



KADRIS 4
RIS



CASE STUDY

How to achieve an even workload in a 24/7 environment ?

The incorporation of artificial intelligence (AI) into workforce scheduling and absence/presence management systems has revolutionized the approach to work and significantly boosted employee productivity in a round-the-clock work environment.



In healthcare, the question often arises: are staffing shortages a genuine problem, or is the real challenge an effective allocation of existing resources? Idrija Psychiatric Hospital (PB Idrija) faced challenges in staff scheduling and workload management due to the "old school" scheduling system following the Morning-Morning-Afternoon-Afternoon-Night-Night shifting. That led to uneven workloads, overwhelming key personnel responsible for task allocation, and a lack of transparency of knowledge and skills of employees.



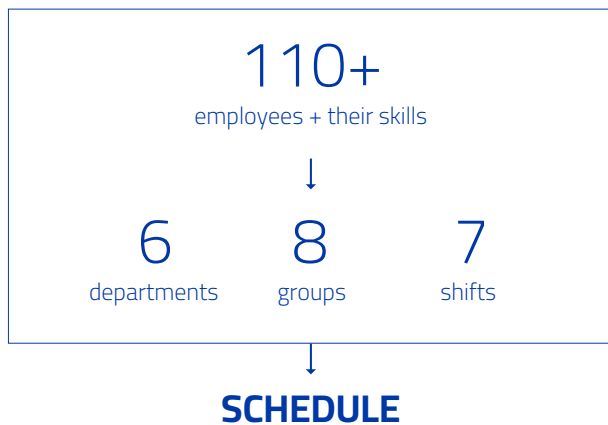
Solutions provided by
ČETRTRA POT

Client **Psychiatric Hospital Idrija**

Industry **Healthcare**

EMPLOYEE WORK ORGANIZATION

At Idrija Psychiatric Hospital, employees are on duty around the clock, seven days a week, maintaining a continuous 24-hour work schedule.



GOAL

To change the way of work and the process of creating schedules.



WHY?

For equal workload of all employees and for the transfer of knowledge related to work schedules.



HOW?

With digitization of our processes and by integrating the artificial intelligence application **WoShi** for work scheduling and the system for time attendance **KADRS 4: RIS**.



CONCERNS

Willingness to change, but at the same time fear for the lack of knowledge to manage the system.



RESULT

- Even workload for everyone involved.
- Reduction of sick leaves and overtime hours.
- Faster and more transparent scheduling of employees.
- Simulations of schedules with different work methods.

Consequences of initial scheduling system:

- 1.200 hours of uneven work allocation per month.
- Overload of key personnel, especially those responsible for scheduling.



Other challenges brought by the original system

- Scheduling rigidity - limited possibility for simulations of different schedules.
- Time-consuming manual scheduling.
- The perception of staff shortage - 15 % of employees were often missing from the job.
- Manual hour recording and retyping data from system to system.
- Knowledge and skills transparency - head nurse had to know all the information by heart.

Client's wishes

- Even workload for all employees.
- Listed skills and competences of employees or competency matrix.
- Automatic data transfer or two-way communication between the system for time attendance and the workers scheduling application.
- Application which supports automatic scheduling based on defined parameters.

” WoShi enables new dimensions when it comes to scheduling.«



IMPLEMENTATION TIMELINE

January – March 2023

- Data and demands input.
- Schedule simulations, criteria and conditions adjustment.
- User training.
- 4 live meetings and some phone calls.

March 2023

- First schedule used in the hospital.

March – August 2023

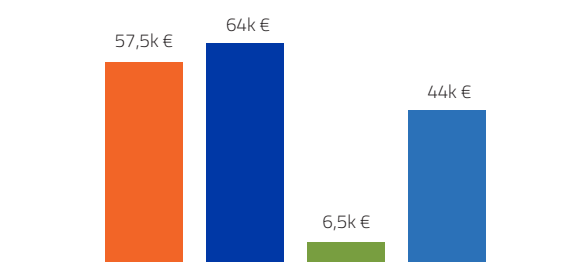
- Data synchronization between systems (e.g. employees, shifts, skills, etc.).
- Establishing a secure connection between systems.
- Connection created: **Woshi – KADRIS 4: RIS**.

BUSINESS RESULTS

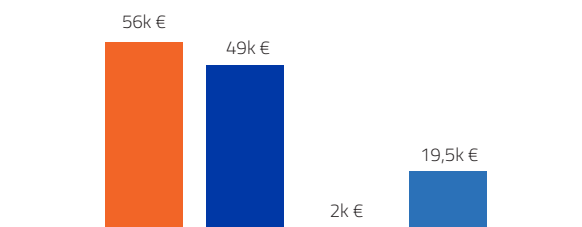
With 11 % less employees the hospital was able to create a more “workload even” schedules for everyone involved, and the vacation leave was increased by 20 %.

- ▼ **2 %** less sick leaves over 30 days.
- ▼ **23 %** less sick leaves below 30 days.
- ▼ **71 %** less uneven workload.
- ▼ **56 %** less overtime hours.

Sick leaves and extra workload (in EUR)



2019



2023

- SICK LEAVES above 30 days (€)
- SICK LEAVES below 30 days (€)
- UNEVEN workload (€)
- OVERTIME hours (€)

Why WoShi and KADRIS 4: RIS?

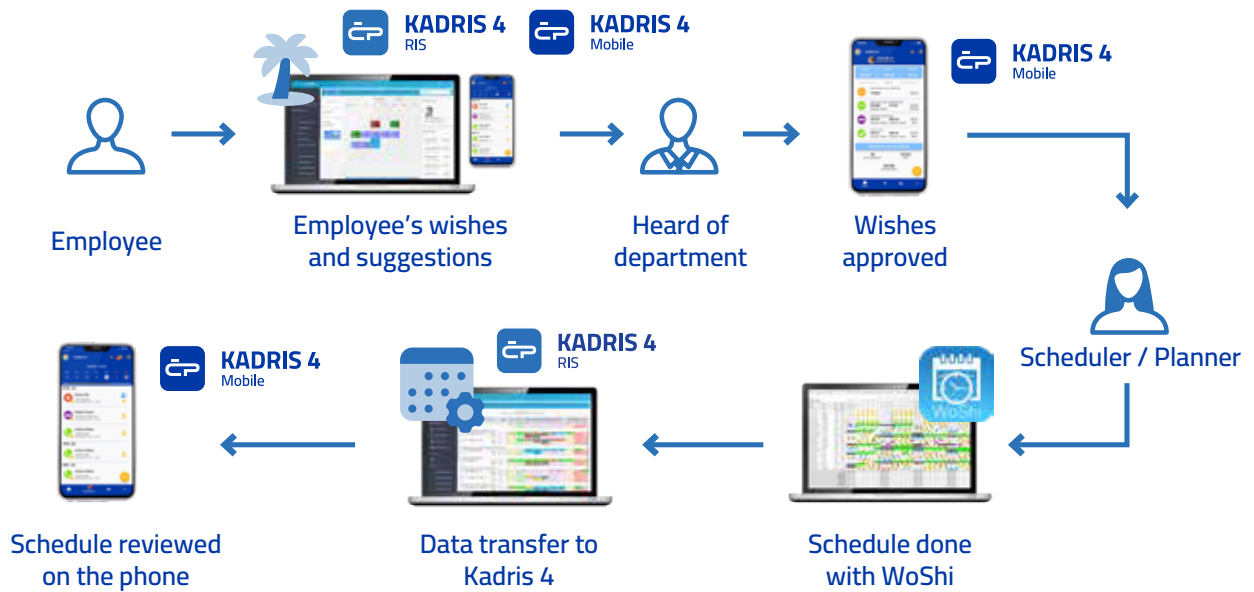
- Price.
- Business solution flexibility and accessibility.
- Understanding client's needs and fast response.
- The possibility of finishing and adapting the system to the requirements of the work process.



Uneven workload has decreased significantly, which means that the way of working has changed. However, the final picture of how the employee receives his schedule for the next period has not changed. They still get it the same way as before, printed for each department.

The next step is to improve the employee experience by removing the "Book of Wishes" and involving employees in the processes by allowing them to enter their vacation and shift preferences in KADRIS 4: RIS. This way, we will provide them with access and transparent insight into the current work schedule."

MSN Urban Bole, Assistant Director of Nursing



CLIENT'S BENEFITS

- Equal workloads for employees in the reference period.
- Clear recording of working hours in accordance with the new Act on Mandatory Labor Records (ZEPDSV-A).
- Better and more efficient handling of substitutions (a clear review of employees' hours makes it easier for the scheduler to choose an employee to replace the absent one).
- Faster creation of schedules that include employee preferences.
- Simulations of creating different schedules with different work methods.
- Quick and easy announcement of vacations, wishes and other preferences of employees.

CONCLUSION

The integration of the system KADRIS 4: RIS and WoShi brought greater transparency and efficiency to the management of working hours and scheduling of employees in PH Idrija. The system reduced the costs of unevenly distributed working time, overtime and sick leave, and enabled better use of annual leave for all employees. Despite initial concerns, the hospital is now prepared for the future, including new legal requirements and staffing changes.