

**Jefferson Regional Medical Center**  
**Employee Satisfaction Summary Results,**  
**January, 2011 - *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 Jefferson Regional Medical Center using Staffing Angel™ RN, a web-based scheduling application for Nursing and Allied Health.

**Background:**

Jefferson Regional Medical Center is a licensed and fully accredited 226-bed acute care hospital located about 30 minutes south of St. Louis in Crystal City, MO. Established as a not-for-profit hospital in 1957, Jefferson Regional has grown with its community to become a state-of-the-art facility offering the latest treatment and technologies patients in Jefferson, St. Francois, Ste. Genevieve and Washington counties.

In October of 2009, Jefferson Regional began using Staffing Angel RN™ for the management of the Employee Scheduling and Staffing. Staffing Angel RN™ was chosen by Jefferson Regional based upon its web-based design, ease of use, and its ability to allow Jefferson employees the opportunity to self-schedule shifts via the internet. Prior to the launch of Staffing Angel™ RN, Jefferson Regional used a manual (paper-pencil-spreadsheet) 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. 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 November 15, 2010, an electronic, multiple choice questionnaire consisting of Eleven (11) questions, specific to the use of the Staffing Angel™ application, was distributed to all Jefferson Regional Nursing 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**

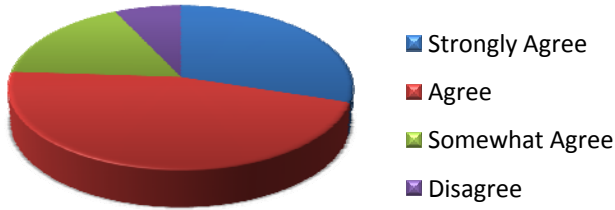
Employees could answer the final question which allowed for open-ended feedback via a text box that allowed the employee to enter up to 2500 characters.





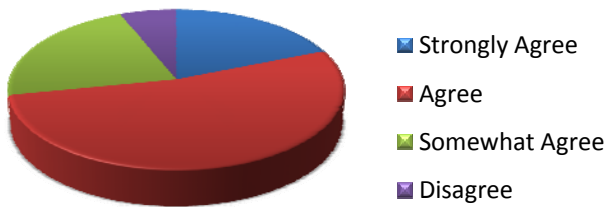
**Exhibit 3:**

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



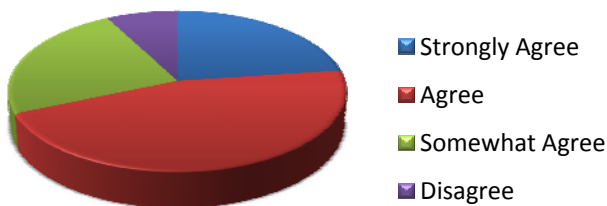
Response	# Responses	% Total Responses
Strongly Agree	136	30%
Agree	210	46%
Somewhat Agree	77	17%
Disagree	32	7%
<b>Total</b>	<b>455</b>	<b>100%</b>

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



Response	# Responses	% Total Responses
Strongly Agree	86	19%
Agree	241	53%
Somewhat Agree	100	22%
Disagree	28	6%
<b>Total</b>	<b>455</b>	<b>100%</b>

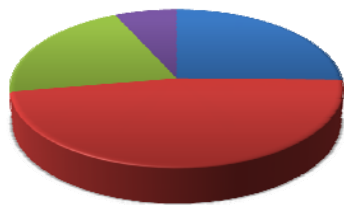
**3. The Staffing Angel™ application has been flexible in meeting the unique scheduling needs of Jefferson Regional.**



Response	# Responses	% Total Responses
Strongly Agree	104	23%
Agree	208	46%
Somewhat Agree	108	24%
Disagree	35	7%
<b>Total</b>	<b>455</b>	<b>100%</b>



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



- Strongly Agree
- Agree
- Somewhat Agree
- Disagree

Response	# Responses	% Total Responses
Strongly Agree	115	25%
Agree	214	47%
Somewhat Agree	95	21%
Disagree	31	7%
<b>Total</b>	<b>455</b>	<b>100%</b>

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



- Strongly Agree
- Agree
- Somewhat Agree
- Disagree

Response	# Responses	% Total Responses
Strongly Agree	145	32%
Agree	182	40%
Somewhat Agree	89	20%
Disagree	38	8%
<b>Total</b>	<b>455</b>	<b>100%</b>

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

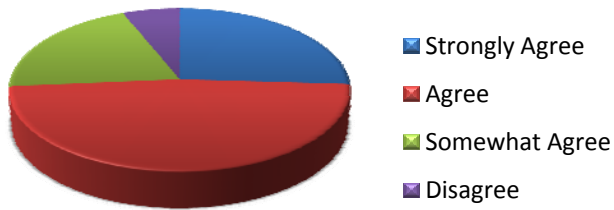


- Strongly Agree
- Agree
- Somewhat Agree
- Disagree

Response	# Responses	% Total Responses
Strongly Agree	124	27%
Agree	183	40%
Somewhat Agree	108	24%
Disagree	40	9%
<b>Total</b>	<b>455</b>	<b>100%</b>

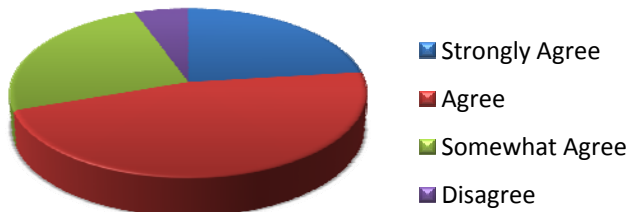


**7. Staffing Angel™ allows me to easily request extra shifts for Overtime.**



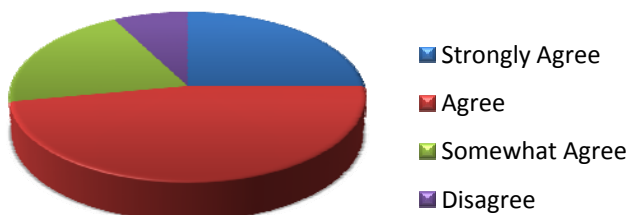
Response	# Responses	% Total Responses
Strongly Agree	118	26%
Agree	217	48%
Somewhat Agree	92	20%
Disagree	28	6%
<b>Total</b>	<b>455</b>	<b>100%</b>

**8. The ability to request Time Off within Staffing Angel™ is a straightforward and easy process.**



Response	# Responses	% Total Responses
Strongly Agree	105	23%
Agree	212	47%
Somewhat Agree	113	25%
Disagree	25	5%
<b>Total</b>	<b>455</b>	<b>100%</b>

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



Response	# Responses	% Total Responses
Strongly Agree	114	25%
Agree	214	47%
Somewhat Agree	92	20%
Disagree	35	8%
<b>Total</b>	<b>455</b>	<b>100%</b>



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



- Strongly Agree
- Agree
- Somewhat Agree
- Disagree

Response	# Responses	% Total Responses
Strongly Agree	100	22%
Agree	216	47%
Somewhat Agree	112	25%
Disagree	27	6%
<b>Total</b>	<b>455</b>	<b>100%</b>

**11. Staffing Angel™ has contributed to my ability to better balance the professional and personal aspects.**



- Strongly Agree
- Agree
- Somewhat Agree
- Disagree

Response	# Responses	% Total Responses
Strongly Agree	103	23%
Agree	202	44%
Somewhat Agree	114	25%
Disagree	36	8%
<b>Total</b>	<b>455</b>	<b>100%</b>

**Results** – As of January 11, 2011, 455 employees surveyed had completed the application. The feedback was positive with Employees answering between 67%-76% as (Strongly Agree/Agree). The feedback was constructive (both positive and negative) and allows an end-user perspective for the enhancement of the application. The data are 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.

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

**Positive Comments:**

“I like staffing angel being on the internet. It is easy to make my schedule at home and not have to worry about going into work to do it. I can see what days are available to pick up for extra shifts and still have a flexible schedule. I find that using staffing angel is very easy to use and extremely convenient. I have used the time off icons and it was very easy to use and with this system I was able to let my manager know the days I needed and when she responded back it was on my message board. “

“I truly like the fact of making out my own schedule. This way if I need a day off I just don't schedule myself and don't have to rely on someone else to do it.”

“I like being able to have the convenience of making my own schedule. “

“It is helpful to be able to review schedule and place requests from home.”



"Staffing Angel has been very helpful in scheduling and requesting off. It has also been helpful in keeping me updated on what is going on in the unit."

"I love that I can be anywhere and check my schedule."

"Easy to use and very convenient. Love it!"

It was hard to get use to but then it was easy to follow and complete. I am also able to request days off so much more easily now

"I like the ability to do my scheduling ahead of time."

"Once a new staff member gets the hang of this system it is a great way to manage your schedule."

"I have dial up internet at home so takes awhile to make my schedule. But overall I am happy with it."

"Staffing Angel is a great process and it makes it so much easier for me to see those upcoming days and to plan my personal stuff around it. It is awesome!"

#### **Negative Comments:**

"Having no personal access to internet this process has been fairly difficult."

"Full time and Part time employees are able to do scheduling at the same time. For ER core shifts and Triage shifts are same times and people get the shifts confused when making their schedules. Therefore as a set rule as first come first serve gets taken away when people take shifts that don't apply to them as their full time status. The system does NOT recognize that and is unfair to the people that are trying to follow staffing angel rules as well as department rules. I for one do NOT like the system."

"I don't like the message that comes up every so often about updating your phone or email address."

"I do not like Staffing Angel. It is not a fair way to make our schedules."

"Open shifts or overtime shifts should be seen easily instead of having to request each day n each shift."

"For the ob dept staffing angel is inconvenient b/c you can only view the areas you work in and you can't easily see who all is working each day easily. I don't think it works well for our dept and wish we could go back to paper scheduling.

"sometimes it doesn't matter what you put in as days needed when making your schedule....the "to many chiefs" around here that messes with the schedules do and place you where ever they want not what the worker needs."

"When the staffing coordinator Dani releases nurses from a shift and replaces them with other staff then she needs to utilize the text or email notification system or at least try to call that employee and let them know that she has put them on the schedule instead of just "assuming" that employees check their staffing angel on their days off which rarely happens!!! And I know that there are certain times to change employee's schedules after they make them out but to me that totally defeats the purpose of making one's own schedule. When we wrote our schedules out we weren't moved around like we are now with staffing angel. And it's not a problem with



staffing angel its management that moves us around. I personally make my schedule out to coordinate with my kids sports etc. And low and behold it always changes. I thought we had nru staff to "fill in" those spots instead of moving the regular staff around a day after they make their schedule out?!?!?! And then we have to scurry around to find someone to trade shifts with us. It's very very frustrating!!!"

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

"When filling out a new schedule it would be helpful to be able to make changes if you make a mistake. Once you accept a shift you can't go back and change it. It would be nice even if you only had a 24 hour grace period to do so.

"It would be nice if you could come up with a better time for us to do our schedules other than midnight. Especially when we have to get up to go to work the following morning. If we don't get up at midnight you just have to work whatever days are left."

"I wish there was a way to abort shift selections when making your schedule if you have accidently marked the wrong day."

"At the time that I put in my days I wish if I picked the wrong day I could fix then. If the supervisor is unable to fix soon would be stuck with a day that does not work for me."

"I like staffing angel it would be more likeable if after you put your schedule in that all the days you requested didn't get moved around."

"I think you should be able to delete a shift when making out your schedule only for that time not all the time just in case you make a mistake or others have taken shifts and you want to move yourself around. Also classes should have the number of people who signed up already so you are not waiting a week or more to see if you are approved. Don't like the class part."

"Staffing Angel has been more effective than ineffective."

"There needs to be an easier way to view multiple areas at the same time. I can work 3 areas but am only able to look at one area at a time to view open schedules and where the need is."

"Would like to be able to view every area of our unit. Nursery PP and L&D."

"Wish I could make adjustments when I accidently schedule myself 4 days in one week. I have to wait for the scheduler to make the changes when I screw up. "

"Make sure that new employees understand Staffing Angel. Some who are able to work in other areas a lot of times don't know they can look for other shifts by clicking unassigned and searching."

