



## Capacity planning and workforce scheduling in **the healthcare industry**

“Thanks to ORTEC, healthcare organizations improve service quality together with their financial status”

## ORTEC offers an integral solution for capacity planning and workforce scheduling

### Challenges

The healthcare sector faces significant operations management challenges. As a result, healthcare organizations need to adapt their ways of working to ensure a more efficient and business orientated approach, while maintaining the same high level of service quality.

Healthcare organizations have to find answers to:

- Population ageing: changing and increasing demand for care
- New methods of providing healthcare services, new technology that brings in changes in service processes
- Introduction of the principles of free markets and competition, resulting in greater risks and different forms of financing
- Shortage of qualified staff
- Increasing levels of reporting to society, from a medical as well as a financial point of view

How does your organization deal with these challenges? The solution requires a cultural change in which service provision is more customer-focused. This means that there is an increasing emphasis on financial planning and control as well. In order to be able to provide excellent, quality care, both logistical / financial and cure / care related performance indicators are of equal importance.

### ORTEC's solutions

ORTEC's capacity planning and workforce scheduling solutions support organizations to achieve the following goals:

- To provide the right amount of care at the right time
- To provide additional care with less manpower
- To be able to operate decisively and efficiently and manage costs
- To be able to optimally provide capacity in response to the demand for care

ORTEC is convinced that it can play an important role in supporting the healthcare industry to achieve these goals. ORTEC's advanced planning solutions and services provide operational, tactical and strategic level support for planning challenges in the following sectors: mentally and physically disabled care, elderly care, domiciliary care, child care and hospital care.



“ORTEC supports healthcare organizations to manage demand, service quality and finances”

## ORTEC solutions fit all healthcare industries

### ORTEC is primarily focused on:

- Capacity planning and workforce scheduling
- Client activity scheduling
- Patient intake scheduling
- Bed capacity planning
- Operating room scheduling
- Planning trainee programs for nurses, nurse practitioners, and physician assistants
- Optimal routing of homecare employees

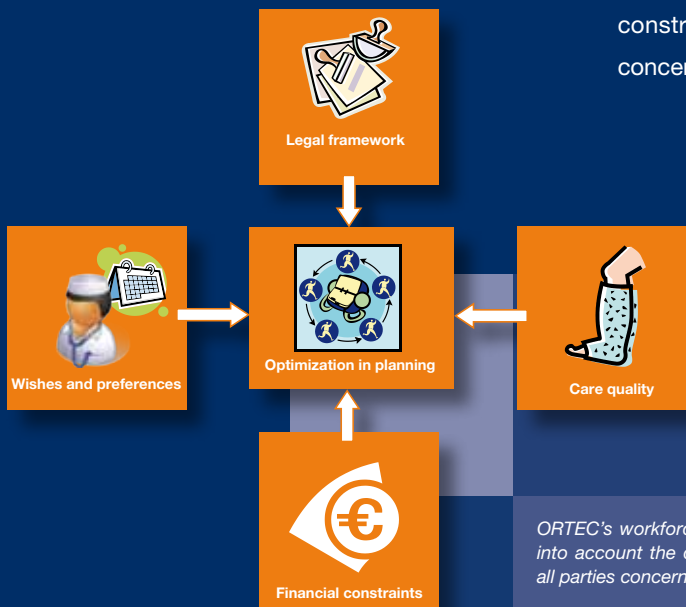
ORTEC has a suitable solution for all healthcare sectors. Our software ensures that the right professional delivers a high level of quality care to the client at the right moment in time. This service delivery needs to be as efficient as possible, taking into account both client and employee satisfaction, as well as the financial performance of the organization.

## Robust support for your workforce planning and scheduling activities

Effective workforce planning is complex and subject to strong constraints where, in addition, a trade-off has to be made between different, and sometimes apparently opposing interests, such as: legal frameworks, the quality of care, the wishes and preferences of employees, and the financial status of the organization.

Planners may struggle to quickly access all the relevant information. Even when this information is available, it can be difficult to use it to balance all the competing criteria.

ORTEC's advanced workforce planning and scheduling software provides robust support for the development of optimal workforce schedules that incorporate the constraints, preferences and objectives of all parties concerned.

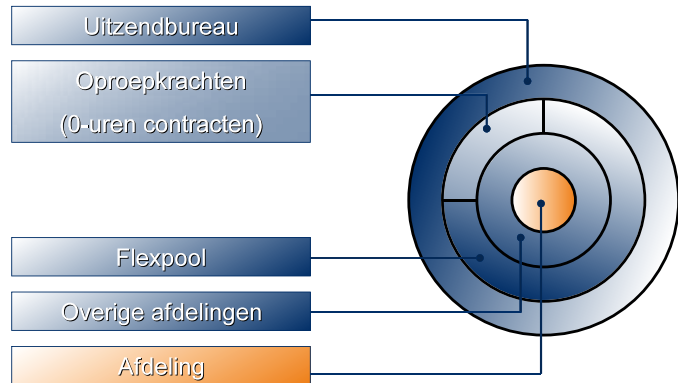


*ORTEC's workforce planning and scheduling solution takes into account the constraints, preferences and objectives of all parties concerned*

## Integrated approach

An organization's workforce capacity consists of various labor pools that are distributed across the organization. ORTEC ensures the most effective use of the total available workforce capacity by means of an integral approach to workforce planning and scheduling.

This integral approach prevents extra, external capacity being recruited by one department, while other parts of the organization have overcapacity. ORTEC uses a four-layer model approach to handle this. Various layers are passed through in order to allocate personnel at the just right time and place. Further information can be found in our brochure titled, 'The ORTEC vision for capacity- and workforce scheduling'.

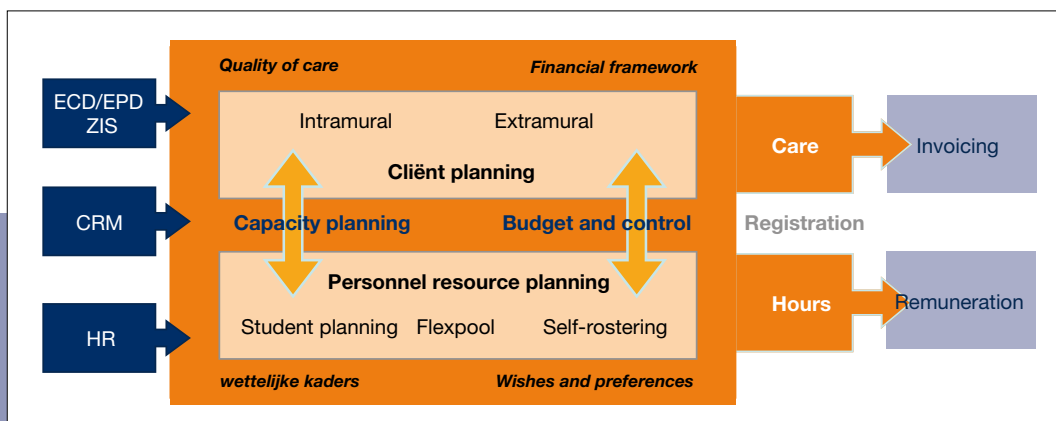


### ORTEC layer model:

*Optimal usage of workforce capacity by means of an integral approach to workforce planning and scheduling*

## Innovative

As a consequence of free market principles and the changing financing of care services, organizations need to operate more efficiently. This means that workforce allocation needs to match the demand for care, which in turn requires greater employee flexibility. To achieve this flexibility, employees should have a greater say in determining their work/life balance - for example, through the introduction of self-scheduling concepts. ORTEC's workforce scheduling solution supports such trends in workforce management and is continually seeking out new opportunities, both in current and in future research and development activities.



# Optimal use of workforce capacity via an integral workforce planning and scheduling approach

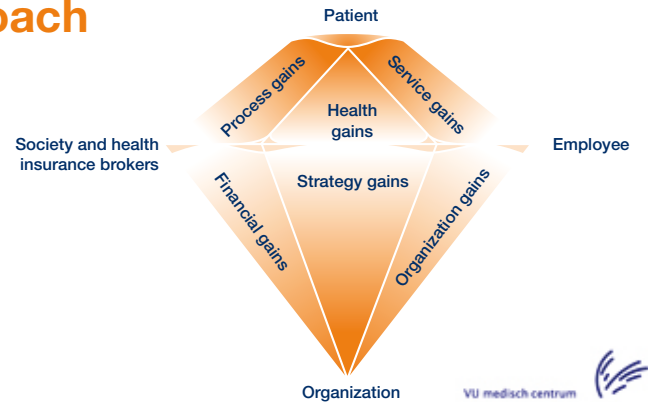
## Results

More than 150 implementations in the healthcare industry and well over 300,000 healthcare professionals are being scheduled via ORTEC's software in the Netherlands. As a result, ORTEC has gained in-depth knowledge and experience in the healthcare industry. Our aim is to support healthcare organizations and employees to achieve the best possible planning results, so that organizations can focus on their core competence: providing high quality of care.

Thanks to the use of ORTEC's capacity planning and workforce scheduling solution, our customers have made great improvements, resulting in significant benefits:

- Schedule creation and maintenance, time gain: -/- 30%\*
- Track and trace, remuneration, time gain: -/- 25%
- Administration of vacations, time gain: -/- 50%
- Administration of working hours by the HR/Admin department: -/- 1-2 FTE
- Salary costs - contract hours: -/- 1%
- Salary costs - premiums/overtime: -/- 1%
- External recruitment costs (temporary employees): -/- 5%
- Days off sick: -/- 1%
- Productivity: + 1-3 %

\* (The results listed above are average percentages taken from a study conducted in hospitals in the Netherlands that use ORTEC Harmony)



ORTEC Harmony as a growth generator according to VU University Medical Center

## Gains on multiple levels

As a result of optimizing your planning processes with ORTEC, you can expect to see gains in the areas of health, service, processes, finance, strategy and organization.

### Process gains

- Shorter waiting times
- Shorter lead times
- Improved care processes
- Shorter times between appointments
- Less administration
- Better connectivity between cure and care organizations
- Fewer no-shows at outpatient surgeries
- Fewer consultations per patient

### Health gains

- Shorter waiting times
- Fewer complications
- Fewer infections
- Fewer repeat treatments
- Lowered co-morbidity and/or morbidity
- Increased self-diagnosis and treatment knowledge
- Increased recovery percentage
- Greater mobility

### Service gains

- Increased availability
- Timely care
- Better patient education
- Better treatment
- Increased patient satisfaction
- Increased satisfaction of referrers
- Better procedures for complaints and feedback
- Higher number of improvement actions following complaints

### Financial gains

- Reduced material costs
- Reduced personnel costs
- Reduced medication costs
- Lower fixed costs
- Increased income
- Shorter treatment times
- Fewer treatments
- Increased work productivity
- Better capacity usage
- Less space requirements

### Strategy gains

- Improved market position
- Improved training
- Recruitment training
- Better coordination between patient care and research
- Different patient mix
- Improved image towards patients, students, healthcare insurers and the environment
- Attractive employer

### Organization gains

- Greater team effectiveness
- A more transparent care organization
- Improved and greater cooperation
- Improved internal and external communication
- Increased employee satisfaction
- Reduced sick leave
- Reduced turnover of staff
- Less work pressure

Would you like to learn more about how ORTEC can help to optimize your planning processes? Or would you like to read the results that colleagues in your sector have gained? If so, please refer to the various case studies that can be found on our website at: [www.ortec.com](http://www.ortec.com)

You can also contact us to make an appointment to discuss the possibilities of optimization within your healthcare organization.



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