

Total Care Announces New Staff Scheduling Suite for Healthcare Enterprises

Integrated Solution Addresses Staff Management Challenges in Healthcare

BOTH SINGLE CAMPUS AND MULTI-FACILITY HEALTHCARE ENTERPRISES face daunting staff management challenges, especially with the worsening staff shortage. To help healthcare managers deal with these challenges, Total Care Technologies has developed the **Quadrant Staff Management** solution, which is based upon Total Care's highly successful line of staff scheduling products.



By working with health care organisations around the world, Total Care has developed a unique solution that helps our customers take a strategic approach to the four key areas

of the staff management process: *Workforce Planning, Employee Scheduling, Timekeeping, Performance Monitoring*. Total Care has successfully implemented staff scheduling systems across many healthcare organisations and 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 maximising each employee's opportunities to work in their most desired positions.

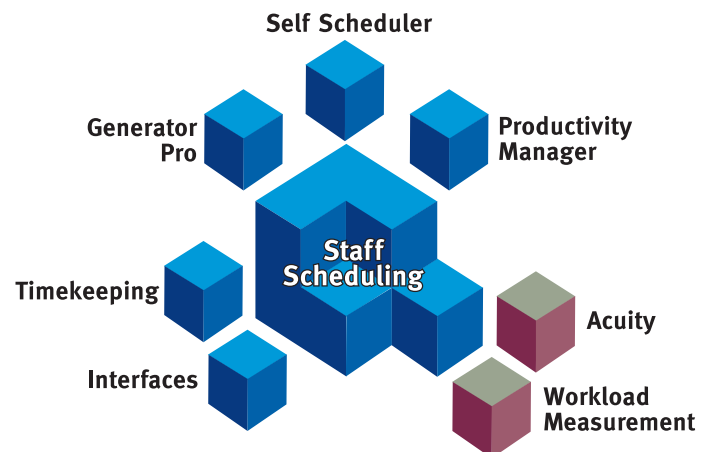
The **Quadrant** solution, which has been engineered using leading-edge 32-bit technology for enhanced database performance and scalability, brings a new level of efficiency to the staff scheduling process and enables:

- ◆ schedule employees who work at multiple locations and check for rules violations
- ◆ manage the scheduling rules of employees who are covered by different collective agreements at multiple locations
- ◆ monitor overlapping employee designations—where an employee may be considered as part time staff on some units and casual on another—and then scheduling the employee appropriately
- ◆ track competencies and employee preferences as to type of work, location, and shifts

- ◆ improve quality of patient care while balancing budget and workload needs
- ◆ assign shifts equitably and allocate seniority according to the rules of sometimes overlapping union agreements (e.g., some unions require that employees maintain separate seniority for each position or occupation that they work, while others require combined seniority)
- ◆ track multiple seniority values for an employee, to be applied differently depending on the rules of the local work environment
- ◆ report on the detailed history of each employee, including competencies, special skills, availability, work history, and attendance patterns across multiple locations
- ◆ support retention strategies by improving employees' satisfaction with their schedules

INTEGRATED MODULES

The Quadrant product suite consists of integrated modules which enable health care providers to take a strategic approach to staff management. With Quadrant, you can project staffing and budgeting requirements, review actuals, create schedules utilising available resources as efficiently as possible, ensure virtually error-free timekeeping and payroll handling, and evaluate overall performance and productivity. Quadrant was engineered using leading-edge 32-bit technology and a flexible multi-tier architecture for enhanced performance.



Quadrant Staff Scheduling - Enterprise Edition

The core scheduling and staff management environment enables flexible scheduling of all personnel across a complex regional enterprise. Based upon Total Care's ESP scheduling software, Quadrant Staff Scheduling puts you in control of your staffing situation with features that include:

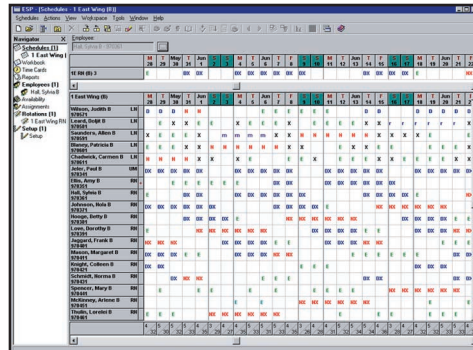
- ◆ **Position Management:** Support HR recruitment efforts and staff training programs through effective tracking of positions and vacancies
- ◆ **Resource Pool Management:** Easily manage pools of employees who are cross-trained for a variety of positions, through automation of complex union rules and detailed tracking of employee skills, preferences, and availability.
- ◆ **Daily Staffing:** Manage rapidly changing daily coverage requirements with powerful tools designed to take the crisis out of daily staffing.
- ◆ **Employee Performance Management:** Actively monitor each employee's performance, including absenteeism, work preferences, and other information needed for an accurate employee profile and background.
- ◆ **Timekeeping:** 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 Generator Pro

Generator Pro enables you to optimise your staff mix and minimise your budget with its schedule creation capabilities. Generate multiple rules-compliant alternative rotations and save days of manual effort each time your rotation changes. Designed for managers responsible for labor planning and labor budget development, Generator Pro is also a powerful "what if" budget planning application 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 analyse the impacts of contract changes.

Quadrant Productivity Manager

The Productivity Manager interfaces with the Acuity, Workload Measurement, and Patient Scheduling systems to help gauge organisational productivity through detailed hours/costs reports. Enter staffing grids and budgets, view the staffing levels monitor, note recommended staff required and compare to actual staffing levels to highlight variances.



The Quadrant workspace utilises an intuitive navigation structure and advanced online user assistance utilities for ease-of-use.

Advanced Interfaces

Quadrant's scheduling solution integrates with related IT systems to help streamline data processing throughout the organisation.

Self Scheduling

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

- ◆ **Acuity & Workload Import:** Pull acuity and workload information into the Productivity Manager to match unit staffing levels to actual workload
- ◆ **Schedule 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 organisation's HR or payroll database.

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 organisations. 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 organisational change. In the last five years, the company has enjoyed explosive growth as leading healthcare organisations have recognised 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 organisations around the world.



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