

# Success Story

## Herz- und Kreislaufzentrum, Rotenburg a. d. Fulda

«The organizational and economic benefits that are realized through the use of tisoware.ZEIT and tisoware.DIENST are very substantial. We are also optimizing our personnel deployment planning further. We are thus also opening up potential for savings for us in the future.»

Gerhard Mutter  
Care Service Manager

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### Optimized deployment of personnel thanks to electronic staff duty planning

A goal of hospital administrations must be efficient planning of personnel under the given circumstances. This makes it possible to avoid duty periods becoming more expensive as a result of supplements and special duties. «In practice, we have made the working time models in our company more flexible through the use of electronic time & attendance with tisoware.ZEIT from the Reutlingen-based company tisoware Gesellschaft für Zeitwirtschaft mbH and the creation of electronic duty rosters with tisoware.DIENST and thus substantially optimized staff planning», says Gerhard Mutter, care service manager at Rotenburg a.d. Fulda Cardiovascular Center. The Center with around 650 employees and 700 beds consists of the Specialist Cardiology Hospital, the Clinic for Cardiac and Vascular Surgery, the Rehabilitation and Follow-up Treatment Hospital, the Rodenberg Clinic and the Pain Therapy Center and offers patients «holistic treatment under one roof.» A key benefit of the clinic's structure is continuous patient treatment from acute care to complete restoration of health. Gerhard Mutter:

«Changes in location are thus avoided and no expensive patient transportation is incurred. The patients, who are often under great stress, also do not have to get used to a new and strange environment.» «Our modern hospital concept shortens waiting times, ensures a faster healing process and brings substantial savings in costs through low-cost care rates and/or flat-rate charges that have a cost-reducing effect», underlines care service manager Mutter. Efficient administration is also the focus for Mutter in working hours management and in the use of the staff efficiency solution: «To cope with the Year 2000 problem, we opted in October 1999 for the introduction of the working time & attendance with tisoware.ZEIT and the electronic duty roster with tisoware.DIENST.»

### Solid data basis simplifies administration

At the start of the introduction of tisoware, the care service management in Rotenburg a. d. Fulda Cardiovascular Center was given thorough training. In plain text, this meant that the employees of tisoware were on site for three days and gave an introduction to the program:

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«That was when our actual work began», recalls Mutter. In addition to the entering of basic and master data, departments and wards were to be defined, cost centers assigned and a whole lot of personnel data entered.» Mutter: «This is undoubtedly real hard work but one that ultimately pays off. Because if you do it, you then have a reasonable data basis which you can work very well with.» Care service manager Mutter has developed 47 daytime models for his hospital alone to organize the duty roster. «That sounds complicated but is relatively simple with the software. Because it is relatively easy to create new time models with tisoware», assures Mutter who has been using tisoware in close collaboration with the works council. In Rotenburg a.d. Fulda Cardiovascular Center a time grid developed for early, late and night shift for each day. The duty roster can then be developed with the different shifts from this time grid. «In our company, these are 97 shift models all the same», says Mutter. This number is so high because there are also shift sequences of 12 weeks. This means early shift, later shift, weekend and days off change. If you therefore have shift plan over 12 weeks, you also have to draw up 12

weekly plans. The different working times and working rhythms are also taken into account on different wards such as Intensive Care, Care Ward or Rehabilitation. Mutter: «A particular advantage of tisoware is the flexible and user-friendly handling. For time models can be integrated quickly and simply into the EDP with the software.»

#### **Duty roster always up to date**

The time & attendance recording was active on the first wards from February 2000. All wards were then successively connected to the new system. Mutter: «From May, we then started to get the duty plan entered by the individual wards and to secure the time & attendance recording with a pin number.» The care service management thus came closer to its goal of moving away from the use of clocking-in sheets which were the norm in the past. «The individual processing of the clocking-in sheets had up to them taken up an enormous amount of time with our large number of employees and taking overtime into account», says Mutter who now has the duty rosters only drawn up at the PC. The control is done by the ward managers and by the employees.

Any changes are always entered in a timely manner so that the duty rosters and the personnel deployment planning are always up to date. «At the end of the month, the ward manager then makes a print-out of the clocking-in card of the employee», says Mutter. The data mean that supplements can be calculated quickly and via the Crystal Report function, overtime can be determined and overviews of personnel off sick drawn up. Mutter: «The organizational and economic benefits that are realized here in Rotenburg a.d. Fulda Cardiovascular Center through the use of tisoware.ZEIT and tisoware.DIENST are very substantial. We are also optimizing our personnel deployment planning further with the options that the software offers us and are thus opening up potential for savings in the future.»