



Customer Snapshot

Thomas Jefferson improves scheduling with Infor Scheduling and Staffing



Facts at a glance

Solution: HCM

Product: Infor® Workforce Management Scheduling and Staffing

Industry: Healthcare/Hospitals and Health Systems

Country: USA

"Jefferson takes safety very seriously—and Infor Scheduling & Staffing allows us to monitor safe work hour limits."

—Kathy Jaffe, Rn, Msn Clinical Charge Nurse,
Thomas Jefferson University Hospitals

About the organization

Thomas Jefferson University Hospitals, a 969-bed academic medical center within the Jefferson Health System, employs 6,717 at five locations around Philadelphia and the surrounding communities. Thomas Jefferson University Hospitals are ranked among the nation's top medical centers by US News & World Report in 11 specialties, and the organization's Center City Campus has been granted MAGNET® recognition for nursing excellence from the American Nurses Credentialing Center, a subsidiary of the American Nurses Association. To learn more, visit www.jeffersonhospital.org.

Challenges

- Replace a scheduling system that was manual, labor-intensive, and inaccurate.
- Identify system-wide staffing needs and improve scheduling across a six-week scheduling cycle.
- Match skills and qualifications of clinicians to patient needs for the best patient care.
- Monitor the number of shifts and hours staff are working to comply with patient safety guidelines.
- View staffing ratios and skill mix in real time.
- Ensure staff maintained appropriate licenses and certifications.

Benefits

- Provided visibility to labor rules, costs, and employee preferences for better staffing decisions.
- Allowed self-scheduling for better control over schedules and improved satisfaction from nursing staff.
- Improved utilization of flexible nursing pool, saving time and money and ensuring consistent staffing levels.
- Ensured compliance with organizational and governmental staffing guidelines.
- Improved accuracy of chargebacks to departments for the number of nursing hours worked.
- Tracked staff licenses and certifications.

"Infor self-scheduling enhances employee satisfaction by giving our nurses more flexibility and more power over their own schedules."

—Teri Manning, Director, Nursing Operations Office,
Thomas Jefferson University Hospitals

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