

Transforming workforce management with Optima and Loop at St Peter's Hospice



Summary

St Peter's Hospice, established in 1978, has been dedicated to serving the Bristol community for decades. The origins of hospice care can be traced back to the late 1960s when Dame Cicely Saunders pioneered the concept. St Peter's Hospice successfully implemented RLDatix's Allocate Optima and Allocate Loop e-rostering systems to replace outdated spreadsheet-based rotas. Initially met with some resistance, the project involved comprehensive planning, training, and support to ease the transition. The result was a more efficient and satisfied workforce, thanks to improved scheduling and mobile access.

The challenge

Before the implementation of Optima and Loop, St Peter's Hospice relied on spreadsheets for creating and managing staff rotas. This system was prone to errors, data loss, and inefficiencies. Key challenges included:

- **Managing fear of change:** Many team members were apprehensive about transitioning to an electronic rostering system, fearing it would be complex and disruptive to their routine.
- **Ensuring data accuracy and security:** The manual nature of spreadsheets made it difficult to maintain accurate and secure records of staff schedules and shift allocations.
- **Facilitating training and adoption:** With the introduction of new technology, there was a need to ensure all staff were trained effectively and felt confident using the new system.
- **Maintaining operational continuity:** Implementing a new system while maintaining day-to-day operations without disruption was a significant challenge. Samantha Ward, Service Delivery Manager at St Peter's Hospice, says: **"The transition from spreadsheets to a digital system was met with considerable resistance initially. It was crucial to address the fear of the unknown and demonstrate the benefits of Optima and Loop."**

The achievements

The implementation of Optima and Loop brought several positive outcomes:

- **Enhanced efficiency:** The digital rostering system improved accuracy and efficiency, reducing the risk of errors and data loss. **"The new system has significantly streamlined our rostering process. It's more reliable and easier to manage,"** says Samantha.
- **Increased staff satisfaction:** The system's user-friendly interface and mobile accessibility have led to higher staff satisfaction and better management of shifts. **"Staff now appreciate the fairness in shift allocation and the ease of accessing their schedules on their phones,"** Samantha adds.
- **Operational improvements:** The transition has contributed to a more organised and transparent scheduling process, enhancing overall service delivery. **"The positive impact on our service has been substantial. It's a winning formula for us,"** Samantha

The solution

To address these challenges, St Peter's Hospice adopted RLDatix's Allocate Optima and Allocate Loop, focusing on a strategic rollout plan that included:

- **Comprehensive training and support:** Samantha Ward led the training efforts, using RLDatix resources and hosting drop-in sessions to familiarise staff with the new systems. "Training was key to overcoming initial apprehensions. We made sure that support was available at every step, helping staff adapt to the new technology."
- **Phased implementation:** The rollout was executed in phases to ensure a smooth transition. This approach allowed for adjustments and troubleshooting in real-time, minimising disruptions to daily operations.
- **Ongoing communication:** Regular updates and feedback sessions were conducted to address any concerns and gather input from staff, ensuring that the system met their needs effectively.
- **Using RLDatix resources:** The team harnessed the power of RLDatix's expertise and resources to ensure accurate data migration and system setup, which was crucial for a successful implementation.

Top tips

- **Address resistance early:** Engage with staff early in the process to address concerns and provide clear explanations of the benefits of the new system.
- **Provide comprehensive training:** Ensure that training is thorough and accessible, offering ongoing support to help staff become comfortable with the new technology.
- **Implement gradually:** Use a phased approach to rollout to manage change effectively and minimise disruption to operations.
- **Use expert resources:** Use all the available resources and support from technology providers like RLDatix to ensure successful implementation and data integrity.