

# **Athens Regional Medical Center – Emergency Dept. Employee Satisfaction Summary Results, April, 2010 - Staffing Angel™ RN**

## **Purpose Statement:**

The purpose of this abstract is to document and examine the level of Employee satisfaction, specific to the process of scheduling shifts and managing work-related activities within Athens Regional Medical Center (ARMC) using Staffing Angel™ RN, a web-based scheduling application for Nursing and Allied Health.

## **Background:**

ARMC is a 315-bed, full service regional referral center and is part of Athens Regional Health Services, an integrated system that provides for the healthcare needs of a 17-county service area in Northeast Georgia. In December of 2007, ARMC began using Staffing Angel RN™ within the Emergency Department for the management of the Employee Scheduling and Staffing. Staffing Angel RN™ was chosen by ARMC based upon its web-based design, ease of use, and its ability to allow ARMC employees the opportunity to self-schedule shifts via the internet.

Prior to the launch of Staffing Angel™ RN, ARMC used a manual (paper and pencil) process of scheduling that required the employment of an FTE to manage the schedule. The inconsistency of this process contributed to a level of dissatisfaction on the part of Nurse Employees and Managers. Another by-product of a manual scheduling process was the inability to maximize PRN Employees to fill open shifts.

Subsequently the amount of Overtime for shift coverage grew to an unacceptable level. One goal of adopting a consistent, easy-to-use application was to increase the level of employee satisfaction, specific to the scheduling process.

An additional goal was to increase the transparency of available shifts to allow Employees the ability to self-schedule open needs and attain individual work targets for every scheduling period.

## **Survey Objectives/Methodology:**

As part of an ongoing process to continuously improve the quality of the application and ensure the satisfaction of the end-user, Staffing Angel™ Software periodically deploys online Surveys that function to capture and assess user feedback.

On March 8, 2010, an electronic, multiple choice questionnaire consisting of Eleven (11) questions, specific to the use of the Staffing Angel™ application, was distributed to all ARMC ED Employees via posting to each employee's message board on Staffing Angel™. The survey could be completed by the employee directly within Staffing Angel™. When the employee elected to complete the Survey, the system required that he/she submit an answer to each question or the survey would not be accepted.

The Survey questions targeted Employee Satisfaction with the application; certain features of the application; and the process of using the application to complete schedules and scheduling tasks.

Employees could answer the multiple choice questions with replies of:  
**Strongly Agree – Agree - Somewhat Agree - Disagree**

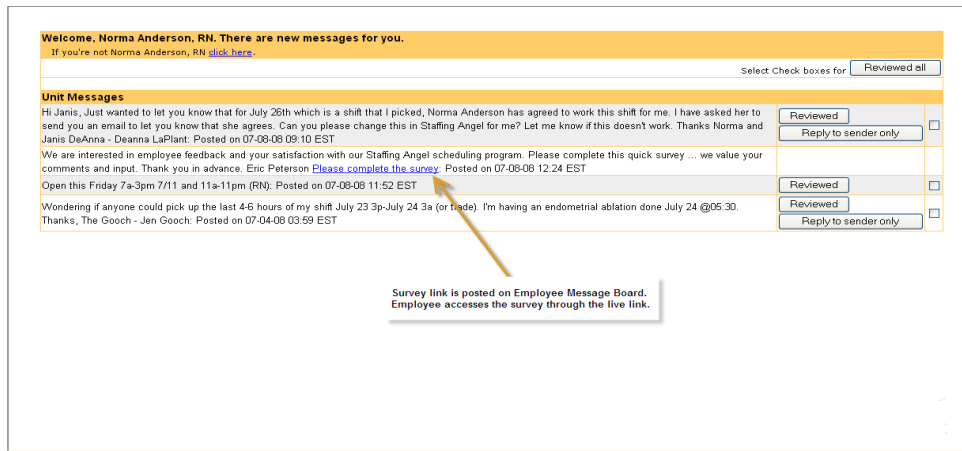
Employees could answer the final question which allowed for open-ended feedback via a text box that allowed the employee to enter up to 2500 characters.

**Exhibit 1:** Shows a screen shot from an Employee Message Board with the option to complete the survey.

**Exhibit 2:** Shows the electronic version of the questionnaire, as distributed to ARMC Employees.

**Exhibit 3:** Illustrates the total employee responses and percentage of each response by question.

**Exhibit 1:**



## Exhibit 2:

Enter Survey Name: Athens Regional ED Staffing Angel™ Satisfaction Survey

User Type: Enterprise

Employee Type: All Employees

Survey Start Date: 03/08/10

Survey Restriction Level: Must Complete with Remind me later option

Survey Dispatching Type: Message Board Only

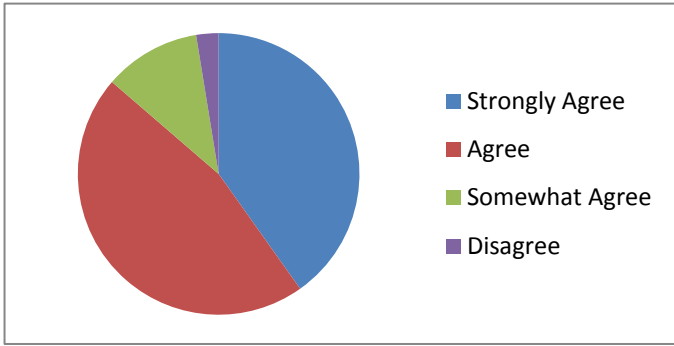
[Add New Answer Template](#)

Question1:	As an employee, I feel that I have more transparent view my schedule and the department schedule by us
Answer Type:	Strongly
Question2:	The online training modules were helpful in my understanding of how to use Staffing Angel™.
Answer Type:	Strongly
Question3:	The Staffing Angel™ application has been flexible in meeting the unique scheduling needs of Athens Regic
Answer Type:	Strongly
Question4:	Self-scheduling with Staffing Angel™ is a straightforward process.
Answer Type:	Strongly
Question5:	Scheduling shifts via the internet on Staffing Angel™ is convenient.
Answer Type:	Strongly
Question6:	The text and email message features have been helpful in allowing me to better manage my schedule.
Answer Type:	Strongly
Question7:	Message board and email notification features have been effective communication tools for me.
Answer Type:	Strongly
Question8:	The ability to sign up for educational offerings on Staffing Angel™ is a straightforward and easy process.
Answer Type:	Strongly
Question9:	As a whole the utilization of Staffing Angel has contributed to my satisfaction as an employee with ARMC EI
Answer Type:	Strongly
Question10:	Staffing Angel™ has contributed to my ability to better balance the professional and personal aspects of m
Answer Type:	Strongly
Question11:	Please provide any comments or feedback on your personal use of Staffing Angel.
Answer Type:	Textarea(2500 Characters only)

Add New Question

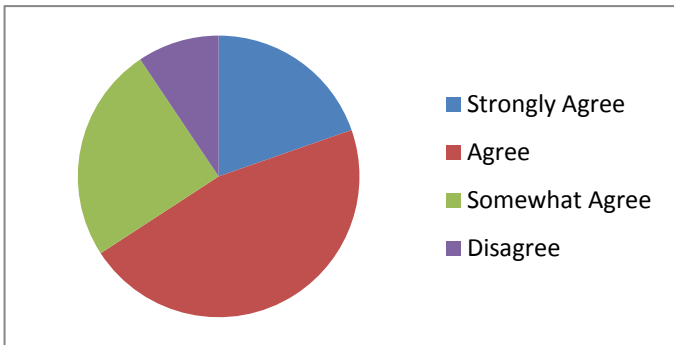
Submit & View Survey Details

1. As an employee I feel that I have more transparent view my schedule and the department schedule by using Staffing Angel™.



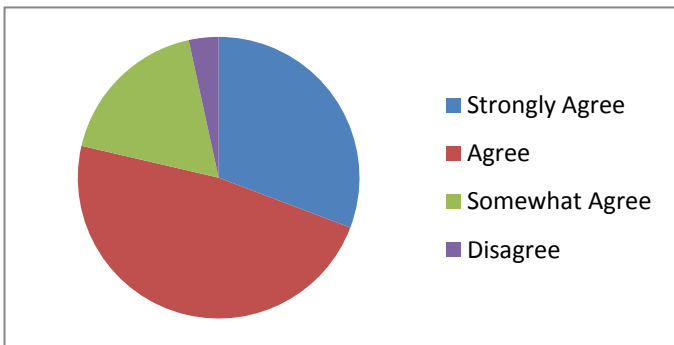
	# Responses	% Total Responses
Strongly Agree	47	40%
Agree	54	46%
Somewhat Agree	13	11%
Disagree	3	3%
Total	117	100%

2. The online training modules were helpful in my understanding of how to use Staffing Angel™.



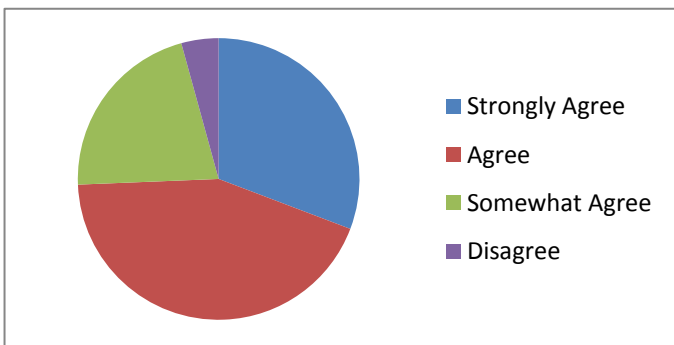
	# Responses	% Total Responses
Strongly Agree	23	20%
Agree	54	46%
Somewhat Agree	29	25%
Disagree	11	9%
Total	117	100%

3. The Staffing Angel™ application has been flexible in meeting the unique scheduling needs of Athens Regional ED.



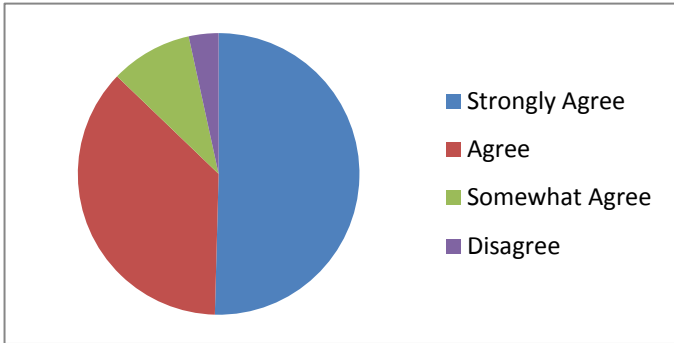
	# Responses	% Total Responses
Strongly Agree	36	31%
Agree	56	48%
Somewhat Agree	21	18%
Disagree	4	3%
Total	117	100%

4. Self-scheduling with Staffing Angel™ is a straightforward process.



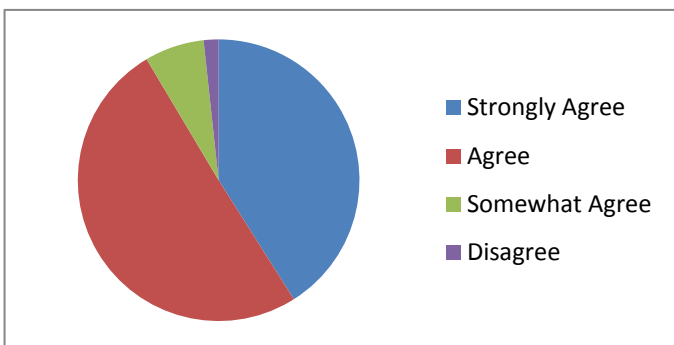
	# Responses	% Total Responses
Strongly Agree	36	31%
Agree	51	44%
Somewhat Agree	25	21%
Disagree	5	4%
Total	117	100%

5. Scheduling shifts via the internet on Staffing Angel™ is convenient.



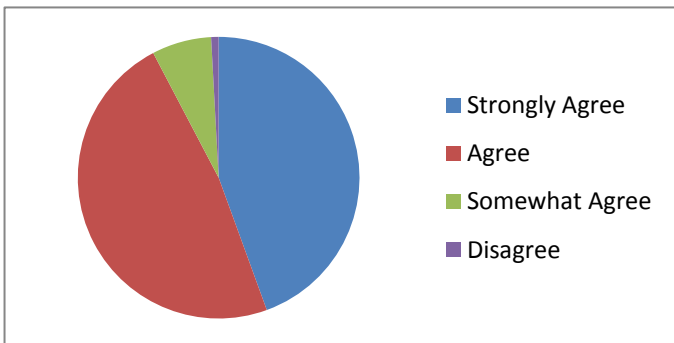
	# Responses	% Total Responses
Strongly Agree	59	50%
Agree	43	37%
Somewhat Agree	11	9%
Disagree	4	3%
Total	117	100%

6. The text and email message features have been helpful in allowing me to better manage my schedule.



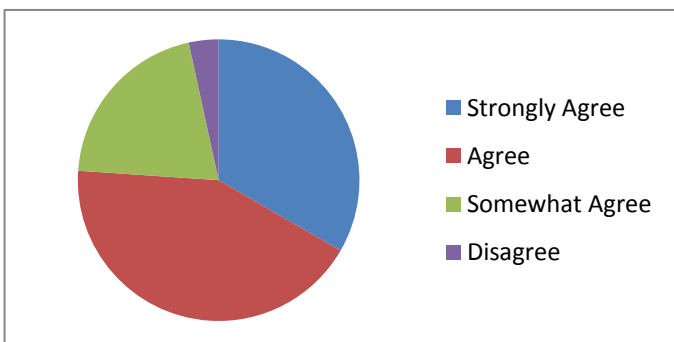
	# Responses	% Total Responses
Strongly Agree	48	41%
Agree	59	50%
Somewhat Agree	8	7%
Disagree	2	2%
Total	117	100%

7. Message board and email notification features have been effective communication tools for me.



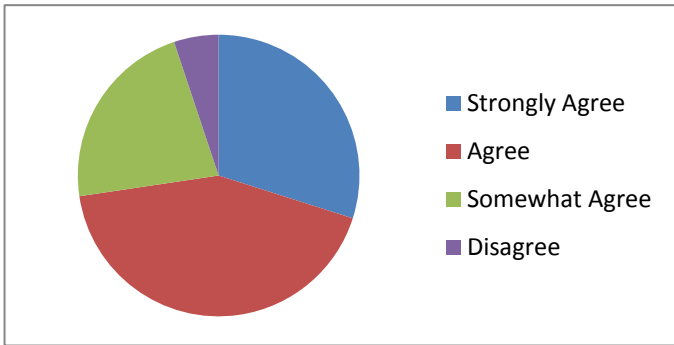
	# Responses	% Total Responses
Strongly Agree	52	44%
Agree	56	48%
Somewhat Agree	8	7%
Disagree	1	1%
Total	117	100%

8. The ability to sign up for educational offerings on Staffing Angel™ is a straightforward and easy process.



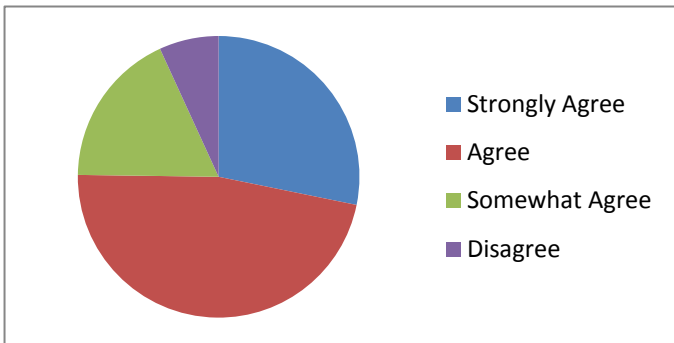
	# Responses	% Total Responses
Strongly Agree	39	33%
Agree	50	43%
Somewhat Agree	24	21%
Disagree	4	3%
Total	117	100%

9. As a whole the utilization of Staffing Angel has contributed to my satisfaction as an employee with ARMC ED.



	# Responses	% Total Responses
Strongly Agree	35	30%
Agree	50	43%
Somewhat Agree	26	22%
Disagree	6	5%
Total	117	100%

10. Staffing Angel™ has contributed to my ability to better balance the professional and personal aspects of my life.



	# Responses	% Total Responses
Strongly Agree	33	28%
Agree	55	47%
Somewhat Agree	21	18%
Disagree	8	7%
Total	117	100%

**Results** – As of April 1, 2010, 84% (n=117) out of 140 employees surveyed had completed the application. The feedback was positive with Employees answering between 66%-92% as (Strongly Agree/Agree). The feedback was constructive (both positive and negative) as all feedback allows real-world perspective for the enhancement of the application. The data is illustrated below in Exhibit 3 with total responses to each question and the corresponding percentage of the level of “agreement” for questions #1-10 and select feedback comments posted for Question #11.

**Exhibit 3:**

11. Please provide any comments or feedback on your personal use of Staffing Angel™

**Positive Comments:**

“I think the most successful part of Staffing Angel is the communication aspect of it.”

“I feel much less stress since I have input and flexibility with making my schedule.”

“When I first heard of self scheduling I did not know what to think of it. I was skeptical about how it would work efficiently. It works out great for me. I love it!! It has been so much easier and less stress. When I talk about self scheduling myself people look at me as though ‘Wow, she can make her own schedule!’ I don't have to worry about someone scheduling me on days that I know I cannot work. It is easy to communicate with my peers about switching shifts. Most of my peers are very flexible and willing to switch. Being able to plan ahead of time is great! I am able to schedule around appointments and important dates I need off.”

“I enjoy using Staffing Angel...great for someone who needs a flexible schedule!”

“Staffing Angel is one of the perks to working the ED at ARMC. It is easy to use keeps me in tune with the goings-on in the ED via messages sent to me and ones sent a "one stop shop" when it comes to work days vacation days holidays to work etc. At my previous job, we used paper scheduling and everyone had to "fight" to get the open jobs. There was no access to a database with phone numbers and e-mail so that you could trade days easily if needed. I am a BIG FAN of staffing angel for these reasons.”

“I like being able to sign up for shift from anywhere - as long as I have a computer. It is convenient to email and communicate with others. I like being able to view who else is working on my scheduled shift.”

“It’s fast, easy to use, and allows you to look at your schedule whenever you need to.”

“Staffing Angel is an asset to the ED. I like the ability to schedule from home as well as assess others schedules in case a switch is needed by me. It is easy to see the needs of the unit through this program.”

“Staffing Angel is so convenient to use. I love the fact that I don't have to be a work to check my schedule or self schedule. Anytime I need to look at my schedule all I have to do is turn my computer on. It's great!”

“Staffing Angel is easy and convenient to use. I love that I can go online to schedule myself and look for open shifts. If Staffing Angel wasn't available, picking up shifts would be much more difficult.”

### **Negative Comments:**

“When signing up for schedule I sometimes accidently click on the wrong shift. It would be helpful if you could cancel a shift and change.”

“The timing of releases is zero-convenient”

“I hate that I have to always be by my computer at the turn of midnight to not get a horrible schedule”

“Staffing Angel is fine, but sometimes I can't use all of the functions for whatever reason.”

“Not available to all employees while at work should be available to view while at work not just at home.”

“There are not enough shifts to sign up for and I don’t like staying up until 1200 AM to sign up-that’s ridiculous!!!”

“Not being able to abort shifts when scheduling not helpful if you make a mistake. It makes extra work for the managers when I have to send them an email to fix my mistake.”

“I find it very annoying that I cannot make changes when initially putting in my schedule before it is approved. Once in awhile I hit the wrong day or shift but cannot do anything about it until I see an Ops Coordinator. I can understand if the schedule has been approved but not when I am working on putting it in. Other than that I think the system is fine. (I am just not a computer person!)”

“I do not like being required to review all my messages/contact information before I can access my schedule or submit my request schedule.”

“I may have agreed to more of the answers if I had actually been offered to take the module on how to use staffing angel.... I was under the impression I was just supposed to figure it out on my own.”

### **Neutral/Constructive Comments:**

“It is very helpful now that things such as staff meetings and competency are being placed on Staffing Angel - a very wise use of a resource we already have available to us.”

“As a user I think it is a great scheduling tool and a great communication tool. It is great to be able to access it from anywhere I have internet access. If there is anything I could change it would be the Saturday night at midnight release time. It would be nicer to have a more globally convenient day/time.”

“User-friendly except for some glitches when using the directory. They could add a "select all" button for sending mass emails or something similar. Otherwise I am satisfied with all the features of Staffing Angel.”

“Staff should be listed alphabetically to make them easier to find. You should be able to send separate messages to RNs and Techs. There is currently no option to just select RNs”

“It would be useful if we could reinstate the computer in the department that connects to staffing angel without the user having "internet access." Just one would do!”

“I think it would be good to have certain 'shift switch' posts on the actual Calendar page so we could see a 'request' for a shift switch of a co-worker (particularly for techs).”

“It is a great system! There may need to be a few tweaks, but overall good. I wish the schedule for each period would open up at another time than midnight.”

“Sometimes after you sign up for a shift you realize that it won't work with your schedule. It would be nice if we could remove ourselves from that shift without having to involve Gale. You could give us a week to make our own adjustments.”

“I would appreciate it if an "e-mail all" feature could be added to the message function instead of having to select each individual name.”

“I enjoy being able to complete my schedule from home but miss the availability of the release button during the request period.”