

## **SMART's Real Time Hospital sees enthusiastic take up with first three customers**

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Revolutionary Real Time Hospital which gives a 360 view of staffing levels and skills mix provides visibility to ensure patient safety is maintained

SMART (<http://www.smart-workforce.com>), a leading supplier of innovative workforce management solutions to the NHS, has signed up its first customers for its newly developed Real Time Hospital. The new customers include Pennine Acute Hospitals NHS Trust and Sandwell & West Birmingham Hospitals NHS Trust. NHS Grampian is currently running a pilot of Real Time Hospital in conjunction with its e rostering pilot. Real Time Hospital has been developed by SMART in consultation with existing customers, to ensure that the solution fully meets the requirements of the NHS. It is a real time decision support system which enables safe patient care and safe deployment of staff. Together, e-rostering and Real Time Hospital will provide managers with a comprehensive planning tool and a real time management information in graphical format to instantly highlight staff and patient situations on wards.

Neil Buchanan, Efficiency and Productivity Programme Manager for NHS Grampian explained; "In a busy hospital the process of collating information regarding ward staffing levels and patient details in order to make effective operational decisions can be extremely time consuming. Indeed the laborious nature of this process can result in the gathered data being insufficiently current to act upon effectively.

"SMART's Real Time Hospital, which is currently being piloted at NHS Grampian, is designed to present regular information updates on the staff criteria that directly impact on the provision of safe, high quality care. It is clarity of presentation and the speed of information availability that should help our managers to assess manpower requirements and take timely and effective decisions when required."

Nick Whiteley, Managing Director, Health Division at SMART said, "As the whole of the NHS wrestles with the challenge of maintaining and improving patient care in the face of budget reductions, Real Time Hospital helps to ensure that staff levels, skills mix and acuity levels are not compromised. Avoiding patient safety incidents can save hospitals and trusts huge amounts of resource, not to mention the benefits to the patients and their families. A system like Real Time Hospital can enable an organisation to learn from such incidents, building up organisational memory, and so ensure that they are not repeated. By harnessing technology for workforce management not only can NHS Trusts optimise the use of staff, they release many hours of skilled personnel back to patient care, supporting Prime Minister David Cameron's stated aim for nurses to focus on 'patients not paperwork'."

For a copy of the article Patient safety, quality care and reducing budgets – a delicate balancing act, which outlines the benefits of having a 360 degree view of the workforce is available. Please contact Andreina West, on 01491 639500 or email: [Andreina@pra-ltd.co.uk](mailto:Andreina@pra-ltd.co.uk) for a copy.

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NOTES TO EDITORS

## About SMART

Established in 1986, SMART is a leading provider of web-based solutions for workforce management designed to help companies achieve agility and cost-efficiency from their greatest asset – people.

SMART's comprehensive portfolio, covering:

- e-Rostering
- Time & Attendance
- Bank Management
- Real Time Hospital
- Doctors Rostering

delivers a range of tangible business benefits to private and public sector organisations. By implementing SMART's technology, organisations can expect to achieve a sustainable reduction in their people costs of up to 10%. By adopting a hosted approach to workforce management using SMART, businesses can save £100,000s and up to 5.5 tonnes of CO2 a year.

## SMART in Healthcare

SMART has a strong reputation for delivering fully integrated workforce management solutions to a significant proportion of the UK Healthcare market – all from a single, central platform. The company offers a free initial consultation service to NHS organisations using SMART's Workforce Efficiency Assessment (WEA) tool. WEA provides a detailed analysis of an NHS organisation's shift patterns, rotas and local staffing agreements in order to assess best working practices and provide recommendations for the future.

SMART is dedicated to helping customers maximise their SMART investment by offering a full range of support, consultancy and training services. It works closely with customers to develop new products and organises regular events that facilitate knowledge sharing and learning across the SMART user community.

Over 600 organisations worldwide benefit from SMART's solutions and services. Customers include Gateshead Health NHS Foundation Trust, Royal Free Hampstead NHS Trust, Maidstone & Tunbridge Wells NHS Trust, Salford Royal NHS Foundation Trust, Dudley Group of Hospitals NHS Foundation Trust, Western Health & Social Care Trust, Ocado, Gist, Habitat, Jaguar, JCB, Mandarin Oriental, Sainsbury's, Swissport, Trailfinders, Tussauds Group, and Greater Manchester Fire & Rescue Service.

For more information, please visit [www.smart-workforce.com](http://www.smart-workforce.com).

For information relating specifically to the NHS sector, please visit: [www.smart-rostering.co.uk](http://www.smart-rostering.co.uk)

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