MySchedule Implementation Manager FAQ

September 2016

MySchedule Implementation FAQs

As part of our commitment to keep you informed, when common questions are asked we will provide you with an FAQ document that you can share or maintain as a reference.

Question: **How will staff members get assigned to self-scheduling groups?**

Answer: As manager, you have the access to assign employees to self-scheduling groups for your unit. During training, you will receive information on how to apply these groups to the employee accounts using the mass application tool in your account.

You will assign staff during training on 9/19/2016. As we move forward in MySchedule, all new employees/transfers will need to have a self-scheduling group assisgned as a new member of the unit.

Question: **Do we need to define groups if there is no self-scheduling on a floor?**

Answer: No, if your department does not utilize self-scheduling you will not need to define groups or utilize this functionality.

Question: **How do we anticipate patient flow that is not matching the census volume feed?**

Answer: During the daily staffing activities in your hospital, a census feed the patient flow management system will update the census in MySchedule two hours prior to the start of each shift. Managers will need to report any differences in their census. These differences would be adjustments that hadn’t been captured in the patient flow management system when the feed file was generated.

Question: **Can I use cyclic patterns to manage staff whose schedules change frequently, such as employees who are in school?**

Answer: Patterns work well for staff who have a consistent pattern to their schedule. For example, students can be placed in patterns, which may be updated later, or use a more ideal tool, self-scheduling. Working with your unit scheduler to determine which scheduling method works best for your department is encouraged.

Question: **Will the predictive model take acuities into account?**

Answer: No – the predictive model takes into account many different factors, plus our staffing grids and the census.

Question: **Will the Predictive model restrict me from scheduling to the levels I do now?**

Answer: No – the balancers are a guide to identify where you may need to make some adjustments, but they do not restrict you from scheduling more than the recommended amount. However, using the predictive model supports Jefferson’s overall goals to stabilize the core staff (by reducing how often they are canceled) and better aligning contingency to actual needs.

Question: **If units are currently keeping track of whose turn it is to be put on low census or reassigned to another unit, how would we know whose turn it is in MySchedule?**

Answer: MySchedule keeps track of this for you. It has the ability to show you who took it last and can even prioritize whose turn it is according to rules that have been configured into the system. This ability is one example of a tool that MySchedule provides that enables you to gain this information in one click to see the last time staff was cancelled or floated to another location.

Question: **How will open shifts be managed?**

Answer: Core staff will go first to self-schedule, followed by core staff for overtime. Pool staff will then select remaining open shifts.

Question: **Moving to MySchedule puts the requests 8 weeks in advance instead of 4 weeks in advance, will there be communication going out soon to the staff?**

Answer: Yes. Managers should be sending out communications to staff now. Your role in this project is to facilitate the communication process to ensure all stakeholders stay informed throughout the project. This includes other members of your department management team and all your staff members. The project updates and these FAQs can be used to provide you the talking points and information required to be passed on.

Question: **Does the system limit the number of shifts or hours an employee can self-schedule?**

Answer: Yes. There are several different ways self-scheduling can be configured to limit the number of shifts. This is something your System Administrator can assist you with.

Question: **If ETO is scheduled, will those hours be included in the balancer?**

Answer: ETO is excluded from the balancer calculations. ETO will display on the schedule but will not count in the balancer numbers.

Question: **Are shifts removed from the schedule once they are filled?**

Answer: Yes, and this includes high-needs shifts, but you may need to refresh your screen to see any updates.

Question: **Can we merge two units together and create one big unit?**

Answer: Yes, but we will need to make sure any data feeds are rerouted to the correct unit. You will need to work with your System Admin to make these changes, to ensure data integrity remains in-tact.

Question: **Is there a MySchedule app for my smart phone?**

Answer: There currently is not an app available for iPhone, Android, or Blackberry. All MySchedule features, with the exception of the dashboards, are available by using your browser (i.e. Safari) to visit the website on your smart phone.

Question: **Can a staff member complete their self-scheduling without meeting all of their unit-based scheduling commitments?**

Answer: There is nothing that prevents a staff member from completing a schedule without meeting their schedule commitments. However, they will receive alerts if they fail to meet their commitments before the scheduling window closes. After that point, the manager will complete the remaining schedule, or adjust/balance the schedule to ensure all commitments are met prior to submission or finalization.

Question: **How do I record upcoming absences or ETO to a published schedule?**

Answer: Accessing the employee's account to adjust their shift will record ETO unscheduled or absent. This will remove the person from productive time and adjust the balancers to reflect the new need.

Question: **Who do contingency staff messages go to?**

Answer: Communications via MySchedule will go to the manager assigned to the contingency staff member.

Question: **When we have a nursing assistant assigned to serve as a patient safety companion, how do we indicate they were assigned to this role?**

Answer: Patient Safety Companions will be entered as TDY, and it is recommended that you place a note in the comments section.

Question: **Where can one view the units a staff member is able to float to?**

Answer: Core and float units display on the staff member profile page.

Question: **Will managers be alerted if excess hours are applied to the staff member?**

Answer: MySchedule will alert managers if employees go into overtime based on the 40 overtime rule. However, if you schedule a staffer that works 12 hours and the unit manager/scheduler schedules the staff member for another 12 hours (the same day, totaling 24 hours of work time), you will see this in the hour balance, but you will not be alerted. You will be able to update the schedule as necessary.

Question: **If I have a specific "skill" associated with my unit, can I create a unit-specific skill?**

Answer: You can work with your System Administrator to create a secondary skill based on your unit's needs.

Question: **Will employees be able to use self-scheduling during orientation?**

Answer: No, the unit scheduler/manager will enter a staff member's schedule during orientation.

Question: **What does "scheduling group" mean?**

Answer: "Scheduling group" is the same as "Team" in JeffTime. Check the Time, Attendance & Scheduling web page for more information on MySchedule terms and definitions.

Question: **When and how are staff able to swap/trade shifts?**

Answer: Staff can trade shifts on a schedule that has been published or unpublished. All trade/swap requests need to be approved by both employees and then the manager.

Question: **Who creates new schedules out into the future?**

Answer: Managers create the schedules and then the System Administrators open them (up to one year out).

Question: **If a manager assigns a shift to a staff member, can the staff member change the shift?**

Answer: Once the schedule is balanced, shifts manually entered by the manager cannot be changed by staff. The staff member would need to submit a trade request for manager approval.

Question: **Will staff see or be able to adjust the information in their profile?**

Answer: No, only the unit scheduler/manager can enter/delete this information. Staff does not have the ability to see this information.

Question: **Does all Non-Worked time need approval? (ETO, Conference Day, Holiday Time, etc.)**

Answer: Yes, all non-worked time needs approval.

Question: **Will staff be able to see who is working and who is off?**

Answer: Yes, staff will have access to this information and this will help staff to know who is available for a trade.

Question: **How is Blood Bank time captured in MySchedule?**

Answer: Starting in January 2017, Blood Bank will have an assignment code. Until then, continue with your current process.

Other Questions?

Questions regarding MySchedule or the implementation project can be directed to the following System Administrators:

- Andrew Cowan
- Betsy John
- Matthew Kennedy