

# Care Systems UK Newsletter

News from the creators of the  
CareWare Staff Rostering System

February 06

## CareWare saves the Homerton A&E Department £79,000 in one year!

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*Homerton University  
Hospital NHS Founda-  
tion Trust (London)*

Homerton, an NHS Foundation Trust, provides acute care services to the Borough of Hackney in East London. With a recognized need for improvements in rostering, Homerton sought a rostering system that would help it reduce bank and agency spend, ease the administrative burden on ward managers, and facilitate new avenues to generate create savings using technology.

In early 2004, Homerton began working with Care Systems to implement the **CareWare** rostering system to alleviate these concerns. Care Systems implemented CareWare in three phases, providing comprehensive sup-

port and change management guidance with every phase. The results were astounding:

In the 12 month period following the implementation of CareWare, the Homerton Accident and Emergency department experienced a **£79,000** reduction in bank and agency spend. The department was also able to accomplish this while the number of attendances during the period increased by **9%**. The service quality remained excellent over this period.

"CareWare has paid for itself in the first year from one department

alone," confirms Guy Young, Director of Nursing and champion of the CareWare project at Homerton. Homerton is currently performing a similar analysis on the other wards taking part in the first phase of the CareWare implementation.

Homerton is now using CareWare hospital-wide and is planning the implementation of Care Systems' acuity/dependency workload estimation system (AWES).



### The CareWare Advantage:

- Demonstrated Savings
- Proven Implementation and Training Approach
- Lauded customer support
- Superior system configurability and functionality
- Unique balancing engine to produce cost-effective, flexible rosters

### Come Join Us in Washington on 10 April

On Monday 10 April, 2006, Care Systems will hold its annual Discussion Group at its headquarters just outside of Washington, DC.

Come hear current CareWare users, those interested in electronic rostering, and subject matter experts discuss the

latest in staff rostering and patient dependency-based workforce management. For more information please see inside . . .

## Feature-Rich and User-Friendly

CareWare is the result of collaboration with healthcare professionals throughout the NHS. CareWare features numerous functions that are critical for the effective management of the rostering process, all simply designed and easily accessible.

- Screen
- Outstanding Shift Management
- Self Rostering
- Comprehensive Reporting
- Availability Management
- Study Leave Management
- Configurable Rostering Parameters

### Highlighted features:

- Time Owing Management
- Sickness Reporting Across the Trust
- Annual Leave Tracking and Reporting
- Shift Swapping
- Internal Messaging and Support
- Real-time, Trust-wide Staffing Management

The screenshot shows a web-based calendar interface for rostering. The main grid displays days from 30 Jan to 12 Mar. Each cell contains a shift code (e.g., 'N, 20:00-8:00') or a color-coded background. A 'Reminders' panel on the left lists notifications such as 'Your sign up period is Mon, 13 Feb to Sun, 26 Feb' and 'You have 3 roster change notifications'. A detailed view for 'Wednesday, 1 Mar 2006' is shown on the right, indicating a shift 'N, 20:00-8:00'.

*The colorful calendar screen allows nurses to see when they are working, and what reminders they have received.*

*"The level of support and training was about the best I have ever come across."*

## Partnership for Success: Staff Bank Management

Care Systems has partnered with Key IT Systems, the company behind the **BSMS staff bank management system**, to provide an integrated workforce management solution for the NHS.

BSMS is the leading staff bank management system

used by the NHS, with a client base of over 130 Trusts.

Care Systems and Key IT Systems have partnered with the belief that combining the two leading technologies in NHS workforce management, with proven success and lauded cus-

tomers support, would provide the best integrated tool for the NHS to manage its bank and agency spend.

For more information about BSMS, contact Key IT Systems at (01623) 863 556 or online at [www.keyits.co.uk](http://www.keyits.co.uk).



## Payroll Interfacing = Streamlined Savings

Use CareWare most effectively by sending shift information directly from CareWare to your Payroll system. Not only will you create savings by reducing the administrative burden of manual returns, but you will reduce errors and fraud in the process. Not only that, you will

ensure that your staff are utilizing all of the best practices within the CareWare system, making the reports available to Trust administrators up to date and accurate. Care Systems is currently developing an interface with the ESR system, so you can

rest assured that CareWare will become a seamless component of the IT environment of your Trust.

Contact us today for more information.

## Using Patient Dependency to Manage Staffing Levels

In April 2006, Care Systems will be deploying its Dependency system (AWES) on a limited number of wards at the West Middlesex University Hospital NHS Trust in London.

Developed in collaboration with 2 NHS Trusts and Professor Keith Hurst of Leeds University, the premiere UK expert in the field of patient dependency-based staffing analysis, this system can be used as a standalone application or seamlessly integrated with the CareWare rostering system.

Immediate benefits from using this system include the ability for Trusts to justify staffing levels and agency/bank bookings, and to better approximate establishment levels for the short and long term.

The screenshot shows the 'Ward Status' application window. It includes a 'Select Area' dropdown, 'Select Assessment' field, and date/time filters. Below these are 'Select View(s)' options, with 'Summary View' checked. The main content is divided into two sections: 'EXPANDED VIEW' and 'SUMMARY VIEW'.

**EXPANDED VIEW**

Bay No.	Bed No.	Patient ID	Level	Last Modified	Last Assessment time	Modified by
Bay 1	Bed 1	N/A	1	1-10-2006 9:30AM	1-10-2006 10:00AM	M K
Bay 1	Bed 2	N/A	3	1-10-2006 9:45PM	1-10-2006 10:00AM	S N
Bay 1	Bed 3					
Bay 2	Bed 1	N/A	1	1-09-2006 9:00PM	1-09-2006 10:00PM	M K
Bay 2	Bed 2	N/A	2	1-09-2006 9:10PM	1-09-2006 10:00PM	M K
Bay 2	Bed 3					

**SUMMARY VIEW**

Dependency Level	1	2	3	4	Total
Number of Patients	7	9	5	2	23
Average Dependency	2.08				
Total Assessed	20			Pending	3
Recommended / Scheduled Staffing levels					
Grade 1	1/1				
Grade 2	1/2				
Grade 3	3/2				

Screen Shot: View patient dependency by bed and view staffing recommendations on the same screen

Please contact Care Systems for more information about this product, and how you can introduce it at your Trust.

*"Care Systems is fiercely devoted to the success of its clients."*

## Rostering, Acuity Discussion Group in Washington (cont.)

After the success of last year's discussion group, we are inviting current clients from the US, UK and Ireland and highly interested prospects to join us at our headquarters on 10 April to discuss items related to rostering and dependency/acuity.

Professor Keith Hurst of Leeds University, who is collaborating with Care Systems on the development of a Dependency system (above) will be speaking. Additionally, current customers will be sharing their experiences with the group, and presentations relevant to rostering will be given by various members of the



[www.nationalcherryblossomfestival.org](http://www.nationalcherryblossomfestival.org)

Care Systems US and UK staff.

This date coincides with the annual Cherry Blossom Festival in Washington DC, and subsidies are available for those who wish to attend.

For those who have not been to the Washington DC area, there is plenty of shopping, history, outdoor activity and sightseeing opportunity within a short drive. Care Systems will be organizing trips to nearby attractions the weekend preceding the discussion group.

Please contact us immediately for more details and to reserve a spot.

## Expect more from your rostering system

### Change Management Expertise

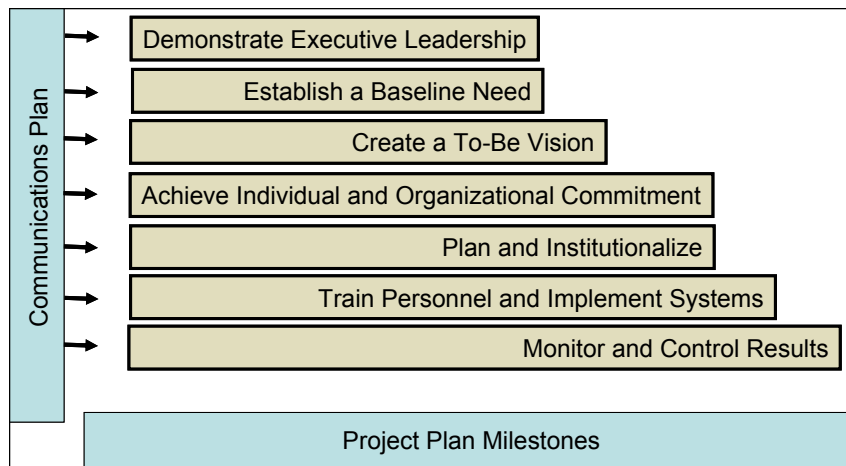
Successful implementation of any IT system takes more than just a stellar product. Effective change management, comprehensive system training and attentive user support are all critical to the long term success of any IT implementation.

The Care Systems team has a long history of change management expertise in a variety

of industries, and is proud of the fact that **100%** of CareWare implementations have been successful.

Care Systems is happy to dis-

cuss with you an approach to implementing electronic rostering that meets your specific needs and that has been proven to remain successful over the long term



*An overview of the Care Systems' Change Management Roadmap*



**CARE  
SYSTEMS**

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Care Systems provides systems and services that create large efficiency improvements in the use of staff resources within the NHS and internationally. CareWare, Care Systems' flagship product, blends leading rostering technology with user-friendly screens to dramatically improve the rostering process and reduce unnecessary expenditure on bank and agency resources. Contact us today to see why the solutions of Care Systems are right for your Trust.

*We would love to hear your feedback!*  
 Send comments to Jesse Eichhorn at [newsletter@caresystemsinc.com](mailto:newsletter@caresystemsinc.com)