

Leading 21st century hospital schedules staff with ORTEC

To capitalize on future healthcare requirements, ORBIS Medical and Healthcare Group have developed a new healthcare framework whereby construction, layout, organization, procedures and IT processes have all been revamped. As Ron Hendricks, Capacity Manager at ORBIS Medical and Healthcare Group explains, "Within this framework, ORBIS have also implemented ORTEC's SAP integrated staff scheduling solution, ORTEC Harmony. We are realizing time savings of up to 50 percent on staff scheduling activities and the man hours gained are now available for improving the quality of care."



Industry:
Healthcare

ORTEC solution:
**Staff scheduling solution
ORTEC Harmony**

Link/ Integration:
SAP HR

Number of staff:
6300

Disciplines:
ORBIS Medical and Healthcare Group comprises one hospital, nine healthcare centers, a home care service and a mental healthcare department.
ORBIS is the first hospital to implement ORTEC's SAP certified staff scheduling solution.

The situation

Previously, ORBIS' planning process was decentralized - distributed among 85 planners within in the organization. Not only did this process create a lot of paperwork, but it was also difficult to gain insight into the planning process, making it virtually impossible to optimize supply and demand.

The solution

With the staff scheduling system, ORTEC Harmony, shift rosters for the entire organization are created uniformly by 6 employees in a central department. The data is then sent to SAP ERP HCM via a certified link.

The results

The use of ORTEC Harmony has yielded the following benefits for ORBIS Medical and Healthcare Group:

- A reduction in the over-allocation of staff (ORT), leading to average cost savings of 2.5%, which amounts to approximately 2.2 million Euros.
- Time savings of up to 50% on staff scheduling activities; reducing planners from 85 to 6.
- Improvements in planning harmonization and healthcare demand.
- Elimination of manual data entry; data transfer is quicker and more accurate.
- Increased staff satisfaction due to the transparency of the new planning process.
- Ability to monitor compliance with the Collective Labor Agreement and the Working Hours Act.

Ron Hendriks: “In the area of scheduling alone, we are already achieving savings of more than 50%. This is time that can be used to reinvest in healthcare”

Uniform processes

In order to ensure that information is accessible at each workstation and to introduce a paperless system, ORBIS chose to digitize the entire primary process (including all patient files). The integrated shift roster schedule was also made available throughout the entire hospital in a digital format. “In the past, shift rosters for the organization were created by 85 decentralized planners, using a variety of systems. Now, rosters are created in a single system that is fully integrated with SAP ERP HCM”, says Ron Hendricks, responsible for the ORTEC Harmony staff scheduling system at ORBIS.

Integration is key

One of the main reasons for selecting ORTEC Harmony is that ORTEC Harmony is a SAP certified scheduling solution. By integrating ORTEC Harmony with SAP HR, the activities of the planners, managers and Human Resources department can be harmonized. “We are now collaborating in a single integrated system environment, and eliminating the need to enter data twice”, says Rob Hendricks. “ORTEC Harmony meets our requirements very well. We are extremely enthusiastic about the user-friendliness and clarity of the plan board, and the transparency that ORTEC Harmony provides in the roster process. A major deciding factor for us was that ORTEC, as market leader, has in-depth knowledge of the healthcare sector and has experience in implementing its products in more than forty hospitals.”

Savings

“In the area of scheduling alone, we are already achieving savings of more than 50%. This is time that can be used to reinvest in healthcare”, says Ron Hendricks. “Because of the high quality of the shift rosters, we are now able to work much more efficiently. Approximately 70% of ORBIS overheads relate to staff costs”, Ron explains. “So, by making more efficient use of personnel, considerable cost reductions are possible in the short term.”

Return on investment

Our business case estimated a return on investment in less than two years. We have already succeeded in cutting ORT costs by an average of 2.5% thanks to more efficient and demand-based rosters. “Expectations are that savings will ultimately be more than 7%, because of the cumulative results achieved with ORTEC Harmony and the additional possibilities it offers, such as the use of production related annual time and attendance systems.”

ORTEC in the healthcare sector

ORTEC is the largest specialized provider of advanced software solutions and consulting services for healthcare scheduling. ORTEC's products and advice allow healthcare institutions to improve their scheduling and result in optimized coordination of supply and demand. More than half of the 100 largest healthcare institutions in the Netherlands and Belgium use the products and services of ORTEC to enhance the efficiency and quality of their staff deployment and healthcare logistics.

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