

Andgo - Smart Call

Fact Sheet

Date: June 16, 2024

Summary:

Southern Health-Santé Sud (SH-SS) is partnering with Andgo Systems to implement an automated shift call-out system for Bethesda Regional Health Centre (BRHC), Boundary Trails Health Centre (BTHC), and Portage District General Hospital (PDGH).

Components:

Andgo Smart Call automates the communication of available immediate need shifts to eligible employees, collects shift applications and systematically organizes information for scheduling teams for easy, accurate awarding of shifts.

Smart Call enables nursing staff, unit clerks, and healthcare aides to receive short-term shift notifications and bid on them by text, phone or online. MySchedule, a web interface, allows users to view schedules and adjust notification preferences from any computer or mobile device.

Benefits:

For Unit Staff: Easily view schedules, receive real-time shift notifications, and customize contact preferences for improved staffing experience.

For Schedulers: Simplifies scheduling processes with cloud-based technology, provides enhanced metrics, and streamlines scheduling clerks' tasks.

Users:

All schedulers, nursing staff, unit clerks, and healthcare aides at the three regional healthcare sites will use Andgo Smart Call for shift notifications.

Changes:

Nursing staff, unit clerks and health care aides can now choose how and when to receive notifications and utilize a web interface for notification preference settings.

Schedulers are no longer tasked with non-value added activities such as manually dialling phone numbers and can focus on strategically filling available shifts with the most suitable employee.

Notifications of available shifts, shift awards or shift denials will be sent to employees automatically by the system and not by scheduling clerks.

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Continuity:

Nursing staff, unit clerks and health care aides will continue to receive notifications and apply for shifts as per the collective agreement, ensuring transparency and consistency.

The scheduling clerks will continue to award shifts in alignment with collective agreements as per the current process.

Training/Support:

1. Posters and site-specific notices will precede each launch phase.
2. Onboarding clinics will be provided to nursing staff, unit clerks and health care aides starting in mid-June to familiarize users with viewing schedules, bidding on shifts, and setting notification preferences.
3. Training will be self-guided with demo videos, quick reference guides and FAQs to support change management.
4. Users are required to log into My Schedule to validate contact information and verify during the launch of My Schedule and prior to going live with Shift Notification.
5. Onsite support will be available.

Milestones/Schedule

- **My Schedule:**
 - Boundary Trails Health Centre - June 25, 2024
 - Portage District General Hospital – July 2, 2024
 - Bethesda Regional Health Centre – July 4, 2024
- **Smart Call Notifications:**
 - Boundary Trails Health Centre – July 9, 2024
 - Portage District General Hospital – July 16, 2024
 - Bethesda Regional Health Centre – July 18, 2024

Contact

Questions about the new system can be directed to the site's nurse educator:

Boundary Trails Health Centre - Christy Paetkau cpaetkau@southernhealth.ca
Bethesda Regional Health Centre - Wilma Lank-Wiebe wlikebe@southernhealth.ca
Portage District General Hospital - Amanda McIntyre amcintyre@southernhealth.ca