

AN EDUCATED SOLUTION FOR DHBs

Client

A major city-based New Zealand district health board

The client has thousands of staff working across multiple sites, providing hospital and community-based services. Staffing is the largest area of cost, accounting for about 60% of the organisation's total annual budget.

Challenge

Effectively managing the time and cost liabilities of the organisation's continuing professional education programme



With staff costs such a big part of the organisation's budget, the client is continually evaluating ways to improve the efficiency of the way this investment is managed. A recent area of focus has been improving the management of continuing professional education (CPE), also known as continuing medical education (CME) and

continuing medical and nursing education (CMNE).

Collective employment agreements have quite specific requirements about the amount of time and money that should be spent on professional training. Consequently time and money spent on training needs to be carefully tracked, both against an individual and overall throughout the organisation.

CPE had traditionally been managed by various spreadsheets and a Microsoft Access database. Data wasn't that accurate or complete, and the DHB was losing money because records weren't accurate. Staff couldn't easily monitor what their CPE time and budget balances were, and they weren't getting paid on time. It was also a real headache managing CPE with a large workplace spread over multiple sites.

Solutions

A CPE specific solution built into AMS LEADER

The DHB turned to their employee management system partner AMS to explore the development of a system to manage their CPE. They wanted to centralise CPE data, as it was all held at service level in spreadsheets and other disparate databases – they saw a lot of value in managing it collectively.

A decision was made to build a CPE module that would be integrated with AMS LEADER, the core payroll and HR system used by the client. The module was based on the existing employee payroll record, and available to staff through the employee kiosk.

Results

Reduced administration effort, greater transparency of information and improved staff satisfaction

The AMS LEADER CPE module has been an outstanding success for the client. It had been hard for everyone to access CPE information - employees would have to ask a finance person in their area to compile the data for them. Through the



AMS LEADER kiosk can now see it 24/7, and managers can more easily review and approve requests.

The system also reduced administration time significantly. There is less paper, less re-entry and therefore less room for error. The client finds it a lot more transparent as it is easy to identify training costs and related expenses like travel.

The DHB had losing been money because records weren't accurate, and significant savings have also been achieved by slashing the amount of administration time required to update and maintain CPE data.

