

ABILITY SMARTFORCE

Advantages

The ABILITY SMARTFORCE (aka ShiftHound) Scheduler and Credentialer offer many features that Kaiser Permanente users find invaluable. This is just a partial list of some of the most commonly cited advantages:

- Handles complex scheduling rules and labor contract requirements like overtime, seniority, schedule rotations, self-scheduling - individualized by department and job type.
- Union rules can be programmed in for each union contract and each type of employee they impact.
- Audit capabilities – easily track and review details to address questions about staffing decisions like who was contacted, when, who is most senior, who requested first, who did not respond, etc.
- Robust & detailed reporting on shift changes include details on swaps and open shifts, approvals and denials, communication to staff, overtime and avoidable overtime, schedules, staff profile information, and more. All reports are exportable to PDF or Excel.
- Track staff commitments and obligations for nights, weekends, or any other kind of shift based on rules for each type of staff member.
- Daily assignments can be made and managers can control when the assignments are made available to be viewed by staff members.
- Credential tracking with expiration dates and proactive alerts via screens and automated notifications to prevent compliance issues with lapsed credentials.

ABILITY SMARTFORCE is an enterprise-wide approved ancillary scheduling vendor for Kaiser Permanente with a national master service agreement and discounted pricing. This makes it easy to invoice through OneLink.

Other considerations:

- Implementation is not disruptive, the ABILITY SMARTFORCE implementation team does most of the configuration work, you can be up in running in days to weeks.
- The ABILITY SMARTFORCE support team is extremely responsive to all clients' questions and issues.
- The support team is available via phone or email
- Responsive to requests- the ABILITY SMARTFORCE development team has delivered 8 major enhancements and many more minor ones based on KP feedback/needs.
- Already used by numerous KP facilities and departments allowing cross-entity reporting, easier implementations, and staff sharing based on KP rules.

SMARTFORCE STANDARD FEATURES

- The free mobile app, for both managers and staff, allows updates from any smart phone and incents frequent use and higher adoption. Staff never have to visit the web site if they don't choose to – they can get 100% of what they need to get done via the smart phone app.
- Shift coverage allows one-way or two-way trades with manager approval and detailed reporting. Partial requests are an option.
- Time off for dates or shifts with partial time-off for part of a day. Time off reporting includes manager approval and times. Riverside is using this functionality for certain types of CESLA, FLMA, Jury Duty, last minute Life Balance and last-minute Sick Calls.
- Open shift offering with options on who can request, and staff can request part of a shift if desired.
- Role-based permissions allow very flexible manager roles giving just access needed. These role definitions can also be set up for different types of staff members.
- Announcements by unit, location, division, and organization and also quick announcements by employee type.
- Seniority display and sorting options at all manager decision points in the system to ensure managers have access to seniority information where needed.
- Complex overtime rules are configurable in SMARTFORCE allowing setup for different types of employees from different unions.
- Client configurable schedule block reporting to show staffing levels by department by across blocks of time.
- Set shifts via shift templates auto-schedule all staff members with regular schedules. Set schedules will persist over time for managers. Managers determine how far in advance staff see the schedule.
- Multiple scheduling views including PowerScheduler™, By Employee, Day View, SuperView™, etc. to allow for manager preference and type of scheduling being done.
- Configurable rules for each region, location, and department. (e.g. Float units, time off types, open shift options, addresses, shift color codes, publishing dates, etc.)
- Managers can set staffing needs on a set basis, by month, and even have them fluctuate based on current unit census.
- Each manager can stage open shift sign-up times based on flexible rules of their choosing in order to encourage desired sign-up patterns. (SMARTFORCE Multi-Phase).
- Team scheduling allows staff assignment to specific providers with “follow the provider” when scheduling, or cancelling, the shifts for the provider.
- Innovative SelfSelect™ feature allows staff members to self-schedule quickly and easily using a calendar format that shows available shifts based on their preferences, and track commitments in real-time as they click on desired shifts. Managers can approve single shift requests, all requests for specific staff members, or use SMART APPROVE to do bulk approval based on *their* rules.
- On Call at a glance in the mobile app gives a list of who is on-call by department and shift, with a single click to call, text or email whoever is on call.

- Staff members can be provided many different read-only views of the schedule to allow the organization to give them just the information they need.
- Enterprise dashboards for key organizations metrics with drill-down capability by region, facility and department.
- Flexible standard reporting with many parameters (units, dates, job types, etc.) and export options.
- Credential reporting displays which credential are expiring, missing or due to expire, periodically via email, to managers and/or staff if desired.
- Flexible security options allow credential reports or updates to be available to staff members with an approval workflow, or kept strictly in the hands of unit managers and/or HR.