



# interflex

Turn data into values

## Abrona Foundation

### More time for care with SP-EXPERT



#### Company

Abrona provides care to approximately 1800 children and adults with intellectual disabilities. Daily 1850 employees are active in various residentials, day care centers and business projects throughout the province of Utrecht in the Netherlands. Abrona assists their clients in living or staying. In addition Abrona provides day care, after-school care, emergency shelter, meals, training and home care, seven days per week and 24 hours per day.

#### Requirements - Capacity demand first priority

Abrona wants to anticipate more efficiently to the demand of care of its clients. "We therefore looked for a system that supports us in the operational and capacity planning. SP-EXPERT offers exactly the functionality we need," says William Melissen, Director of Business Office of Abrona. "We want to improve the coordination of the demand for care of our clients and the availability of personnel due to the new AWBZ legislation. The expected quantity of care for a client is the starting point. From there it is no longer sufficient for operational staff to schedule in hours. First, you'll need to find out what the capacity demand is. This is: what care is needed to help a client. It is all about planning the right staff with the right knowledge and skills. Only when this question is resolved, the scheduling of hours will take place. SP-EXPERT allows a system that handles both the operational and the capacity planning."

#### Solution - Sustainable system

"Having an effective capacity planning with SP-EXPERT, provides us with many benefits. We save two to three percent on salary cost. At the same time we save more time for care, due to the fact that the planning, scheduling and the hours- and payroll administration flows out faster and easier. This decreases the number of overhead hours significantly and leaves more time available for care. Our employees get more satisfaction from their work and our clients get the quality they deserve. Good capacity planning also gives peace to our clients. Predictability and continuity is very important for people with intellectual disabilities. They need the reassurance that they will see the same counselor at regular times every time. In addition, SP-EXPERT gives us a clear understanding of the capacity needed in time. This allows for early response to any shortfalls of staff in the organization. In this way we will keep our number of staff stable." "We want a system and a supplier based on durability and sustainability. We are looking at specialist care based on capacity planning for the future. For example, the ortho pedagogical or psychological counseling for our clients. This is possible with SP-EXPERT. PlanningIT is the right partner for us because they have years of proven experience with specific products for the healthcare sector. In addition, a fast implementation for them is no problem."

#### Highlights

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