

Twelve Things to Know About API Healthcare's Mobile Workforce App

Put the power of mobile workforce management into the hands of your managers and staff. With the convenience of 24/7, on-the-go access, managers and staff alike can take a more proactive approach to schedule and time card management, ultimately helping your organization optimize labor costs, improve staff satisfaction and achieve better patient care.



API Healthcare offers a standard version of the Mobile Workforce App, which is available with a complimentary subscription.

The Mobile Workforce App's standard set of features allows individual employees mobile access to view their time cards and schedules, drill into shift details, check benefit balances (such as vacation time), and submit requests for time off and unavailability to their supervisors.

Also available as part of the complimentary subscription, managers and supervisors have visibility into their direct reports' latest information. The dashboard offers a snapshot of employee time cards, requests, and exceptions that enable managers to identify where issues exist. And by enabling managers to contact staff with the tap of a finger, they can quickly resolve issues in real time, which greatly improves the accuracy of timekeeping data.

Standard Features

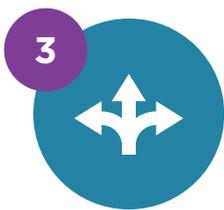
Create real-time visibility

Empower and engage staff

24/7 convenient mobile access



The Mobile Workforce App is available for users of both Apple and Android devices.



You can provide your staff with more schedule flexibility, which is really important to them.

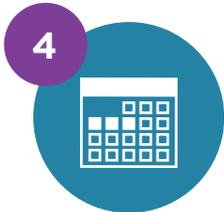
Studies tell us that increased flexibility in scheduling leads to greater staff satisfaction and engagement. Now, this flexibility can be offered while on the go!

Functionality available with the premium app, which has a monthly subscription fee, includes:

- Shift Trades – employees can submit a trade request. A system of checks and balances ensures that they can only request a trade with another employee who is qualified to work the shift. The employee receiving the trade request can choose to accept or decline it via the mobile app as well.
- Request to Work Open Shifts – Employees can find open shifts they're qualified to work and submit requests to pick them up via the mobile app.



Of millennials who say their organizations are more flexible compared to three years ago **55%** plan to stay at least five years. Where they see less flexibility, only **17%** plan to stay long-term.

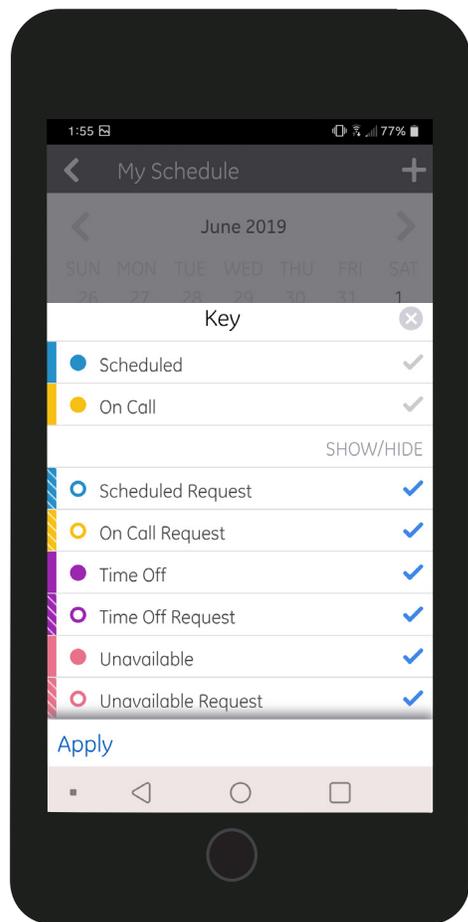
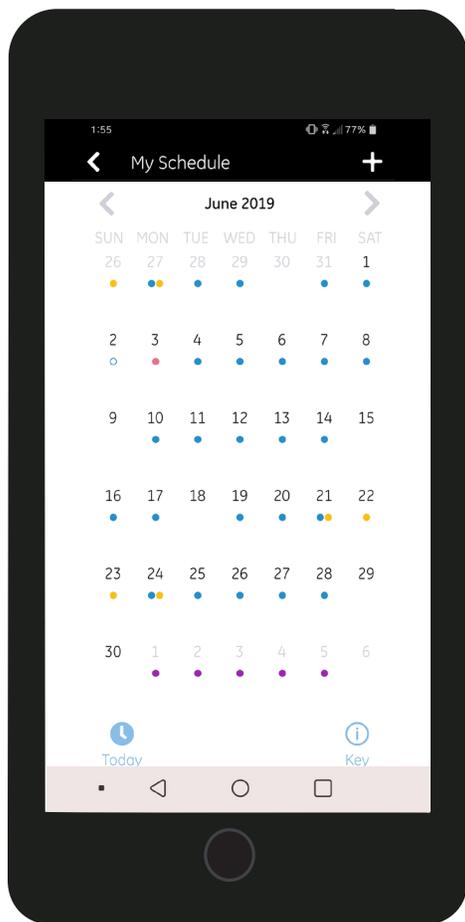


It's easy for employees to view their schedule in the Mobile Workforce App.

The number one request we got from users was to make it easy to view their schedule, and the improved My Schedule view delivers. The view shows different types of schedules in different colors, so Time Off, Working, On Call, and Unavailability will all display differently. Users can pinch and zoom to view their schedule more clearly, if needed. Requests show differently than fully approved events, and lastly, a key and filter are available for additional view refinement.

“What we really enjoy about the mobile app is ease of use. Nurses they love that they can look at their schedule from their phone.”

System Director of Clinical Resource Management



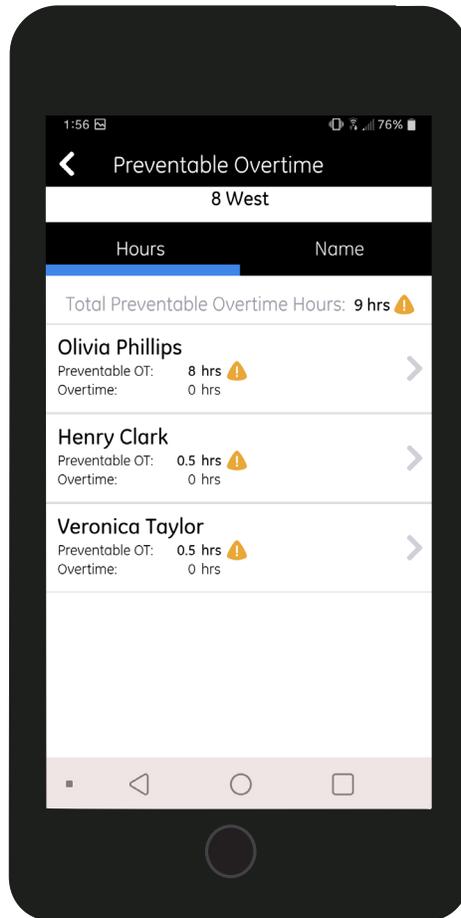
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Employees can also see who else is working their shift.

A Roster View allows employees to drill into their shift on the mobile app to see who else is working, on call, and in charge.

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Trying to get a handle on preventable overtime? The Mobile Workforce App can help!

The expanded dashboard allows managers to stay on top of labor costs by identifying and projecting preventable overtime, and allowing them to take preventative action. And, because overtime calculations are based on the most current schedule and clocking information, they have the data they need to make accurate, informed staffing decisions that align with organizational policies. For example, if an employee works an extra shift at the beginning of the pay period, the app lets the manager know that this employee will hit overtime if preventative action is not taken before the end of the pay period.

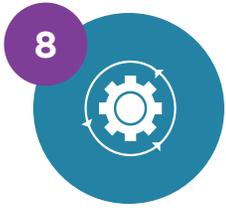
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It's a great tool for remote employees.

Organizations can choose to allow certain remote employees, such as home health workers, to badge in and out via their mobile devices.

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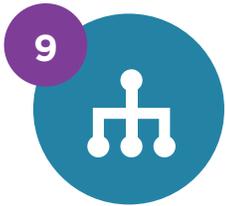


Implementation is fast and easy.

The Mobile Workforce App can be rolled out quickly, without any issues or surprises. Ease of use helps ensure high adoption rates, leading to higher badging compliance.

“I got the email, followed the directions, it was so easy to do and easy to use. It has made my work life easier.”

- VP Medical, Surgical and Critical Care



Empower your managers with the actionable workflows.

Managers can address employee requests and time card issues in real time. In addition to saving valuable time, this approach leads to increased data accuracy and greatly reduces the burden of payroll preparation.

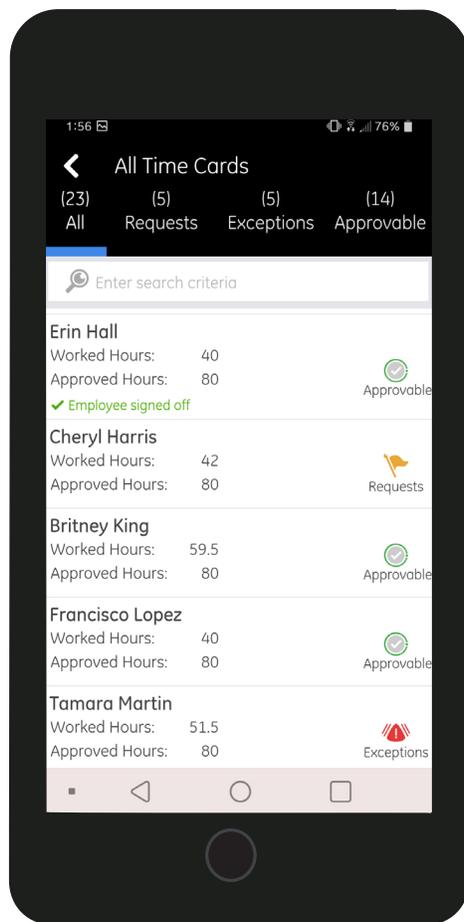
The Mobile Time Management offer several actionable workflows as part of the premium app:

- Approving employee time cards
- Modifying clockings and calendars
- Approving or denying employee requests
- Identifying and preventing overtime
- Resolve clocking issues, such as employees who miss a clocking or badge in at the wrong place (location mismatch)

“I like that I can find staff phone numbers when I’m away from the computer. I also use it for rounding – if I can’t find someone on the unit where I thought they were, I can look and see where they are clocked in.”

Clinical Team Lead, Health System Float Pool

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Employee time card review and lunch attestation features help with legislative compliance.

Employees can attest to an uninterrupted lunch and also submit add/edit/delete clocking requests, right from the app. When everything looks good, they don't need to find a computer to sign off on their time card.

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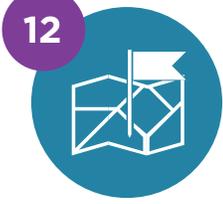


Proactive alerts keep staff in the know, even when they're not in the app.

Employees receive proactive notifications if they forget to badge in or if they are badging in at a location that doesn't match their schedule. If no action is taken, an alert is sent to their manager. These timely alerts make it easier to make corrections quickly and accurately.

Employees are also notified when their published schedule changes.

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Mobile Workforce Management with Location brings the power of the 'Internet of Things' to healthcare workforce management.

Location-enabled functionality utilizes patented sensor technology to enable staff to clock in and out from their smartphones based on location awareness. This is a cutting-edge solution to time card policy enforcement that improves the timeliness of time card submissions and corrections, thereby reducing common methods of time card manipulation.

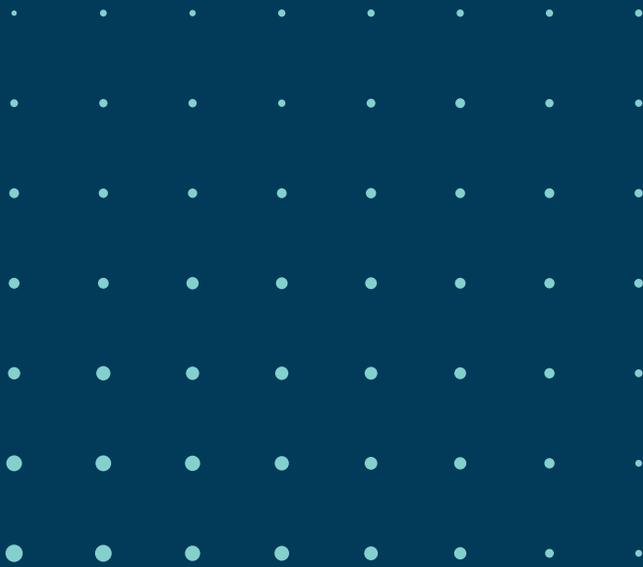
Location-enabled functionality enables your organization to:

- Avoid “wait times” at shift change
- Ensure employee privacy and data security
- Reduce clocking errors
- Increase compliance and prevent false time card entries

The solution utilizes low-energy Bluetooth® beacons placed near specified badge-in/badge-out locations, such as at the entry to each unit. The ability for an employee to clock in or out in the mobile app is enabled as they approach the beacon – which offers superior location precision (within a few feet).

Unlike many other location-awareness technologies, this solution is very privacy friendly; it does not track an employee’s location at all times, only detecting the moment within close proximity of a beacon. It also uses virtually zero data/network capacity and has minimal impact on device battery life. Data is never transmitted or stored in the beacons to ensure optimum security.

Feature	API Healthcare	Other Solutions
 Technology	 Bluetooth® Low Energy	 Geo-fencing
 Phone Battery Life	 Little Impact	 Significant Drain
 Location Precision	 Unit	 Facility
 Data Usage	 No Impact	 Significant Drain
 Privacy Security	 Limited to Location Tracking No Data Stored	 Constant Tracking



API Healthcare now a part of symplr

For over 35 years, API Healthcare has been delivering Workforce Management Solutions developed specifically for healthcare. Now a part of symplr, API Healthcare is well-positioned to deliver balanced clinical, financial, staff engagement, patient experience and compliance outcomes to clients seeking to optimize their workforce through technology, analytics and consultative services.

To learn how workforce management initiatives can help your organization manage labor costs, improve patient care quality and increase staff engagement, contact us today.

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