

a Celayix success story for health care

Connecticut Veterans Hospital Eliminates Overtime with Celayix



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— Jeff Lord
RN Supervisor

Solution Review

Company

State of Connecticut Department of Veterans’ Affairs Hospital

Challenges

Replace an outdated scheduling application to simplify scheduling and control overtime.

Solution

Celayix eTime Xpress allows users to create schedules easily based on customized rules.

Benefits Summary

Eliminated scheduling errors due to oversights.

Cut all unnecessary overtime costs .

Lowered overall payroll costs.

As American military demands have increased, so too have the demands on the country’s veterans hospitals. For the State of Connecticut Department of Veterans’ Affairs Hospital, that meant strain on its computer systems.

The organization is a 190-bed hospital and 350-bed domicile, originally established in 1864. Today, the hospital provides both general medical care and a home for qualifying war veterans, as well as administers aid and services to veterans and their dependents. Facilities include eight medical wards and 12 specialty clinics.

Managers creating schedules for the nursing staff found the system complicated and cumbersome, with data stored in multiple places. Moreover, it lacked essential cost reporting required to run efficiently.

“The system we were using to schedule our nursing staff was just not able to meet the workforce management needs of the facility any longer,” said Jeff Lord, RN supervisor for the hospital.

Quick, Correct Employee Scheduling

The hospital began the search for a new workforce management solution with clear criteria: ease of use; a consistent, user-friendly interface; the ability to schedule nursing staff across multiple departments; and a solution that the hospital could afford.

The Department of Veterans’ Affairs Hospital found all that in eTime Xpress software by Celayix. The software enables users to quickly match employees with work assignments to create schedules, record attendance, and summarize bill and pay information.

Soon after eTime Xpress was up and running, the hospital discovered the benefits of using Celayix for its scheduling processes. The software ensures that the hospital assigns the required nurses in the right places, and prevents schedulers from missing or double-booking any shifts.

Celayix also maintains customized overtime rules for the hospital and alerts users if a scheduled employee will result in overtime.

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With Celayix, users also easily get from anywhere in the application to anywhere else in the application without having to shuffle through paper or continually backtrack through menu after menu. Everything they need appears right there on one screen.

“The other benefit that Celayix has unquestionably delivered to us has been in customer support. In a word, it’s flawless,” Lord said.

“Whenever we have questions, the Celayix support group is very responsive, knowledgeable, and courteous, which is difficult to find anywhere these days.”

The hospital also taps into Celayix for reporting on key metrics such as payroll hours, rates and costs.

‘Flawless’ Support

Lord also finds value in its ongoing relationship with Celayix as a company, which continues to make sure that the hospital gets the most from the software.

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“We are very happy with the system. What Celayix represents in their sales process is exactly what is delivered during implementation and beyond,” Lord said.