



ShiftWise Customer Case Study:

Baton Rouge General

Hospital and Stats

Baton Rouge General Medical Center is a full service community hospital with 588 licensed beds across two campuses. As the first hospital in Baton Rouge, opening its doors in 1900, Baton Rouge General has a long history of groundbreaking milestones, as well as providing the Greater Baton Rouge community with high quality healthcare for generations.

Difficulties

The manual 'paper and pen' process used to manage supplemental staffing created inefficiencies that led to cost overruns and employee dissatisfaction. The medical center concluded the manual system was not sustainable. With 3,000 employees and nearly 600 patient beds across two campuses, the daily staffing needs at Louisiana's Baton Rouge General are significant. The continuous need for staff to fill vacant shifts had overwhelmed the manual process used to manage the resource pool for decades.

"Staffing managers were literally doing everything using a pencil, paper and the phone" says Baton Rouge General's Director of Employment and HR Services Anne Segura. "If there was a vacant shift they would call through the resource pool list to see who was available. Often there



was only one person in the staffing office, and that person was also in charge of handling phone calls from staffers picking up or cancelling a shift. Employees were getting frustrated because it was often difficult to reach the office by phone and they were being pressured to take shifts they didn't want. Because of this process, many shifts were being filled at the last minute or not at all."

This arrangement created challenges and unnecessary costs for the hospital. When a shift went unfilled, there were two options: a staffer would be required to take mandatory overtime or a forced call-in, or the patient capacity for the unit would be temporarily reduced to account for lower staff levels. Forcing staff to work extra hours created employee issues, jeopardized patient satisfaction and racked up unneeded overtime costs for the hospital; reducing patient capacity led to lost revenue.

ShiftWise Solution

When Baton Rouge General's Human Resources Department took over management of the hospital's float pool, they knew the antiquated 'pencil and paper' status quo was no longer viable. They immediately began researching solutions for automating and optimizing this process.

A huge driving factor for the decision to choose ShiftWise was the ability to save time and money by invoicing all contract dollars spent in one bi-weekly form. They were spending a lot of time and energy reconciling vendor invoices to their own records. They went from signing a dozen forms a week to handling just one simple form, bi-weekly. Hospital administrators were also pleased with the smooth implementation. The administrators stated that it was extremely well organized. As quoted from a Hospital Administrator, "I've been through many technology implementations and this was by far the best organized one. ShiftWise worked with us closely throughout the process and has been incredibly responsive to our needs."

"As we broadcast available shifts, it's reassuring to know that automated credential matching ensures the responses to that opening are only coming from workers qualified to work that specific unit and job type."

 Anne Segura, Director of Employment and HR Services

With ShiftWise's integration opportunities, automated recruitment processes, and centralized agency communication capabilities enabled Baton Rouge General to optimize their workforce and ultimately deliver quality healthcare outcomes.

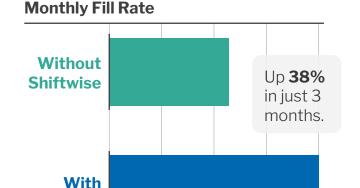
ShiftWise is also contributing to an important culture shift within the hospital. "In the past it has been an acceptable practice to work in 'fire mode', filling shifts just four hours out with a constant sense of urgency," says Segura. "ShiftWise is enabling our units to adopt a schedule vision. Planning in advance allows them to ensure they have the right person

for each shift, which contributes to patient and employee satisfaction."

Ultimately, hospital executives believe ShiftWise will help them realize their mission and vision. "As a hospital system, we're in growth mode," says Segura. "We're looking for greater efficiency and increased productivity. By using ShiftWise we accomplish this with happier staff and a smarter way of working that leads to time and cost savings."

"ShiftWise is enabling our units to adopt a schedule vision. Planning in advance allows them to ensure they have the right person for each shift, which contributes to patient and employee satisfaction."

> -Anne Segura, Director of Employment and HR Services



25%

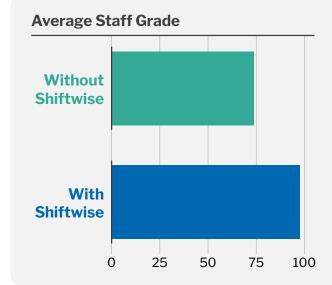
50%

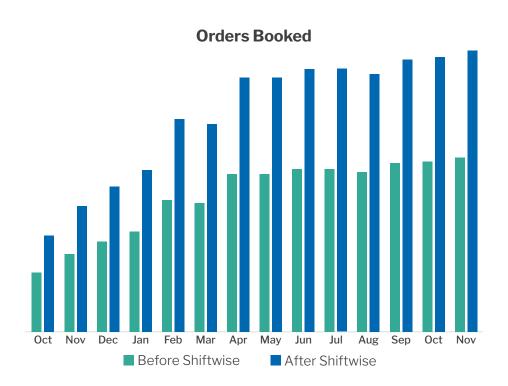
75%

100%

Shiftwise

0%









ABOUT SHIFTWISE

Leading healthcare systems nationwide pick ShiftWise to lower costs, ensure compliance, and improve quality when using flexible, temporary, and contract professionals. With an intuitive, web-based suite of applications and services that are highly flexible to the needs of each client, ShiftWise maintains a broad client base across the entire spectrum of healthcare providers and includes some of the most clinically advanced healthcare systems in the United States. ShiftWise is based in Portland, Oregon. Learn more about ShiftWise at www.shiftwise.com or find us on Facebook, Twitter, and LinkedIn.

