

Success Story

«The system runs stable and smoothly in practice.»

«The kitchen management now highly appreciates having a planning instrument with integrated time & attendance and also being able to record the effectively worked hours via a terminal. For it saves time and the burden on it is alleviated, allowing it to devote itself to more important tasks.»

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An integrated system saves time

The requirements of hospitals are constantly increasing. They should employ qualified doctors and well-trained staff, be equipped with state-of-the-art technology, keep their costs low and reduce the length of time patients spend in them. To improve efficiency, computers are today used e.g. for requesting tests, ordering from the chemists or planning the duty roster. The example of Rotenburg district hospital is one example of administration with an electronic duty roster planning with integrated biometric time recording. A hospital is only as good as the commitment of its doctors, care staff and nurse for its patients. Rotenburg district hospital with its some 400 employees made this claim its own and has been consciously living it for the last few decades. Its good reputation has not therefore come about by chance. From an economic and personnel perspective, the hospital has been supported since its existence by Berlin-Zehlendorf Evangelical Church Social Welfare Association («Evangelischer Diakonieverein»). In line with the Christian view of mankind, where every life has its own dignity, Church social welfare focuses on a person as an entity. In Rotenburg, the Church Social Welfare Association and the district administration have also ensured that the district hospital with its 193 beds is always equipped with state-of-the-art technology and has been constantly extended. For instance, a

sleep laboratory was set up in 2000 with 4 measuring points and this had to be extended in 2003 due to the high number of patients.

In September 2004, for the 50-year anniversary of the district hospital, a new functional and care section was then inaugurated. It has 3 central operating theatres, an intensive care ward with 6 beds, surgical outpatients' section with operating area, X-ray department, a spacious entrance area with practice rooms and medical store as well as various technology areas and central changing rooms.

All these developments also mean of course changes in the requirements of the entire organization and administration. To make the duty roster planning easier and optimize the invoicing, an electronic duty roster planning was already introduced in 2000 which reduced the manual planning «on paper». Advised by the company Pro CLIENT, the hospital management opted for the software SP-EXPERT from the company Astrum, which is very often used in hospitals because it facilitates a sophisticated controlling of personnel costs. «We have had very good experience with the electronic planning», explains Sister Karla, the deputy head of care service. «The duty roster is a great help to us.» The software SP-EXPERT also includes a time & attendance function. This was initially introduced as so-called negative time & attendance. The scheduled times were used automatically as effectively

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performed working hours for the payroll calculation. In practice, however, there were frequently deviations. If someone worked for a longer or shorter period of time, he or she then had to write his/her working times down on a printed-out duty roster. After the sheet had been checked, the management then had to change the times manually or enter them subsequently. «We wanted so save having to do this step», is how Sister Karla explains the hospital's decision to introduce a positive time & attendance function after all in a second step.

«We wanted precise time & attendance, a standardized solution that was the same for all. In our search for a suitable hardware, we were expertly advised by the company PRO CLIENT and, with a view to the future, opted for biometrics. The idea of doing the time & attendance via finger biometrics was well received because it meant not having to carry a card around.

You can't lose your finger, you have it with you all the time.

Another benefit of this solution is that you don't have to manage any badges», explains Sister Karla. The decision was thus taken to record the working times in future with fingerprint terminals from Kaba Benzing.

As, however, there were also certain reservations as to whether the system would also run smoothly in practice, they initially only began with a smaller area in the summer of 2004, namely with the service company of the Church Social Welfare Association. The tasks of this subsidiary primarily include the management of the newly constructed multi-storey car park and the catering for the patients and staff via the hospital's own large kitchen. This incorporates the operation of a self-service restaurant with integrated kiosk and a party service. The 40 or so employees work in 2 shifts; and there are shortened duties for part-time employees. The acceptance among the employees for the biometrics was there right from the start. «The system runs stable and smoothly in practice», emphasizes Sister Karla. This has undoubtedly also contributed to the high acceptance. Only with one employee in the kitchen whose finger lines are very weak were there sometimes problems in signing off when the tips of the fingers swell up due to frequent wet tasks. Nevertheless, the hospital is very satisfied with its solution.

«The data exchange between Kaba Benzing and SP-EXPERT is also done smoothly. The kitchen management now highly appreciates having a planning instrument with integrated time & attendance.

The effectively performed working hours are also to be recorded via a terminal. For it saves time and the burden on it is alleviated, allowing it to devote itself to more important tasks, says Sister Karla, giving a highly positive review of the system. Consequently, all the other departments of the hospital that draw up their duty rosters with SP-EXPERT are to be incorporated into the time & attendance. They will then receive biometrics terminals of the type Bedanet 91 20 Fingerprint. Then all sisters, care staff and other employee groups will «clock in» with their fingerprints. Their working times - highly flexible systems with 3-shift services, a 5-day week, 5 1/2 days a week - are automatically recorded and prepared for the payroll accounting. Weekend duty, shortened duty and much more are then recorded automatically and prepared for the payroll accounting.