ABILITY™
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REALIZING THE POTENTIAL OF A MOTIVATED WORKFORCE

How modern, automated workforce management tools can help

At the center of healthcare is a qualified workforce that is counted on 24 hours a day, seven days a week, 365 days a year.

In an industry whose purpose is caring for people, it is easy to assume that the health and well-being of staff members would be naturally attended to. But this is often not the case in this busy and often stressful environment. In healthcare, we struggle with a workforce where things like low employee engagement, high turnover rates, sick-call abuse and low satisfaction scores are prevalent. All of these issues are costly operationally, financially and culturally. These challenges and the opportunities they present were well understood when the ABILITY SMARTFORCE™ suite of workforce management tools were developed and careful attention was paid to helping address these issues.

Let's explore some of the things that can be easily done to improve work environments in healthcare and help unleash the potential in a strong and motivated workforce.

THE VALUE OF RECOGNITION

Recognition can have positive and lasting effects. Letting staff know they are valued, respected and acknowledged for the difference they make can go a long way in fostering positive attitudes and staff motivation.

The ABILITY SMARTFORCE factor

The way this application supports recognition is by making it extremely easy to identify timely, recognition-worthy moments. **Called "Shout Outs," the recognition area on manager dashboards** lists things like birthdays, work anniversaries and staff members who picked up an extra shift to help out. This keeps recognition opportunities front of mind for managers and makes it easy to integrate recognition moments into daily activities.

THE POWER IN COLLABORATION

One thing everyone cares about is their schedule. Powerful things happen when collaborative scheduling practices are adopted. The shift from having a schedule imposed on staff to giving them a voice, choice and shared accountability in its creation and management not only results in more effective scheduling, with more shifts filled, it sets up an environment wherein staff feel respected, trusted and empowered.

Collaborative scheduling is the foundation of the architecture ABILITY SMARTFORCE is built upon. With transparency and access to schedules that update in real time, all team members stay informed whether at work, at home or even in line at the store.

Managers and staff work together to create and maintain schedules.

Staff can easily see and respond to staffing needs, request or swap shifts and get text alerts when new work opportunities arise, all from their mobile phone.

Managers have access to the schedule anytime, from anywhere, and can easily see staffing situations, manage schedules, approve requests and send out notifications on the go.

The time burden for managers to deal with scheduling is significantly reduced, giving them additional time to attend to unit needs and build a positive culture.

THE RELATIONSHIPS EQUATION

A healthy relationship between staff and managers has been shown to positively impact:

- Turnover rates, vacancy rates and sick calls
- Quality of work
- Satisfaction scores

When it comes to workforce management, factors like collaborative scheduling, where transparency and trust are embraced, can help build healthy staff/manager relationships. But this can be damaged when managers are put in a position of constantly calling staff at home to help fill shifts. The homelife disruption and pressure to work can cause tensions.

The team at ABILITY SMARTFORCE has leveraged new technologies to support respectful communication and eliminate the need to make phone calls.

Staffing needs are easily issued in a blast to qualified staff members via text or email, and staff members have the option to communicate their interest in working directly from the notification.

Not only is the communication less intrusive, but more staff members are aware of the need and can respond if they want to work. This, combined with collaborative scheduling and Shout Outs, works to build strong and healthy relationships.

THE FAIRNESS CONSIDERATION

Few things can cause discord faster than the feelings that arise when something feels unfair. With the pressures and pace that decisions are made in healthcare, it can be hard to slow down and take the time to locate and consider information that informs fairness. This can be particularly sensitive around holidays.

ABILITY SMARTFORCE
makes it easier to consider fairness in decision-making. Right on the screen where scheduling decisions are made, key information is displayed.

This includes things like:

● Seniority

● Date last called off

● Hours worked in a schedule period

● Shifts scheduled in the last and upcoming 24 hours

In addition, with text/email communication of new work opportunities, all qualified staff are notified of openings at the same time instead of scheduling the first person who answers their phone. A list of those interested in the shift is presented to the manager, making fairness considerations easy to sort through.

THE PAYOFF IN WORK/LIFE BALANCE

Working in healthcare is hard. Combine this with a multigenerational and rapidly changing workforce and it's not surprising that burnout and turnover are so prevalent.

Investing in ways to support work/life balance is something that can create a positive ripple effect, strengthening the workforce, creating a healthier work environment and helping stabilize the high cost of turnover.

Flexibility has been designed into ABILITY SMARTFORCE to allow scheduling that is responsive to the many variations needed to help support work/life balance decisions. There are features like easily splitting a shift and supporting variations in start and stop times.

STAFF

Staff get anytime access to their schedule, a voice in the scheduling process and an easy way to connect with others to swap a shift or request a schedule change.

MANAGERS

Managers have a "Now" screen on their mobile phones where they can easily see staffing situations at any moment, from any location and take action if necessary. All of this combines to offer a more balanced and less stressful approach to the difficult realities of scheduling.

THE OPPORTUNITY IN MODERNIZATION

More and more, today's workforce expects their employers are using technology to improve and simplify operational processes. This is particularly true of the millennial generation, who are fast becoming the majority in the healthcare workforce.

There is a competitive advantage in offering modern, cloud-based tools. These can impact recruitment and retention of both staff and managers while improving operational and financial efficiency.

The **ABILITY SMARTFORCE** team has a relentless commitment to providing the most current technology available. The system is built on an architecture that allows leveraging innovations.

The mobile app makes scheduling interactions that are familiar, simple and as intuitive as using a mobile phone.

THE EFFECTIVENESS OF EASY

In the busy healthcare work environment, giving people back their time and demanding less of their attention is a gift. In the throes of attending to work life and home life, it can be difficult to keep up with certifications or licenses. Even something as simple as checking a schedule can require phone calls or an extra trip into work. This, and occasionally forgetting to clock in or out, creates extra work.

ABILITY SMARTFORCE has earned a reputation for extremely easy-to-use and easy-to-adopt products. One of the best ways that ABILITY SMARTFORCE helps to make life easier is with simpler tracking and management of credentials.

All certifications and licenses are simple to track in one place with timely alerts when renewals are due. The mobile app provides anywhere, anytime access with the capability to clock in and out from a mobile phone, making it more convenient for staff.

THE IMPACT OF SIMPLIFICATION

Anything that simplifies the work of managers and staff members has the potential to unleash more efficient operations, more positive work environments and a happier workforce.

The ABILITY SMARTFORCE factor

Simplifying complexity is our design mantra and can be experienced firsthand in scheduling, credentialing and time and attendance. We have been very successful at creating a simple, intuitive user experience that sits on top of the very complex needs in healthcare, letting the technology do the heavy lifting. The results are applications that support healthcare in ways that are refreshingly easy to implement and use.

Adopting cloud-based workforce management tools like scheduling, credentialing and time and attendance is easier than many might imagine.

Unlike their predecessors, these modern tools can be game-changers. They are up and running in days, there is no IT help required and all maintenance and upgrades are taken care of.

Isn't it time to take advantage of the next generation of workforce management tools and gain all the benefits they have to offer?

LEARN MORE ›

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