2022 BUDGET – MODERNIZATION FUNDING REQUEST 10

New Initiative:	**Automated Scheduling Solution for Long Term Care**
Department/Division:	**Woodingford Lodge**
Strategic Plan Focus:	**A County that Employs People Who Make a Positive Difference**
Strategic Plan Objective:	*6. i. Attract, retain and develop the highest quality staff through: Management and organizational excellence*

DESCRIPTION OF REQUEST

Woodingford Lodge is in immediate need of a more efficient staff scheduling software in order to continue to meet the minimum care needs of the residents of our homes.

DISCUSSION

Background

The scheduling software currently being used was implemented at Woodingford Lodge as part of the Oxford County roll out to provide a corporate workforce management solution. After a variety of attempts to utilize the scheduling software including a delayed implementation period to apply an upgrade, additional staff resources, supplementary manual work processes and finally the hiring of a consultant, the software is not adequately supporting the staff needs for our three long term care facilities.

In addition, the reports needed for the managers, staff and union are cumbersome to locate, generate and/or interpret, if the needed report is even available.

This software application is not commonly utilized in the long term care sector, nor does it lend itself to adjusting for the contractual requirements of the Collective Agreement.

The most significant inefficiency of the scheduling application is its inability to automate the process for filling absences to meet legislated requirements to maintain adequate and consistent staffing levels in the long term care home. Attempts to ensure the staffing levels are adequate have consumed considerable staff hours, and despite our efforts there is no time savings, no advantages and costs are mounting.

Comments

Historically, we have seen many shifts remain open and uncovered with the existing scheduling software or staff are double booked. Eight months into the implementation of the software program, and we still require the use of a consultant to address the many unresolved issues that impede the coverage of shifts. The existing software program does not provide the opportunity for staff to be notified of vacant and open shifts in a format that is time effective. Currently, staff of all distinctions are spending many hours calling individuals to fill these vacancies – more specifically described in Table 1.

Table 1 – Volume of Manual PSW Call-ins – Eliminated by Automating Call-ins

PSW Call-ins	No. of Calls
Average number of call-ins per month	44
Each backfill requires 55 calls @ regular time	2,420
Last minute call-ins go to OT ~ 75%	2,772
Calls made for last minute backfills per month	5,192
Annual calls made for last minute PSW backfilling	**62,300**

In light of the foregoing, our long term care home is seeking an application with innovative technology to ease the burden, and provide auto calls and auto text messages to staff. A software solution that is designed specifically for long term care 24-hour scheduling, with automated shift fill functionality, will save time and financial resources to be better dedicated where needed.

As well, the current software program does not provide the LTC home with the necessary reports for monitoring as is required. As a result, we are seeing compromised levels of care based upon the complexities of the current software application as it is not intended or best utilized for an operation of 24 hours per day 7 days per week. We need a scheduling software solution that fits the business, that is reliable, and that is automated to ensure minimal impact to the home; its municipal partners and stakeholders; and, most of all, supports levels of care for the residents and reduces stress on staff.

A scheduling software designed specifically for long term care homes has been sourced out based on experience learned from consulting with other long term care homes in our region. Of the 18 long term care homes consulted, some had taken a similar path as our homes have over the past year or two, leaving behind a legacy manual intensive solution to the same solution we are using that claims to be fully automated and will meet long term care scheduling needs. Failing to achieve an effective outcome, some homes resorted back to the legacy system originally abandoned while many others have transitioned to an application designed specifically for long term care.

Staff have received demos of the long term care specifically designed solution and are of the opinion that it is the best solution to meet our scheduling needs in comparison to the legacy application and the recently implemented application. A quote was requested from the SASS provider and it has been determined that the proposed solution will result in significant efficiencies and cost savings – refer to Tables 1 and 2 respectively.

Implementation of a new scheduling solution would take approximately 12 weeks. The proposed implementation workplan is based on going live with the new software solution, as well as training front line staff by early 2022.

Conclusions

In order to provide the best possible resident care, Woodingford Lodge needs to modernize its staff scheduling software to address the administrative burden and frustration that is being experienced by the health care and personal support workers in our homes.

RISKS/IMPLICATIONS

The potential risks associated with remaining with our current software application is the wellbeing of staff and the direct effect on resident care. The relentless strain on staff and the possibility of shift vacancies will effect resident care. Staff need to be able to maximize their distinctions to provide quality care, relieving them of the extensive amounts of time spent making call-outs when other software applications have integrated technology to meet the need of auto-calls. We will net significant positive outcomes related to time and resources with a long term care specific scheduling software program.

BUDGET REQUIREMENTS

	2022 One-time	2022 Base
Funding		
Modernization Grant – Implementation Stream (Intake 3)	$24,700	$-
Reserve Funding - General	13,300	-
Total Funding	**38,000**	**-**
Expenses		
Staff Schedule Care – new	38,000	28,855
Former scheduling solution savings ($89,800 annual savings starting 2023 on renewal)	-	-
Staff time – refer to Table 2	**-**	**-**
Total Expenses	**38,000**	**28,855**
County Levy	**$-**	**$28,855**

Table 2 – Staff Time Cost Savings – Eliminating Manual PSW Call-ins

Staff Time Savings	$
Registered Nurses 10-12 hours/week @ $46.87/hour	516
Secretaries 18 hours/week @ $30.90/hour7	556
Scheduling Staff 12 hours/week @ $32.63/hour	392
Cost of time spent on calls made for last minute backfills per week	1,464
Annual cost savings for automating PSW call-ins	**76,128**
Note: Annual savings could be as much $100,000 when applied to all staffing positions	