

## Case Study: Healthcare Industry

Using technology to simplify complex scheduling processes

### The Business Problem



An Andgo Healthcare customer was facing a number of challenges with staff scheduling after a number of budget cutbacks; the department was in crisis mode. An additional 40 schedulers were hired to manage the new needs brought about by these changes, but it was clear that this type of process was not sustainable. Better, more efficient solutions were needed to ensure that work was completed in an accurate, timely manner.

Tracking key metrics showed change was considered a necessity:



Overtime charges due to inefficient scheduling

**1,040**

Shift inquiries



Operating costs were for labour

**59k+**

Payroll corrections

**Continuing on this path, the customer would be facing a \$30 million deficit if no changes were made to their scheduling processes.**

## Partnering with Andgo (The Solution)



The fully automated, integrated and streamlined processes within Andgo leveraged the customer's existing scheduling software with minimal disruption. Modifiable rules and logic were embedded to take into account the unique labour union rules and policies present in Healthcare environments.

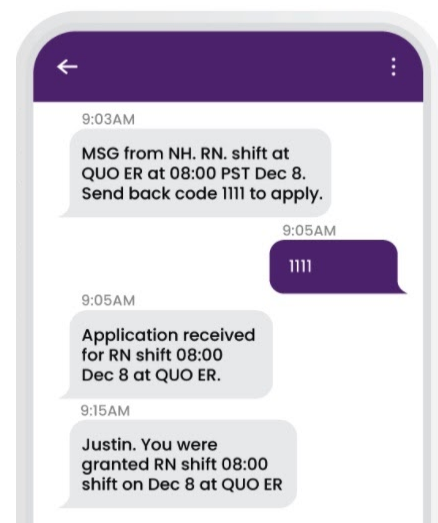
With the launch of Andgo Smart Call, the main issues have subsided and significant efficiencies have been realized. This new and improved system has empowered staff and managers to plan their shifts in advance, even on the go from their smartphones.



### Benefits for Employees

Employees can now take ownership of their schedule, increasing trust, transparency, and ultimately satisfaction in the process:

- ✓ View schedules from the past, present and into the future
- ✓ View, bid and cancel pre booked shifts
- ✓ Submit automatic bids
- ✓ Accept single, multiple or block shifts
- ✓ Update their own personal information
- ✓ Identify their availability
- ✓ Input exceptions on shifts for sick days, vacation, etc.

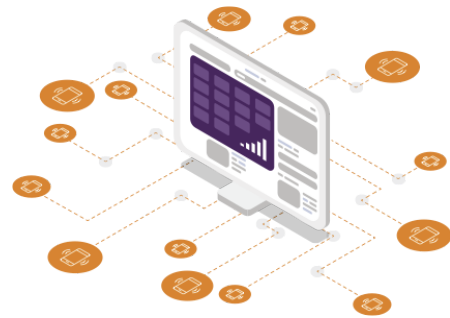




## Benefits for Managers

Intelligent workflow automation empowers managers/admins to focus on more strategic and efficient tasks, increasing their efficiency and job satisfaction, while reducing errors.

- ✓ Quickly and efficiently fill shifts
- ✓ Streamlined communication with staff
- ✓ Reduce costs associated with scheduling process
- ✓ Department managers have the ability to access analytics & reports, providing insights into scheduling patterns



## Benefits for Staff Schedulers

More accurately and equitably fill shifts and allocate vacation in a fraction of the time in comparison to manual processes, significantly reducing costs and risks.

- ✓ Right person, right shift, right time = improving quality of patient care
- ✓ Employee responses are collected, organized and displayed automatically, improving communications with employees
- ✓ Staff schedulers can create & post schedules months in advance

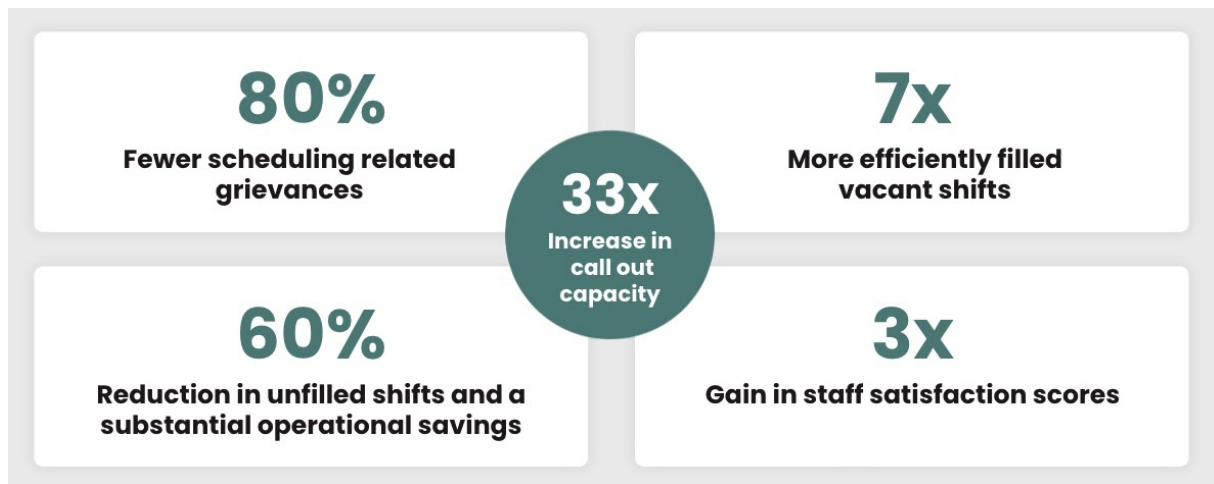


## Results and Outcomes



Scheduling staff can now fill over 140 relief shifts per day, allowing them to allocate their resources into work that is of higher value and requires more attention.

Integrating Andgo Systems has resulted in:



## Next Steps



Curious about how Andgo could help your organization save time and money? We'd love to learn more about your challenges and give you a tour of Andgo!

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