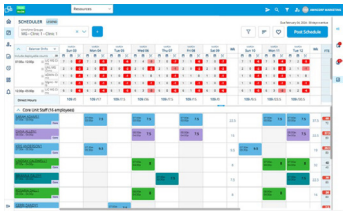
WORKFORCE PLANNING

Revolutionizing Workforce Management with Smart Square at Hackensack Meridian Health



ADVANCED PREDICTIVE ANALYTICS SIGNIFICANTLY REDUCE STAFFING COSTS

Hackensack Meridian Health embarked on a transformative journey to optimize their staffing processes with Smart Square®, a predictive scheduling tool that revolutionized workforce management across their hospitals.

CHALLENGE

Faced with outdated systems lacking modern capabilities like self-scheduling, Hackensack Meridian Health struggled with technical issues and inefficiencies. This hindered their ability to integrate different platforms and dynamically address staffing needs, leading to significant full-time equivalent (FTE) leakage. These are the hours an employee did not work but should have according to their FTE commitment.

SOLUTION

Hackensack Meridian Health chose Smart Square; a dynamic scheduling and staff deployment tool designed to empower healthcare providers by delivering precise staffing forecasts through predictive analytics. The transition was strategic and phased, initially adopted by five hospitals and later expanded during the COVID-19 pandemic to meet critical staffing needs. Smart Square provided detailed dashboards, offering a comprehensive view of staffing requirements and enabling informed decision-making.

OUTCOME

By focusing on a single KPI, FTE Leakage, Hackensack Meridian Health achieved significant cost savings in under a year.

In 2023, Tara Claudio and her team collaborated with nurse managers to monitor scheduling practices and ensure all staff fulfilled their full FTE commitments.

6.5% reduction in FTE Leakage compared to the previous year

$616,000 in cost

> "I would recommend Smart Square because we've been able to streamline our staffing processes and implement new departments without any glitches. It's a system that team members adapt to well and managers love it."
>
> – Tara Claudio, Director of Nursing Business Operations

Hackensack Meridian *Health*

Contact us for more information on how smart square can benefit your organization, or to schedule a demo.

Learn More at symplr.com/smart-square