



# **Lawson Healthcare Webinar World Series**

**October 27, 2009 – November 10, 2009**

## Healthcare Webinar World Series: [www.lawson.com/hcwebinars](http://www.lawson.com/hcwebinars)

- ▶ **Tuesday, October 27**  
[The Basics of GS1 Data Standards in Healthcare](#) – 11 am CST
- ▶ **Thursday, October 29**  
[Golden Opportunity: Lawson and GS1 Data Standards](#) – 12 pm CST
- ▶ **Monday, November 2**  
[High Five for New Improved 9.0.1 Apps](#) – 10 am CST
- ▶ **Tuesday, November 3**  
[On Point with a Smart Supply Solution](#) – 10 am CST  
[Baylor Health Care System: Countdown to Mobile Supply Chain Success](#) – 1 pm CST
- ▶ **Wednesday, November 4**  
[Inner Peace with Managed Services](#) – 1 pm CST
- ▶ **Thursday, November 5**  
[Thomas Jefferson University Hospital: Feeling the Love with Lawson Workforce Management](#) – 10 am CST  
[Penn State Hershey Medical Center: Streamlined and Stronger](#) – 1 pm CST
- ▶ **Friday, November 6**  
[Accelerate the time to results with Lawson Learning Accelerator](#) – 10 am CST
- ▶ **Tuesday, November 10**  
[Step Up to Lawson System Foundation 9.0.1](#) – 10 am CST  
[Optimize Your Workforce with Lawson Talent Management](#) – 1 pm CST

# **Thomas Jefferson University Hospitals Philadelphia, PA: A Scheduling & Staffing Case Study**



# Jefferson University Hospitals Background

- Founded in 1824, Jefferson University Hospitals is an academic medical center, dedicated to improving the health of the communities we serve. Services in a wide variety of clinical specialties are administered among three locations:
  - Center City Philadelphia
  - Jefferson Hospital for Neuroscience
  - Methodist Hospital in South Philadelphia
- Thomas Jefferson University Hospitals is Ranked Best in Philadelphia for Orthopedics and Rehabilitation in 2008 Survey by U.S. News & World Report. Jefferson is also named as among the best in the nation in five other specialties – cancer; endocrinology; gastrointestinal disorders; geriatric care; and respiratory disorders.
- April 2010 awarded Magnet recognition for nursing excellence from the American Nurses Credentialing Center (ANCC) Magnet Recognition Program

# Jefferson University Hospitals Background

- 957 Licensed Beds
- 47,191 Annual Admissions
- Over 500,000 Patients Seen Annually
- 6492 Employees

# Automated Scheduling Project Goals

- Streamline scheduling process for managers
- Promote self-scheduling to enhance Employee Satisfaction
- Provide a decision making tool for effective staffing related to budget and census
- Provide accurate, real time view of staffing ratios based on census and skill mix
- More effective utilization of Flexible Nursing Pool based on predictive scheduling and expert rules

# Business Need

- Eliminate expenses associated with travel and contract nurses
- Optimize daily staffing levels based on fluctuations in census, workload and acuity measures.
- Retain Jefferson Nurses by offering career choices accommodating lifestyle challenges presented by education or family commitments
- Ensure that Jefferson trained and oriented professionals are at our patients' bedside delivering quality care.

# Solution

## Flexible Nursing Pool at Jefferson Hospital

- Specialty specific:
  - Critical Care
  - E.D.
  - Med Surg
  - Neurosensory
  - PACU
  - Telemetry
  - Operating Room

# Challenges of Manual System

- Managers required to submit a “needs” list
- Supervisors unable to determine real time staffing voids
- “House-wide” view of staffing best guess
- Clerical support required to continually contact staff for work availability

# Central Staffing – the Solution

- Central Staffing Office
- Voice Mail Line to manage sick calls and emergency call outs
- Two week schedules for pool staff
- Bi-weekly monitoring of staffing needs to adjust open shifts for pool
- Reduced likelihood of last minute cancellations enhancing pool nurse employee satisfaction

# Custom Reporting

- Excess Hours Report
- Staffing Variance Report
- Homeport Dashboard
- Impact on Staffing and decision-making
- Daily Staffing Review Report
  - provides real time view of staffing compared to census

# Questions?

For more information go to  
[www.lawson.com/healthcare](http://www.lawson.com/healthcare)  
or call 1-800-477-1357.

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