The Workforce Revolution

How mobile technology, millennials and rostering processes affect healthcare productivity

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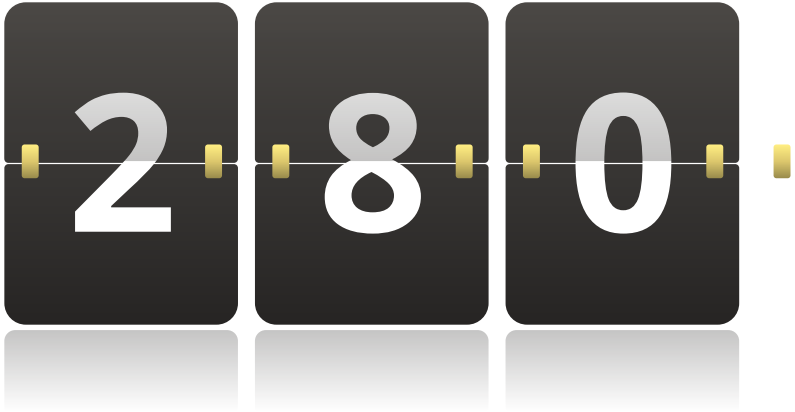
QUINYX®

LET’S START WITH A NUMBER



280

TIMES THE AVERAGE PERSON LIFTS THEIR PHONE

EVERY SINGLE DAY

WE LIVE IN A MOBILE WORLD

and we use our phones to run our lives

Illustrations:
images of 2005/2013 in St Peter's Square

In 2020 millennials will represent more than

50%

of total workforce

28% of millennials say their work/life balance expectations are not fulfilled by their employer

41% of millennials prefer to communicate electronically at work

Source:
PwC, Millennials at Work: Reshaping the Workplace (2011) p.8-9

THE WORKFORCE REVOLUTION

Mobile

Millennials

Big Data & Optimisation

INEFFICIENT PLANNING COSTS THE NHS £2BN PER YEAR

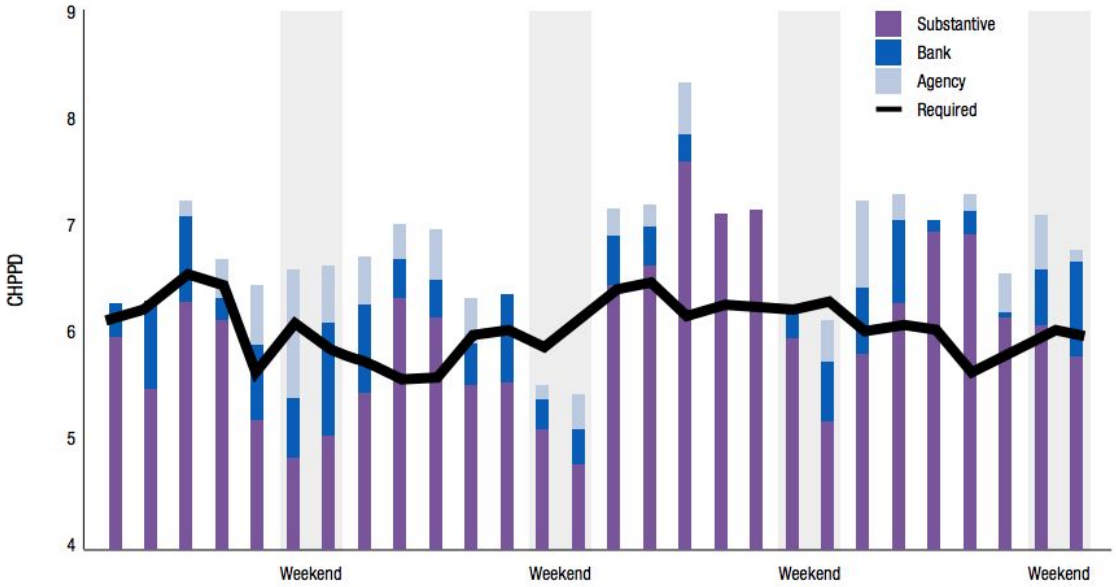


Figure 2.8 – A chart to show the required versus actual nursing hours per patient day for one ward in a trust[25]

Source:
Operational productivity and performance in English NHS acute hospitals: Unwarranted variations An independent report for the Department of Health by Lord Carter of Coles, February 2016

CHALLENGES THAT HEALTHCARE ORGANISATIONS FACE TODAY

BAD ROTAS

EXCEL

DIGITAL TRANSFORMATION

HIGH TURNOVER OF PERSONNEL

MANUAL WORK

BREXIT

RESTRICTED BUDGETS

WRONG SALARIES

LOW ENGAGEMENT

MILLENNIALS ENTERING THE WORKING SPACE

POOR COMMUNICATION

SICKNESS & ABSENCE

vocare
Quality care partners

WE CARE

Safe and efficient clinical care

vocare
Quality care partners

BACKGROUND

- National Urgent Care & NHS 111 provider
  - Covering ~10% of the UK Population
- +50 different clinical services, complex skill mix
- +2400 staff, large pool of casual staff

CHALLENGES AT VOCARE

- Difficult and manual task to forecast demand
- Uncertainty leads to overcompensation of staffing
- Communication lacking between Rota Teams and clinical teams
- New models of care (ex. IUC / CAS) require holistic approach to workforce planning, with multiple interdependent services

EXPECTED OUTCOMES WITH THE QUINYX PROJECT

- ~60% less time spent on manual tasks, as communication is improved and forecasts are automated
- Increased performance & patient satisfaction
- Improved staff retention as staff is more engaged

THE SOLUTION FOR VOCARE

Want to know more?

Please reach out to our Healthcare expert, Daniel Holmberg

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