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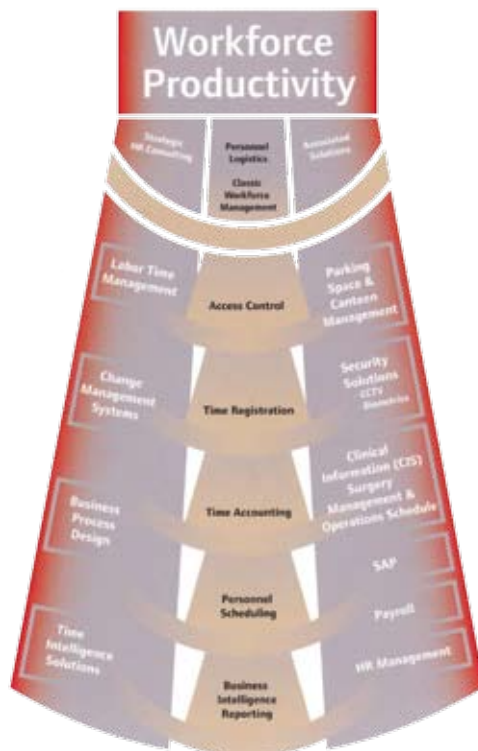
Workforce Productivity for the Healthcare Sector



Workforce Productivity – Why It Is Your Concern

Nowadays, it is hard to find an organization or company that is not involved in profit maximization and process optimization. The methods applied range from increasing sales, and cost reduction programs up to measures to increase productivity. While these measures became state of the art in the automation of machine-oriented processes, the 'human resource' is not only gaining importance, but is the focus of future optimization efforts. Transparent yet comprehensive registration of manpower is the key to increasing both productivity and profit. This begins when employees stamp-in and includes,

among other things, planning of their daily tasks and the aggregation of employee data into key figures required by the management. How to make best use of the optimization potentials available? Interflex Workforce Productivity solutions identify the necessary prerequisites and, compared with the classic Workforce Management, offer significant enhancement. Workforce Productivity stands for the comprehensive treatment of products, resources and consulting services, but focusing on the human element and his individual contribution to increase the revenue of a company or organization. That is why Workforce Productivity solutions not only encompass the classic Workforce Management but also strategic HR Consulting, such as Labor Time Management and associated solutions such as HR Management and security systems. Workforce Productivity highlights areas that are ready for optimization and covers everything from a single department up to complex organizational structures. Workforce Productivity is the basis for strategic and operational planning, and for decision processes resulting thereof. It is the foundation for transparent and understandable processes and designed to increase productivity and efficiency within a company or organization.

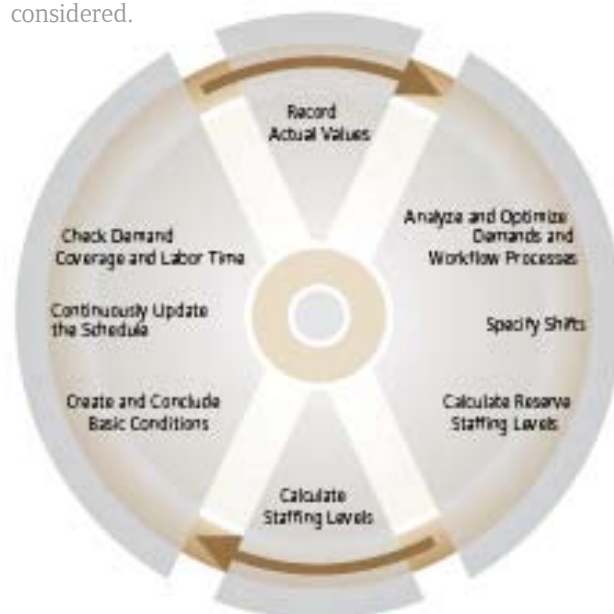




Workforce Productivity – Personnel Scheduling in the Healthcare Sector

Classic work time scheduling in the healthcare sector is often an extremely complicated and rather time-consuming job. While staffing must be kept to a minimum to keep costs down, patient care cannot ever be compromised. In order to provide the best possible care for their patients, the daily routine of doctors, nurses, specialists, clinicians and all other healthcare workers must be scheduled well in advance. This cannot be considered without recognizing the nature of the task – part-time, split time and rotating schedules for many workers, including occasional night shifts, weekend work as well as standby-, function-based or background shifts. For some ‘round-the-clock’ availability – 24 hours a day and at 365 days a year – requires a high degree of flexibility in productive operations and service. The nature of the industry requires it be responsive to emergency situations – not only accidents, but the planning of a person’s working time so that they meet their needs, as well as fulfill their obligations on the job. It is clear that complex time models and a number of standby systems are needed to achieve such flexibility. In the healthcare workforce, time models and shift systems often overlap or are merged with one another. In some departments or facilities, a conventional scheduling method may be employed, e. g. the classic daily shift schedules for permanent employee groups such

as duty nurses, day clinics, intensive care, anesthesia, etc. In other areas, such as hospitals and emergency response, such scheduling might only be good for the core staff. Cross-functional scheduling is often necessary in order to adequately schedule coverage of standby and function-related shifts or background supports across different facilities. Due to changes in legal and collective labor agreements, the well-worn methods seem doomed to failure. The fact that personnel costs are by far the largest billable area in the healthcare sector (60 to 75 percent of the total cost) makes efficient and future-oriented scheduling tools indispensable. In personnel planning of medical professionals, the legal regulations for allowed working time, plus any number of collective labor agreements and specific work agreements must be considered.





Daily Routine in the Healthcare Sector – Many Questions to Answer!

What Are the Costs of a New Labor Agreement?

The simulation tool integrated in Interflex solutions allows you to make comparisons between an old and a new policy or collective labor agreement. The figures delivered enable you to estimate your costs prior to introducing that new labor agreement.

What Impact Do Liability Reserves and Insolvency Insurances Have on Your Year End Planning?

Increasing importance is being placed on scheduling for the next year, with a deadline-related overview on remaining balances of vacation and overtime, and time accounts at the end of the year. The goal is a zero budget impact, but in reality, there are many unpredictable variables because we are monitoring people, not items. The applied accounting methods are audited and evaluated even more thoroughly than outside insurance agencies and auditing companies are used to. The 'real-time' time accounting of the Interflex

scheduling solution allows you to integrate the balance-related information into decision processes based on these past habits and consider it in current planning and calculations.

Which of the Work Time Models Is the Most Reasonable?

Work time models assigned to individual employees can be evaluated and displayed in any developmental phase (from creation to operational implementation) with regard to time and costs.

IT Systems Are Being Combined, EDP Data Is Merging. - Can the Interflex Solution Handle It?

The open structure of Interflex software solutions, as well as highly efficient import/export wizards ensure an adaptable integration into your existing EDP environment by providing product-specific and certified interfaces to most wage and salary accounting systems including Kidicap, Paisy, and SAP.



Changes in Work Time Processes – To What Extent Are Staffing Levels, Work Time and Costs Involved?

Nothing is more predictable than change. Staffing levels, work time models and work processes are subject to continuous changes and should always be looked at with regard to costs. Interflex systems enable you to simulate and calculate such changes. Create and implement optimized and innovative work time models together with our competent consultants on the basis of the best possible decision methods.

How Can Personnel Scheduling Help Improve Employee Motivation?

The system treats all employees fairly, based on your company's parameters; printed reports can be used to demonstrate the schedules that exist. Plus, the Web Terminal enables your authorized personnel to take part in their scheduling and planning decisions. Besides the conventional way of providing information (e. g. remaining vacation), absence requests can also be made using their browser interface and even data such as employee scheduling preferences may be entered. All schedule data is stored on the system, easy to understand and follow for each employee's level of interest or involvement. Employee self service is not only a

cost-saving but also can be a last-minute solution. Stand-by shift availability, as well as particular activities can be credited or debited to the employee's time account. This often will lead to increased interest and participation in meeting work schedule obligations. Improved scheduling fairness and transparency make scheduling your employees' leisure time much more convenient. That boosts motivation!

What Financial Consequences Do Changes in Stand-By Shifts Have?

Hard to know if you cannot try different options, and who has time for that? Use our Interflex solutions to quickly obtain an overview of these costs. You can simulate your stand-by shifts on the basis of either average work assignments or separate standby categories directly in the shift schedule.

How Can Overtime Hours Be Minimized; yet still Be Compliant with Collective Labor Agreements?

Integrated Schedule Wizards provide an overview of the persons, the dates and the consequences incurred in the demand-oriented elimination of overtime hours and extra work. This is the way to ensure that the complex requirements of collective labor agreements are met, while still keeping the costs down.

Additional Solutions for the Healthcare Sector



Online Time Management and Access Control

More than ever, safety and security play an important role in the healthcare sector. Sensitive hospital areas such as operating rooms, intensive care units, laboratories or pharmaceutical storage rooms are to be protected against unauthorized access. If visitors are admitted to these protected areas, they have to be thoroughly monitored while in these areas. This is what the Interflex access control system is responsible for. The system also supports the recording of attendance times and absences. Not only incoming and outgoing time stamps are recorded but also absence times, i. e. when employees are out on business or away on vacation. You get time account management at no extra charge.



Offline Solutions

Offline access control systems are flexible and low-cost security components offering highest comfort. The stand-alone terminals can be easily mounted to doors, do not require any network connection, and provide a reliable and fast security solution. What makes the system advantageous is the fact that – due to their compatibility – a variety of existing credential badges (including those from Proxif, LEGIC and Mifare) can be used at these access control and time management systems.





Parking Space Management

Our software module for vehicle and parking space management completes the access control system. This provides automated parking access for those that need or are entitled to the limited number of spots, and reduces the frustration of driving around to locate a space, while ensuring a place to park – even a number of parking spaces reserved for visitors. Access authorization is verified and the parking space management system guides drivers reliably to the next available parking space. The available parking area can be split up into several sections so that vehicles can be assigned to certain parking spots. When the available parking lot is filled, access to the lot is immediately closed and traffic can be directed to other locations. Many existing barriers and gates can also be controlled.



Badge Production

Modern badges must meet the highest demands on protection against tampering or forgery and must be compatible with existing badge reading systems. Miscellaneous coding techniques can be applied and merged if Interflex solutions are used. The photos of your employees and visitors are captured digitally. State-of-the-art video and image processing technology as well as thermal sublimation printers enable you to easily create badges for your employees and your visitors.





Ingersoll Rand's Security Technologies Sector is a leading global provider of products and services that make environments safe, secure and productive. The sector's market-leading products include electronic and biometric access-control systems; time-and-attendance and personnel scheduling systems; mechanical locks; portable security; door closers, exit devices, architectural hardware, and steel doors and frames; and other technologies and services for global security markets.

We support our customers and provide our services from 35 business locations in 12 countries around the world. For further details, please refer to our homepage.

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