

Achieve Employee Empowerment and Manager Efficiency

By Implementing Mobile Time Management Technology with Location Enablement



LOCATIONS: Multi-state health system with hospitals, home health and hospice facilities

An Integrated Workforce Management Strategy

The health system with a multi-state network delivering both inpatient and home-based patient care has been using the Staffing and Scheduling Solution from API Healthcare, now a part of symplr, for nearly a decade in their hospitals, and two years ago, they decided to add API Healthcare's Time and Attendance Solution. The integrated platform allows for better communication between the two systems, which provides a single source of truth and empowers employees through real-time updates, such as edits to their time cards or shift trades. As part of the time and attendance system implementation, they rolled out Mobile Time Management, the API Healthcare mobile app used for clocking functionality and managing time cards. In fact, the health system does not use any badge readers; instead, staff can use either a computer portal or the mobile app from their smartphone.

Our customer also leverages API Healthcare's beacons, which provide location-enabled functionality to allow staff the ability to clock in and out from their smartphones based on location awareness. The solution utilizes low-energy Bluetooth® beacons placed near specified badge-in/badge-out locations, such as at the entry to each unit. As an employee approaches the beacon, they can clock in or out through their mobile device.

PROJECT GOALS

1. Integrate staffing and scheduling with time and attendance for a single source of truth
2. Manager efficiencies
3. Staff empowerment

KEY CHALLENGES

1. Providing support for multi-generational workforce
2. Ensuring effective beacon placement

SOLUTIONS FROM API HEALTHCARE

- Staffing and Scheduling
- Time and Attendance
- Mobile Time Management with Location Enablement

STRATEGIC INITIATIVES

- Simultaneous rollout of time and attendance solution and mobile app with location enablement over just five months
- Computer-based training modules
- Command center to provide manager support for first payroll processing

OUTCOMES

- Integrated data enables staff agility and informed decision-making
- Employees are accountable for their own clocking and time card information, which minimizes the need for manager interventions
- Flexible, efficient options for managing time cards from anywhere, anytime

Quick, But Deliberate Implementation Strategy

The organization began their time and attendance implementation, including the mobile app, in June with five pilot sites. By the end of October, just five months later, all 136 hospitals and the home office were live on Time and Attendance with mobile and location functionality.

To streamline their implementation and training, the organization uses a series of computer-based training (CBT) modules prepared by API Healthcare. One of those modules was designed to train employees on the mobile app functionality. That mandatory module was available to employees about three weeks before their scheduled go-live.

While much of the staff, especially younger employees, readily embraced the mobile app, some of the staff were not as eager to adopt technology. For those who needed a little more encouragement to use the mobile app, the implementation team did separate, smaller training sessions with them. The Special Assignment Controller for the health system says that now **“even those who were initially cautious about the technology are comfortable using it, and they do just fine.”**

Manager training was also a priority. In addition to a CBT designed for supervisors, the implementation team also conducted WebEx trainings with managers and supervisors both before and after go-live. Lastly, they set up a command center on first payroll processing day so managers had quick and easy access to any help they needed. Nolting explains, **“While the mobile app is easy to use, we made sure our managers had all of the support they needed. We never wanted them to be hanging out there alone.”**

Another important part of implementation was determining beacon placement. The first priority is to make sure the beacons are well within the egress of the hospital so there was no gaming of the system by driving up and clocking in before even parking or entering the hospital. Beacons are placed at all nursing stations, in high traffic areas and at normal employee entrances/exits. The organization found that for most of their hospitals, which are typically about 80,000 square feet, six beacons was the right amount.



Culture of Employee Empowerment and Accountability

Since the organization is decentralized, with staff spread out across multiple states, they rely on technology tools to empower employees. The leadership team also made a conscious decision that they wanted to make it easy for employees to report to their workstation ready to work. The mobile app is a great fit for the strategy and business needs they set.

Employees value the mobile app's ease of use, which provides them with quick and easy accessibility to schedule and pay information. **“Staff appreciate the convenience of being able to see the information on their phone because the reality is that most people don't go two feet without their device; they have it with them at all times,”** says the Special Assignment Controller. In addition to clocking in/out and managing their own time card, functionality that staff use frequently includes submitting and managing PTO requests, viewing benefit balances, and picking up open shifts sent via a broadcast message.

The leadership team wants staff to be accountable for their own scheduling and time/attendance information. As the Special Assignment Controller explains, **“No one cares about their pay more than they do. It's incumbent on them to make sure their time card is correct so they can prevent delays in getting their paycheck.”** With this in mind, employees want to review and sign off on their own time card. This employee accountability continues to improve as staff become comfortable with the system and realize the versatility. More and more, employees are taking accountability without having the manager initiate the action.



Increasing Manager Efficiency

The most popular mobile functionality for managers is time card approvals. Managers appreciate the flexibility of being able to review and approve time cards from wherever they are. According to the Special Assignment Coordinator, **“We see a lot of activity on the weekends right before Payroll Mondays. Managers need to approve time cards, and with the mobile technology, they can sit on their couch at home and do just that.”**

The ability to remotely manage time cards is especially important to the home office executive team since they tend to travel a lot and cannot always be in front of their computer.

The mobile app provides flexibility that helps managers to be more efficient. They are not limited to using a computer to access the information they need. For example, they can quickly and easily see if someone hasn't clocked in. As the Special Assignment Controller explains, **“They can deal with managerial responsibilities from where they are standing, not just when they are at a computer. And, they can take care of things from home, on the weekend, without needing to be ‘wifi-ed’ in somewhere.”**

Another boost to manager efficiency is the growing employee accountability. When the employees are accountable, managers don't have to be, and they spend less time reviewing and approving time cards. Today, over 94% of clockings do not require any manager intervention, and the goal is to get over 95%.



Maintaining Momentum

Use of the mobile app has gained a momentum of its own. Well over half of the staff use the technology, and they appreciate the ease and speed of the app and the Bluetooth® enablement.

The team encourages new employees to use the mobile app. Each new employee is assigned to the CBT module that was used during go-live, and often the employees download the app during new employee orientation.

The mobile app has achieved the goal of making clocking in and out easy. As the Special Assignment Controller shares, **“Accurate, timely clockings are important, and with the mobile app, it just couldn’t get any easier.”**