

“So far, the system has been absolutely reliable. Our expectations have also been met in terms of economy. We now have an automated process, ranging from the duty roster and time and attendance to accounting, which saves us a lot of time.”

Ulrich Winkelbach
Head of Personnel

www.sk-bielefeld.de
www.mgm-gmbh.de

STÄDTISCHE
KLINIKEN
BIELEFELD
gem. GmbH



PER-RES Zeit und Zutritt

Städtische Kliniken Bielefeld-Mitte



Time and attendance at the hospital - An integrated system creates transparency and saves time

The Städtische Kliniken Bielefeld-Mitte with its two locations Mitte and Rosenhöhe is the largest acute hospital in Bielefeld and surroundings. Equipped with a series of special disciplines, which are unique to the Ostwestfalen-Lippe region, they are indispensable for providing medical care to the people in the region. The 17 clinics and institutes of the hospital are highly specialized and have a high standard of providing medical care. The various areas of the hospital, with its beds of about 1,000, which has been the Academic Teaching Hospital of the Westphalian Wilhelms University, Münster, have a staff of almost 2,000. Today the hospital, being one of the city's major employers, is an important enterprise that must design its processes as effectively as possible. With a staff of 2,000, the duty roster and the

time and attendance play, of course, an important role. In the past, many things in this area were still done manually. The duty rosters were drawn up by hand, activity documents were written, signed by the superiors and then entered manually into the IT program for the payroll calculation. “This process was very complicated and is no longer appropriate”, emphasizes Ulrich Winkelbach, the Head of Personnel of the Städtische Kliniken Bielefeld-Mitte. “This was why we went in search of an electronic solution for the personnel placement planning and the payroll calculation”. We wanted the new system to make it easier to draw up the duty roster and to provide all salary-relevant data for the payroll calculation. Of course, it should be possible to display all regulations of standard wage agreements. In our search, we came across the time and attendance system PER-RES (Personnel Resource Management-System) from mgm Gesellschaft für

Success Story

Organisationsberatung, Information und Datenverarbeitung im Gesundheitswesen mbH from Grünstadt, a specialist in the hospital sector. PER-RES is an economic, future-oriented solution for the time and attendance of all personnel groups in hospitals and offers process-oriented support to professional personnel management. "We have tested the program in depth and noticed very soon that the system fits our needs very well", explains Ulrich Winkelbach. The electronic time and attendance was introduced step-by-step. After a pilot phase in the intensive care ward of the Rosenhöhe clinic, the system was extended gradually to the entire care and the functional areas, such as anesthesia. In a first step, first the electronic duty roster with negative time and attendance was introduced. This means that no active time and attendance took place. The scheduled times were used automatically as effectively performed working hours for the payroll calculation. In practice, deviations took place again and again. Changed working hours had to be written down by the employee, signed by his superior and entered manually into PER-RES by the time and attendance clerk of the wards. "We wanted to save this step", explains Head of Personnel Winkelbach his decision to introduce the electronic time and attendance in a second step. On the basis of a recommendation by mgm, a decision was made in favor of Kaba's time and attendance terminals.

Terminals meet specific requirement of the hospital

They were adapted to the specific requirements of the hospital. This is why an individual passe-partout was developed for the B-Net 93 60 terminal, which gives users the right to make additional bookings. Thus, employees can make special basic bookings via a selection in the display area, for example child sick, change from regular to on-call duty, advanced training, on-call duty, available for work in on-call duty at home, available for on-call duty or additional work, etc. A total of twelve time and attendance terminals B-Net 93 40 and B-Net 93 60 were installed at the different building entrances. After concluding a bargaining agreement, a test run was started in four care wards, at the Rosenhöhe surgery clinic, in certain technical departments, in the IT and personnel departments, the cleaning or-

ganization and the work council. After no noteworthy problems were observed, starting with April 2006, the time and attendance was extended gradually to all departments that use PER-RES to draw up their duty rosters. Employees use their LEGIC key tag to book not only their working hours but can also query the balance of their time and vacation accounts. The LEGIC chip can also be used for cashless pay in the cafeteria. The special function keys ease the work of the time and attendance clerks of the wards and the personnel department. "Time and attendance via terminals has meant a great relief to our care wards as all manual rebookings have been dispensed with", points out Head of Personnel Winkelbach. "From the very start, the terminals have run smoothly. The expenditure for the administration has been reduced considerably."

