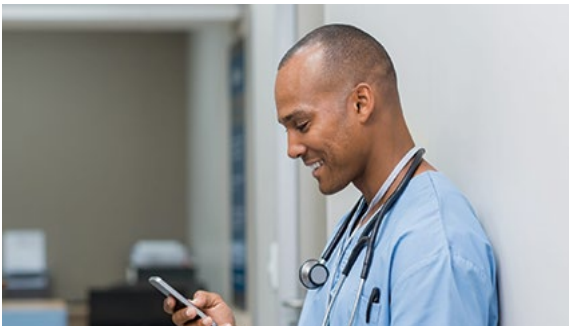




Healthier Scheduling:

Alberta Health Services reduces time spent scheduling by 55%, eliminates overtime, and improves Employee Experience with MakeShift.



“
The nurses using the app are much happier. They can request vacations, available shifts, and receive their schedules in real-time.”

- Kim Clarke, AHS at Cochrane Urgent Care Center

Background

Alberta Health Services (AHS) is the single health authority for the Canadian province of Alberta. AHS delivers medical care through 400 facilities, including hospitals, clinics, continuing care facilities, mental health facilities and community health sites. Alberta Health Services has consistently struggled with scheduling issues and decided to implement MakeShift into 12 Community Health and Regional Health Centers. The documented results speak for themselves.



Company: Alberta Health Services

Industry: Healthcare

Location: : Edmonton, Alberta

Size: 10,000+

Website: : albertahealthservices.ca



“ We are reducing our overtime costs by more than a shift a week and noticing other cost savings. If we tried to remove MakeShift from the nursing staff, they would likely revolt. ”

- Barb Shellian, Alberta Health Services

The Challenge

From excess overtime to staff shortages, Alberta Health Services faced numerous scheduling challenges that impacted the organization internally and externally. Primary unit schedulers would spend as long as a whole day to fill a shift including calling staff members and organizing the schedule by working out scenarios if someone were to request the shift. The overtime implications and costs were tremendous.

Some of the key challenges Alberta Health Services faced:

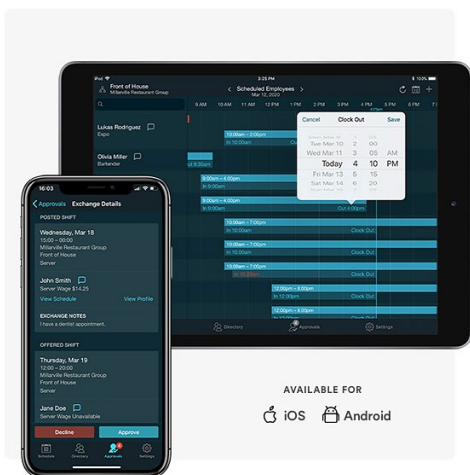
- Building the master schedule and rotations was time consuming and tedious – 75% of time spent scheduling.
- On average 3-4 hours were spent manually calling staff to fill shifts.
- Consistently having to offer overtime to staff.
- Payroll inaccuracies.

Why Alberta Health Services Chose MakeShift

MakeShift has been a game changer for the 12 regional and community health centres where it was deployed. MakeShift made the entire process of scheduling PainFree™ with significant benefits in the areas of overtime, schedule management, employee satisfaction, and onboarding effectiveness.

Here are some of the key reasons why AHS chose MakeShift:

- Features like Position Scheduler provide visibility over staffing requirements, ensuring that AHS has the right amount of people, at the right place, at the right time.
- People First design and user friendly interface make it quick and easy to build schedules.
- Empowers employees to pick, drop, swap, and manage their own schedules in real-time.
- Reduces the time to fill shifts.
- Easy onboarding with negligible involvement required from management.
- MakeShift's one-to-one support is always available and ready to help.



The Results

Alberta Health Services' rural health centres are now always staffed with the right number of people at any given time, reducing the risk of burnout among staff. Overstaffing costs were completely eliminated. Manual error prone processes were replaced with smarter scheduling giving managers time to focus on other areas. And, most importantly, employees enjoy an enhanced employee experience as they have visibility and control over their schedules.

Some of the core improvements the team now enjoy:

MANAGERS

- Build accurate schedules (faster) using Position Scheduler, Rotations, and Drag & Drop and Copy & Paste functions.
- Fill shifts within minutes by sending out an alert to available staff with the click of a button.
- Run accurate payroll as the schedule reflects changes in real-time and has less errors.

EMPLOYEES

- Access their schedules on the go.
- Pick, drop, and swap shifts right from their mobile device.
- Highlight availability and request time off right in the MakeShift app – MakeShift Live.
- View who they are working with each day.



Improved Employee Experience



55%

Reduction in time spent creating schedules



83%

Reduction in time to fill shifts – from 4 hours to minutes



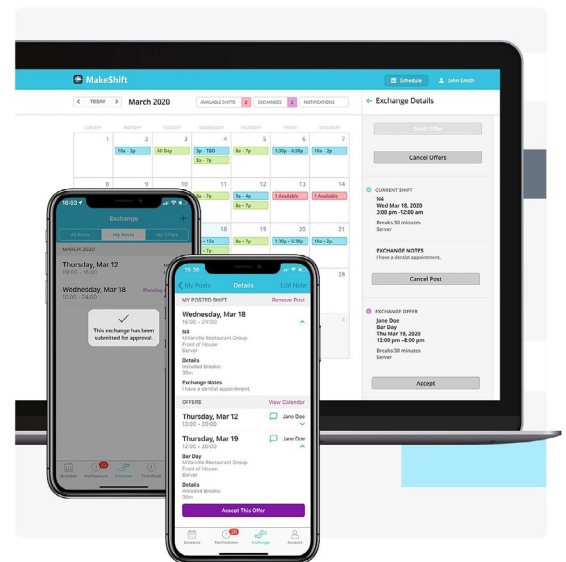
134 hrs

Overtime saved for a single department of 50



803%

Total Return on Investment



Interested in MakeShift for your healthcare facility?
Visit [MAKESHIFT.CA](https://makeshift.ca) for a free trial or to request a demo.

Source: Alberta Health Services

In obtaining the data used for this case study, MakeShift conducted interviews with the primary schedulers and management at AHS. MakeShift would like to thank the individuals involved for their time and effort in gathering the above information.