



Committee Report

To: Warden Mitch Twolan
Members of the Homes Committee

From: Michael McKeage
Director of Health Services

Date: December 20, 2018

Re: StaffStat 2019 Contract Approval

Recommendation:

That in order for uninterrupted automated shift call out services to continue to support the needs of both Long Term Care Homes, that effective January 1st 2019 and in advance of the County of Bruce budget approval in March 2019;

That the Director of Health Services be authorized to sign a one-year Agreement between Brucelea Haven and StaffStat; and,

That the Director of Health Services be authorized to sign a one-year Agreement between Gateway Haven and StaffStat, at an estimated Cost of \$ 32,000 inclusive of HST.

Background:

The timely, efficient and effective scheduling of vacant shifts is a key to the success of the Centralized Scheduling Office (CSO). The faster shifts can be offered to staff the more time staff have to adjust their schedules so they can accept these shifts while maintaining a healthier work life balance. Previous to August 2018 multiple individual calls had to be made to multiple staff in order to see who might be interested in working a single shift and who could work this shift based on seniority. Once the staff member was chosen they would then have to be contacted again by phone to be assigned the shift. This manual calling out of shifts was complicated, and prone to error, and was not transparent to system users or our Labour partners. Based on these inefficiencies the CSO explored subscription software services used by other Ontario Long Term Care Homes (LTCHs). Avanti, and NC Smart Call systems were also explored but were found to be unable to provide the services required by the CSO.

Since August 2018 the Centralized Scheduling Office CSO has been experimenting with an application known as StaffStat. This software is used by Grey County Long Term Care Homes and City of Kingston Long Term Care Homes. An Ontario product, the StaffStat data base subscription provides an effective way of calling out shifts to the Nursing Departments in both

LTCHs. This software is also expandable to address the scheduling needs of all other LTCH departments.

From August 22, 2018 through September 12, 2018, during part of the StaffStat assessment period, 249 email call outs were made via StaffStat, to facilitate shifts through to November 2, 2018. CSO would have previously had to make over 1000 individual phone calls to achieve the same results using the traditional call out processes.

Utilizing StaffStat, calling out shifts to all staff that are eligible and then assigning them by seniority increases productivity and is a much leaner way of doing business which is now a part of our day to day culture.

Financial/Staffing/Legal/IT Considerations:

As part of its contact services StaffStat also addresses all staff IT issues, provides instruction to each staff member by online training and back loads all employees into the system. The program is web based thus no county IT involvement in this project. The estimated cost of a one-year contract for Brucelea Haven is \$18,000 and Gateway Haven \$11,700.

Interdepartmental Consultation:

Consultation occurred with the Human Resources Department and the Finance Department's Information Technology section.

Link to Strategic Goals and Elements:

Goal #6 - Explore alternate options to improve efficiency and service

Goal #1 - Develop and implement tactics for improved communications

Approved by:

Murray Clarke
Acting Chief Administrative Officer