

ZEUS® TIME & ATTENDANCE AND STAFF SCHEDULING IN THE HOSPITAL



In addition to being Germany's highest mountain, the Zugspitze is also one of its most popular holiday destinations and the hospital Garmisch fortunately or unfortunately provides many skiers, hikers and celebrities with an unscheduled stopover after an accident on the ski slopes.

This efficient, dedicated around the clock hospital is the first place for Alpinists following on from an accident. The Klinikum Garmisch-Partenkirchen GmbH with its 1.250 employees is also the second-largest employer in the district of Garmisch-Partenkirchen, the largest being the accident & emergency Murnau hospital. As German Labor Laws change almost daily, it is a tremendous challenge to organize the 24-hours operation of a hospital with up to 600 different working time patterns. Cooperation with ISGUS has enabled the hospital Garmisch to organize Time & Attendance and Staff Scheduling completely digitally. This saves a great deal of time and many meters of shelving within the HR department which so far has been reserved for holiday applications, permits and working time sheets.

“It was our goal and it is our duty to record and to document the working times of all our 1.250 employees and to amalgamate them together in a system” the HR Manager Hansjörg Müller explains, which is why the hospital Garmisch decided to introduce ZEUS® Time & Attendance and ZEUS® Staff Scheduling. Both management and employees now use the new software. For example, the HR department now saves a lot of time which was previously spent calculating remaining holiday entitlement and banked hours accounts at the end of the year.

On their PC, employees can obtain a complete overview of their current time account including overtime, shift types, sickness and holidays. But ZEUS® Time & Attendance and ZEUS® WebWorkflow

does not only save you from tedious paper work, it streamlines other difficult to manage areas as well! With ZEUS® Time & Attendance, unlimited working time patterns can be used as required and managed easily. In a 24-hour operation as in the hospital Garmisch, this is a MUST nowadays. The numberless working time variations can all be covered in the ZEUS® software which simplifies administration a lot.

Up to now, the “nursing” and “administration” sectors were recorded separately. As they are now operated by the ZEUS® modules Time & Attendance and Staff Scheduling, the working times of all hospital employees can be completely recorded and documented.

In evaluations and drop-out statistics, the management can always see exactly to which degree of efficiency and capacity the hospital works. This way, processes can be optimized continuously.

One of HR manager Hansjörg Müller's hardest challenges of modern working time rules is to put into practice legal guidelines given by the tariff law. The experienced HR manager is quite worried that "Things become more and more complicated and difficult." An example: Formerly nurses had to work alternating in all three shifts – morning, late and night shift - and an average of 40 hours night shift within five weeks. Currently they are expected to work the equivalent of an extra two night shifts within a month to accrue extra pay.

According to a recent verdict of the Supreme German Labor Court, time spent changing clothes and going to the working place counts as working time, no matter how far the way to the hospital ward is. This practice corresponds with current German laws and puts an end to discussion concerning fair calculation of working times.

This verdict of the Supreme Court can be put into practice using e. g. transponders or chip cards. Without such a rule, clinical employees who have to walk a long way from their locker to their working place would be disadvantaged. As the verdict became legally valid in December 2012, the hospital Garmisch must pay for time taken changing clothes retroactively in the form of time credits.

In the ZEUS® Staff Scheduling module, every clinical employee can enter an own personal duty-plan according to their own preference, e. g. if a nurse would like to work a shift together with a favourite colleague. From these "wish duty plans", the head of the ward can see the preferred working times and shifts and compare with the individual staff required.

At the hospital Garmisch, every ward has individual staffing needs. There are requirements for regular shift duty, emergency duty and stand-by duty, expanding the range of working time rules. As different pay rates are valid for particular days, different working time and cost frames must apply, depending on the day of the week and on the ward. The staffing levels required for individual wards varies considerably.

The head of the ward cannot "over staff" when planning, because a red button appears as soon as the duty-plan shows more staff than the nursing-ward's head of the hospital Garmisch has entered in the pre settings. Apart from the number of employees on a ward, their qualification, too, must be correct. Equally, the head of the ward must take into account that the working time accounts of the nurses are more or less balanced.

In a hospital, "staff" is by far the most important factor in costs. 70 % of all costs incurred are staff costs. The HR manager Hansjörg Müller is always in a conflict of interests situation between managerial requirements, their employees' wishes and the necessity to look after the patients.

Hansjörg Müller describes the tough competition to find enough skilled labor for the hospital Garmisch, emphasizing the importance of being an attractive employer offering family-friendly working time patterns, just as Germany's winter sports Mecca Garmisch does.



Two nursing staff of the hospital Garmisch-Partenkirchen GmbH during the consultation of the further procedure.

