

Establishing Required Specifications and Identifying a Suitable Electronic Rostering (eRostering) Tool for Pharmacy

Goldsworthy S, Parry A. SA Pharmacy

Background

Rosters are crucial to the functioning of healthcare services to support staff resource allocation assisting provision of quality and efficient patient care within budget allocation. They are also important communication tools, assisting in defining roles, availability of staff and skills required for each shift. Modern eRostering tools have functionalities such as enabling real time offering of shifts via text to staff (limited to those with the skill mix required) and integration with payroll systems removing the need for paper trails for leave. Rostering using spreadsheets is commonplace and staff report increased workload burden and failure to meet needs of these spreadsheet systems. In South Australia all public servants are paid via a central payroll service. Some public sector organisations use eRostering systems that integrate with our payroll system.

Help !



Objective

To define the required specifications of a hospital pharmacy eRostering tool and to undertake a gap analysis, using the specifications against South Australian Public Sector in-use systems.

Let's define our needs and see what is in use already



Action

Executive approved the project and assigned a project lead. A literature review was undertaken to identify existing published specifications. One on one discussions with expert pharmacy rosterers from across local health networks were undertaken to understand roosting use and functionality requirements. Additional key stakeholders included human resources, in-use system superusers and payroll were interviewed to identify requirements and opportunities to optimise roosting efficiency. Workshops were held with expert pharmacist rosterers to agree and prioritise functionality requirements. In-use system superusers demonstrated capabilities of systems to the workgroup and by consensus, systems were assessed as meeting needs of not.

I can tell you what works with the payroll system

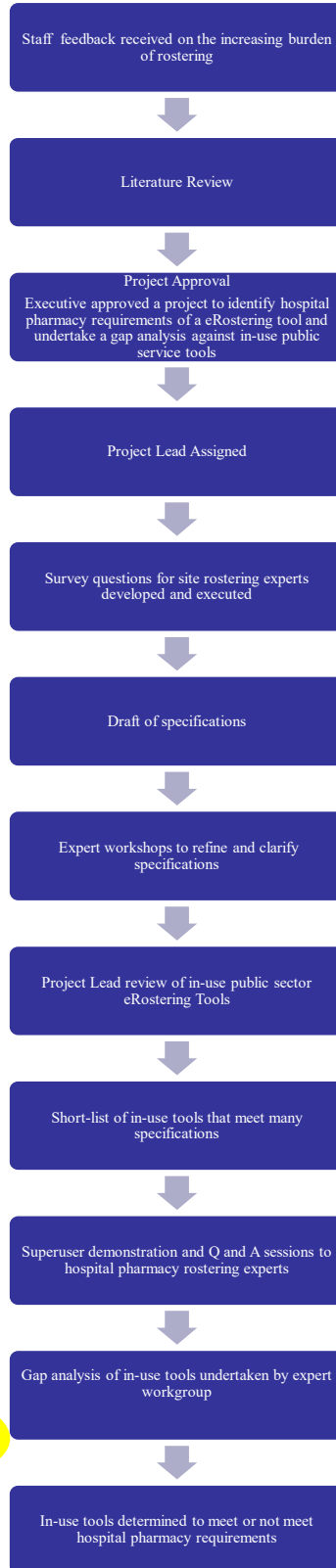
I know the industrial agreement

I'm a Superuser I can tell you what our system delivers

I roster at my site, I know what is needed

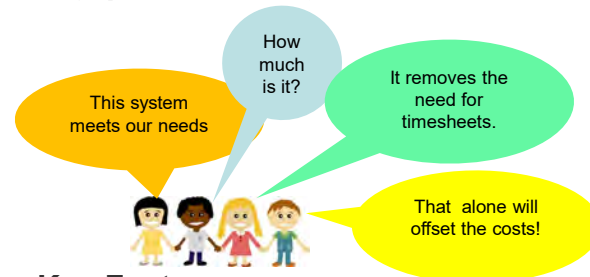


Project Flow



Evaluation

A United Kingdom (UK) eRostering tool specification list was identified and considered by the workgroup. The workgroup identified a total of 121 additional specifications relating to staff (34), employer (35), governance (14), financial (7), usability (7) and administrative (24). In total 107 specifications were noted as highly desirable to hospital pharmacy. Seven in-use tools were identified. Four were deemed not suitable via discussion between the project lead and the superuser. Three were demonstrated to the workgroup who identified that one system met need.



Key Features

Examples of key features identified by the workgroup as essential for hospital pharmacy roosting are:

- ✓ Unassigned shifts identified/flagged
- ✓ Fixed rosters autofill
- ✓ Analyse shifts checking for conflicts
- ✓ Time saved in timesheets (remove need for timesheets)
- ✓ Time saving in reconciling timesheets (all online)
- ✓ Management of sick leave (audit trail employee and manager)
- ✓ WHS considerations- blocks staff being rostered more than safe hours (without alert)
- ✓ Capable of managing flexibility eg 10 hour shifts vs 12 hour vs 7.5 hour
- ✓ Capable of managing various start and finish times
- ✓ Manager/staff reminders automated (eg to approve)
- ✓ System safeguards can look at the total work hours and allow for shift additions and subtractions when it's beneficial for employee and employer
- ✓ Staff are unable to apply for leave TOIL/RDO when there is a maximum number of staff off
- ✓ Ability to prioritise shifts eg hard to fill shifts filled first on equitable basis
- ✓ Annual leave alerts (above/below programmed levels)

Discussion

Rostering burden is increasing with expansion of staffing, hours and days of work and increased workplace flexibility. Significant benefit can be realised by eRostering implementation and a hospital pharmacy suitable system is available.

Key Learning 1

Systems are available that integrate with our payroll system removing the need for paper based timesheets and leave applications.

Key Learning 2

Having superusers share information about their systems was a great way to get an understanding of eRostering tools.

SA Pharmacy, Nil conflicts of interest to declare.

Contact: Sharon.Goldsworthy@sa.gov.au 0477 300 345