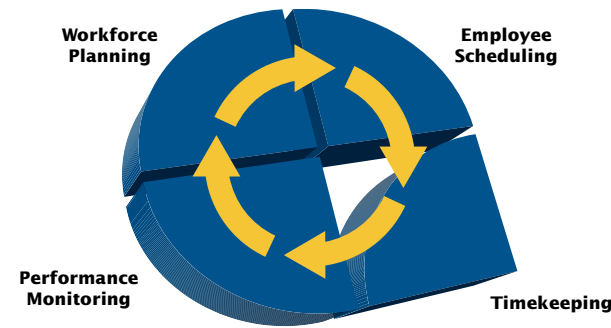


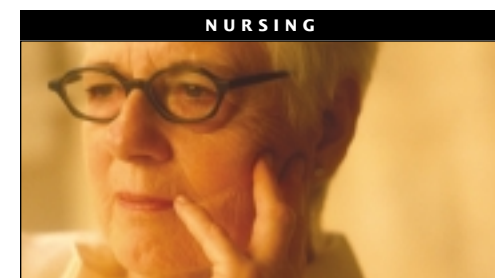
**A POWERFUL SOLUTION  
FROM THE LEADER IN STAFF SCHEDULING**

The Quadrant Staff Management Solution will make a difference to your healthcare organization because it enables you to make the entire staff management process more efficient. It will help you lower costs, improve management reporting, streamline daily staffing, and make a positive impact on recruitment and retention.

Quadrant is much more than just staff scheduling software – it is a better way of doing things. By working with healthcare organizations around the world, Total Care has developed a unique solution that helps our clients take a strategic approach to the four key areas of the staff management process: Workforce Planning,



Quadrant impacts all areas of the staff management process.



*"I want my managers to take a more proactive approach to managing staff, and to do that, we need better access to information. We also need help with recruitment and staff morale."*



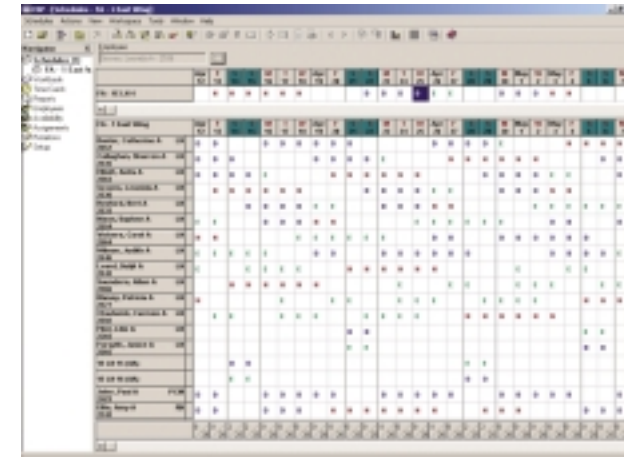
*"If it helps us save money and has a rapid ROI, you've got my attention."*

Employee Scheduling, Timekeeping, & Performance Monitoring. Total Care has found that the key to unlocking the efficiencies of the workforce is to provide up-to-the minute 'availability' information for each employee while maximizing each employee's opportunities to work in their most desired positions. This enables managers to adjust staffing levels to workload requirements while also fulfilling employee preferences as often as possible. It's all about getting the right employee to work in the right place at the right time.

**Decision Support Tools**

Quadrant also provides access to data required for making effective business decisions. The reporting tools enable timely retrospective analysis regarding labor costs, overtime, and variance from budget. More than just a staff management system, Quadrant is a strategic planning tool because it gives insight into the utilization of your largest budget item – the human resource pool. With Quadrant, you can project staffing and budgeting requirements, review actuals, create schedules utilizing available resources as efficiently as possible, ensure virtually error-free timekeeping and payroll handling, and evaluate overall performance and productivity.

**TANGIBLE BENEFITS FROM AUTOMATION**

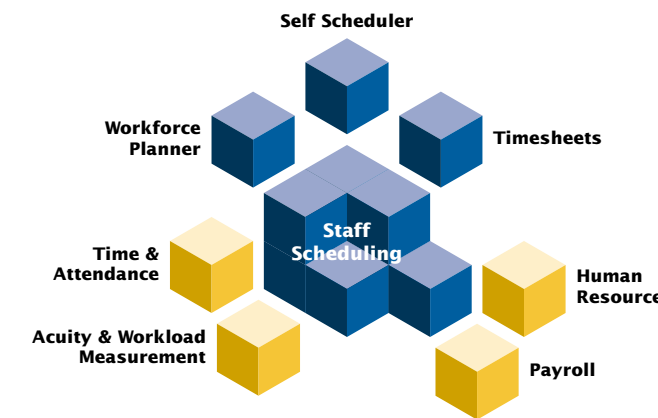


Screen Shot Caption.

Quadrant has been engineered using leading-edge 32-bit technology for enhanced database performance and scalability. The Quadrant solution impacts the staff management process by enabling:

- prospective planning and budgeting
- the ability to proactively manage positions and impact recruitment/retention
- increased staff satisfaction and improved morale through better schedules
- skills/certification management
- reduction of overtime, agency usage, sick time, staff turnover, union grievances, premium labor usage
- sharing of information with acuity and workload measurement systems
- data exchange with your HR, payroll, and time-keeping systems
- enhanced quality of care and patient outcomes
- user definable scheduling rules for schedule creation and management of relief scheduling
- productivity management through staffing levels monitor

Quadrant has the flexibility to adapt to the needs of each client's organizational structure, offering a variety of scheduling methodologies including self-scheduling, one-time schedules, set schedules/master rotations, or a combined approach. This allows each client to adopt the methodology which is best for their unique requirements.



Quadrant's core staff scheduling engine seamlessly integrates with related Quadrant staff management modules as well as external HRMIS systems.



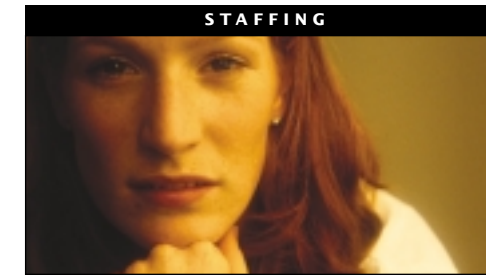
*"I'm challenged to provide federally legislated reporting and performance management reporting. And it is essential that the tools we use don't compromise system integration."*

**WE KNOW SCHEDULING AND CHANGE MANAGEMENT: PROVEN IMPLEMENTATION AND CONSULTING SERVICES**

Nothing is more frustrating and expensive than the failure to fully utilize a system because of an ineffective implementation process. Total Care has developed a proven program to support your organization during the critical start-up period and throughout the software life cycle. This will enable you to receive the optimal return on investment from your new system purchase.

To help clients facilitate change within your organization, Total Care has developed an industry-leading consulting package which will enable you to train key staff and managers in every aspect of system utilization. Depending on the needs of the organization, Total Care rolls out products with a multi-tiered process, including:

- **Corporate Planning:** Provide the client team with tools and a frame of reference by which it can make the most effective project decisions.
- **Project Planning & Scheduling Analysis:** Analyze current scheduling practices, articulate key objectives, develop a risk management plan, and analyze the resources available for achieving those goals.
- **Data Configuration:** Build a customized database containing each client's own employee and schedule information.
- **Computer Based Training:** Total Care has found that users learn more quickly and thoroughly if they first complete a self-paced introduction to the scheduling system.
- **Staged On-Site User Training:** Total Care uses a building block approach to learning, providing the right training and tools to users over a 4-6 week period to help users quickly gain confidence with the scheduling system.



*"Will your system help us produce schedules more easily and streamline daily staffing?"*

- **Post Live Review:** Thorough Post Live Review of usage methods, procedures, organizational processes, and information flow. Review progress against the project goals and analyze benefits achieved and the potential for further efficiency gains.

**Outstanding Customer Support**

Once the Implementation process is complete, Total Care provides unlimited telephone support, remote diagnostics, and software upgrades to ensure that your scheduling system is always operating to its peak capacity. The Customer Support team is highly proactive and goes to great lengths to promote an on-going dialogue with each customer, to make sure you get the most out of your system.

**Quadrant Staff Scheduling**

The core scheduling and staff management environment enables flexible scheduling of all personnel across the entire enterprise. Quadrant Staff Scheduling puts you in control of your staffing situation with features that include:

- Position Management
- Resource Pool Management
- Daily Staffing
- Employee Performance Management
- Productivity Management
- Schedule Generation

**Quadrant Workforce Planner**

Designed for managers responsible for labor planning and labor budget development, Workforce Planner is a powerful "what if" budget and labor planning tool which compares cost impacts of alternative staffing scenarios, varying shift mix, skill mix, seniority levels, coverage, projected work volumes, and non-productive time, so managers can accurately assess the most cost-effective way to staff a unit or analyze the impacts of contract changes. Model labor needs as the workload rises and falls around the clock and through the week to develop an efficient labor plan that provides staff when it is needed.

**Quadrant Timesheets**

Generate detailed timesheets for staff directly from the schedule, edit on-the-fly, electronically verify entries, enter prior adjustments, and submit electronically to payroll (includes an automated payroll interface, which saves many hours of manual data entry).

**Quadrant Self Scheduler**

With this flexible attendance management tool, staff can enter their desired schedule directly into the system.

**Quadrant Advanced Interfaces**

Quadrant integrates with related IT systems to help streamline data processing throughout the organization.

- **Acuity & Workload Import:** Import recommended staffing levels from a workload system, or import volumes (such as census) from admissions or departmental system to match unit staffing levels to actual workload
- **Staffing Export:** Export actual schedules into Acuity and Workload for detailed reporting, or send to a Patient Scheduling system.
- **Employee Import:** Update the staff scheduling system with realtime information from the organization's HR or payroll database.
- **Time & Attendance:** Two way interface includes staffing export.



**ABOUT TOTAL CARE TECHNOLOGIES**

Founded in 1991, Total Care quickly grew to become the world's largest company focused exclusively on developing staff scheduling solutions for healthcare organizations. By complementing its leading-edge software products with outstanding implementation and support services, Total Care has been successful in helping clients become more efficient by facilitating positive organizational change. In the last five years, the company has enjoyed explosive growth as leading healthcare organizations have recognized the value of a solution that stresses "more than just staff scheduling software". Today the company has over 120 employees, and Total Care software is used to schedule over 400,000 people every day at healthcare organizations around the world.

**OUR CUSTOMERS HAVE THE FINAL WORD**

*"It lets us take the crisis out of daily staffing at our hospital. A year ago, we were in crisis mode every day. Now we deal with tomorrow's problems, rather than always trying to fix yesterday's crises. This year we had the highest census in our history combined with a 15% vacancy rate, and the system helped us keep ahead and schedule for the future."*

*"We save \$80,000 per year in labor costs for time card processing, and another 4000 hours of nurse managers time."*

*"We were able to identify through patterns reporting that there was an increased sick time associated with the sixth day of a rotation for all staff, so we updated the policy to prevent six consecutive shifts. As a result, sick time per employee was reduced from 13.9 to 9.2 days."*

*"We have been able to reduce grievances and ensure that scheduling guidelines are followed uniformly throughout the organization. And now managers can track attendance issues on a daily basis without waiting for monthly reports from Finance or Human Resources."*



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CAN A NEW  
 STAFF SCHEDULING  
 AND  
 MANAGEMENT  
 SOLUTION  
 MAKE A DIFFERENCE  
 TO OUR  
 HEALTHCARE  
 ORGANIZATION?

