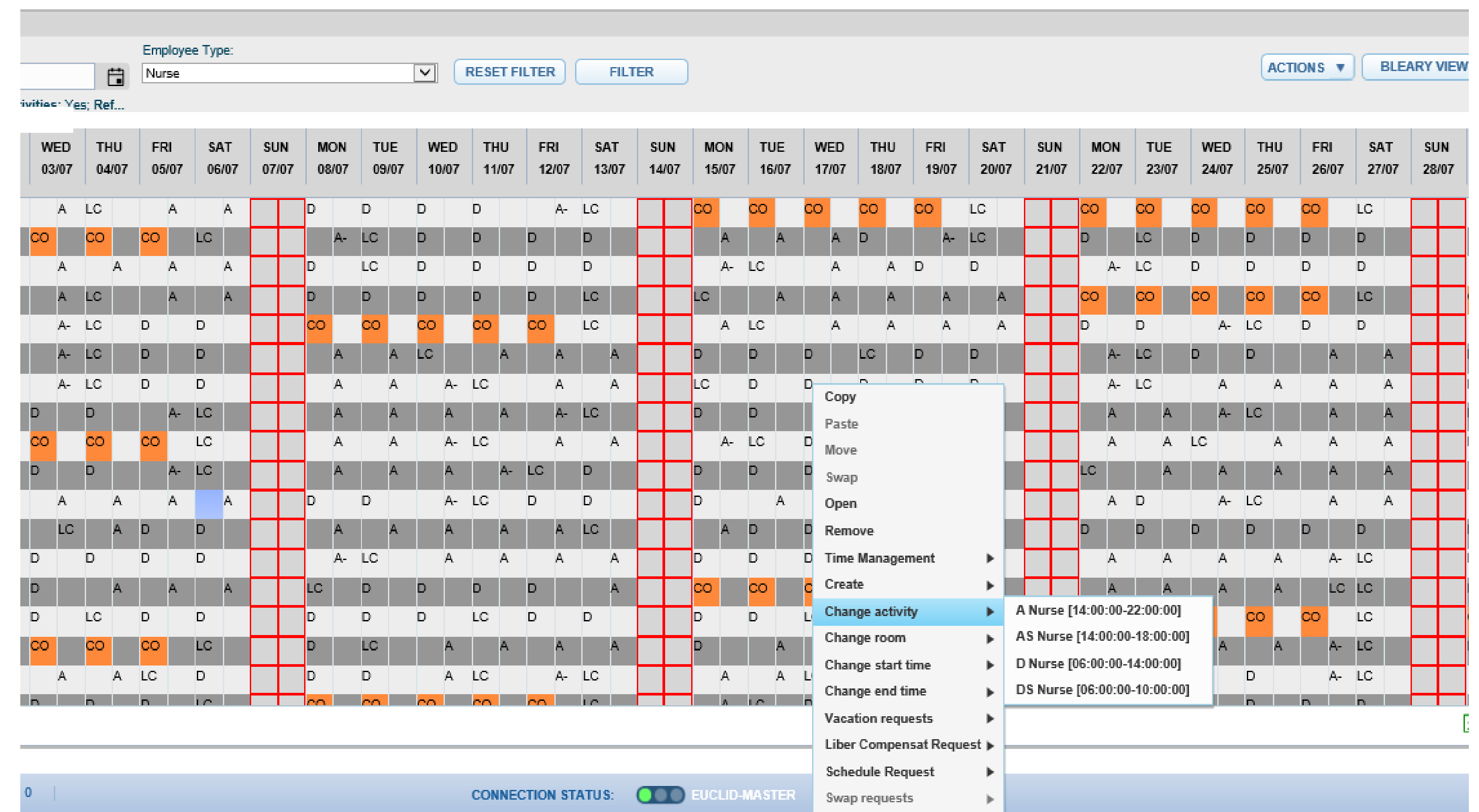
Conclusion

An organization should have the right people •in the right places •at the right time •to execute its business strategy. The integration of intelligent software in dialysis clinic processes is a step ahead to ease the employee scheduling, to improve efficiency while improving patient outcome and maintaining patient safety.
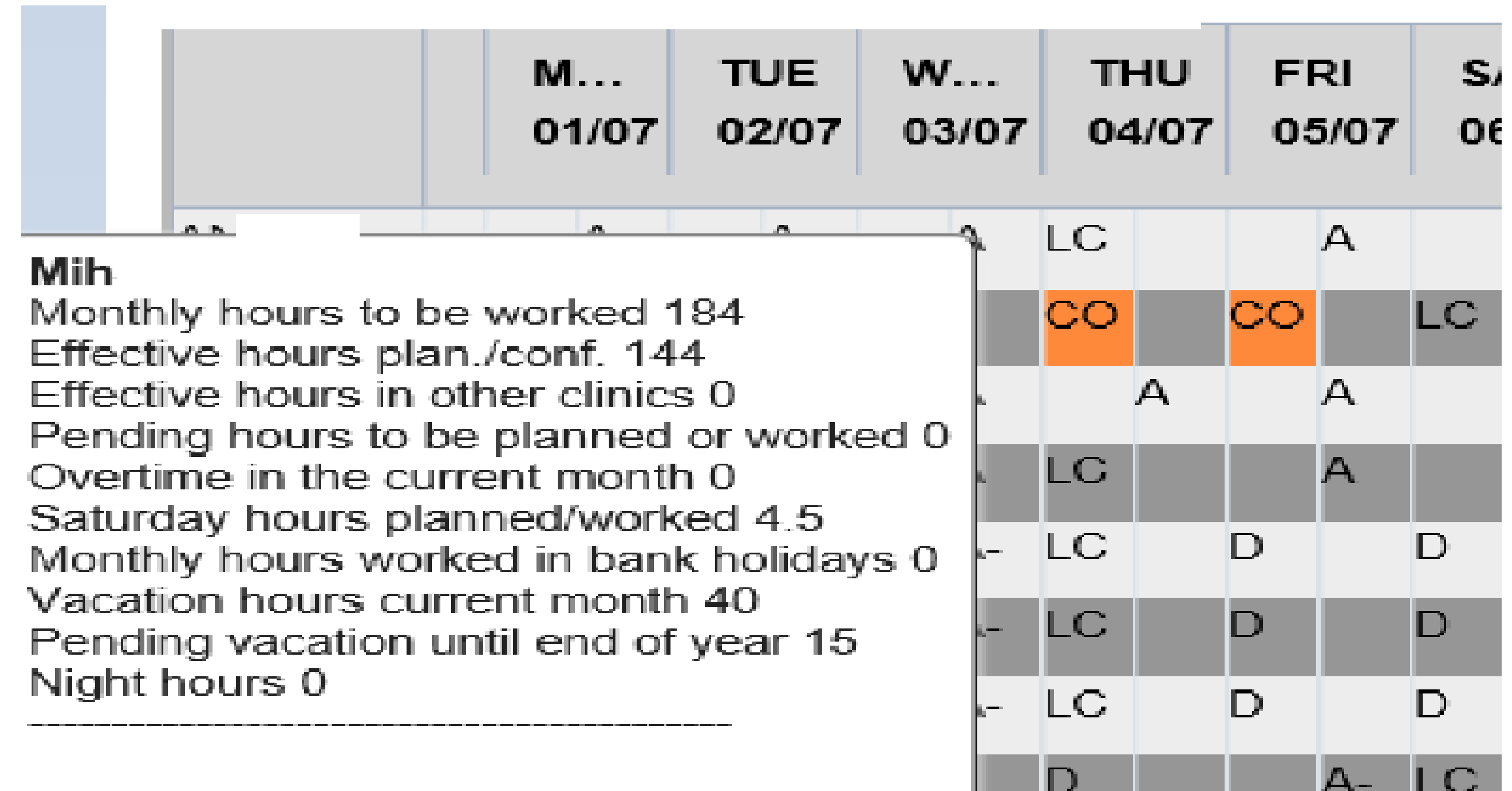
"By implementing a smart workforce management software, Dialysis Centers can yield substantial cost-saving opportunities, while rising the staff engagement". [1]
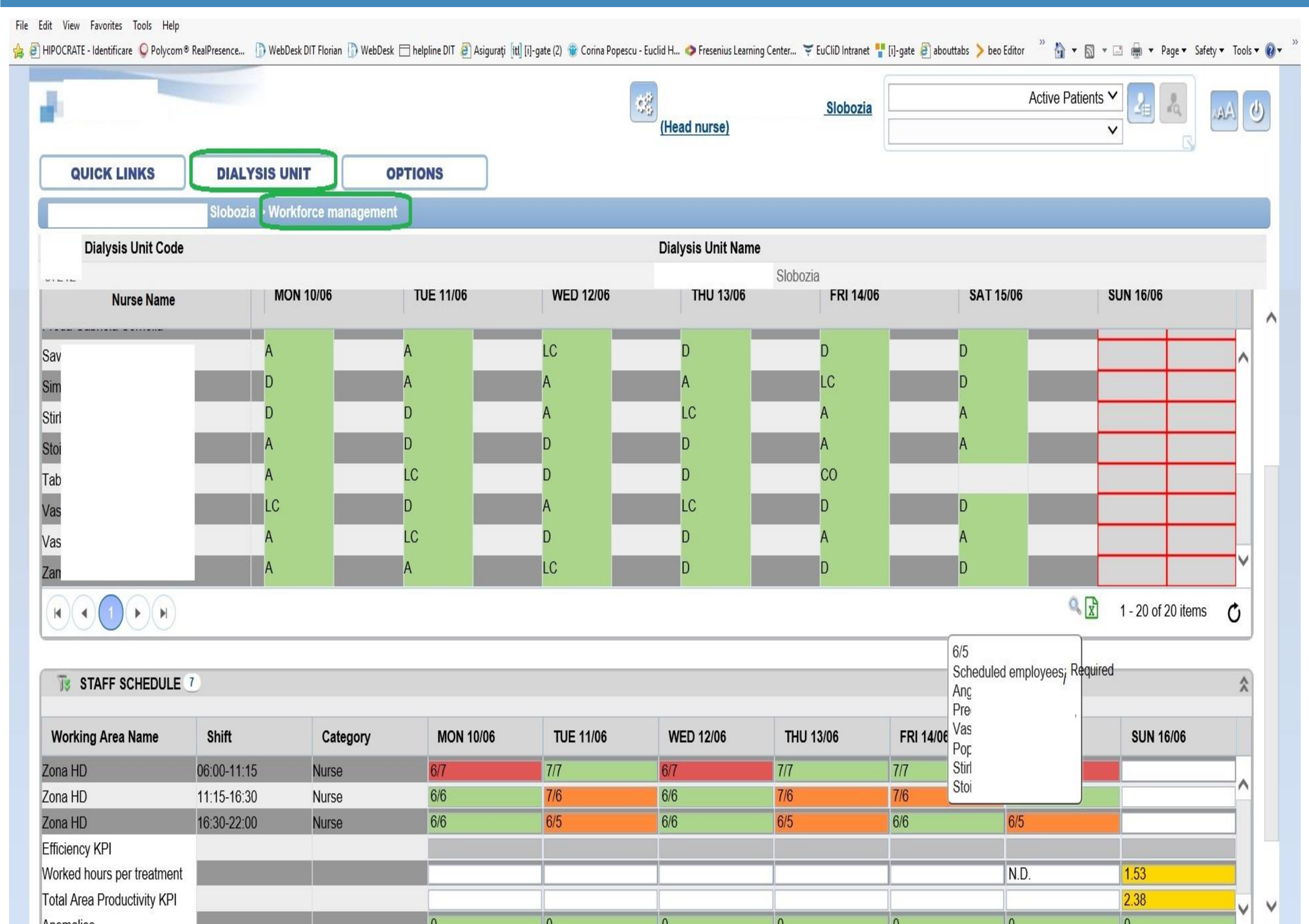
References
1. Emily Anderson Head Marketing at Einstein II

Database system with Integrated Employee Schedule Plan

Application display all details related to each employee schedule

Workforce Optimisation Management