

# **New survey shows staff shortages, absenteeism and last-minute roster changes provide the greatest challenges for healthcare providers**

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A new survey has revealed that the top challenge for healthcare providers is staff shortages with over 82% agreeing that they are consistently struggling with a shortage of staff available to fill rosters. This was followed by absenteeism and last-minute roster changes (76%).

The survey undertaken by Softworks (<http://www.Softworks.com>) was carried out during the month of October 2018. National Health Executive's 94,000 subscribers were invited by email to take part in the survey on Healthcare Resourcing & Rostering Challenges and how Technology could assist. Among the other notable results, were challenges around balancing leave requests with care needs (75%) and dealing with peaks in care levels and finding cover (74%).

Over two thirds of respondents found determining availability for additional shifts (69%), employee satisfaction with shifts and rosters (67%) and finding people to cover shifts from bank or agency staff at the right cost (67%) very challenging.

Other challenges highlighted were too much time spent building & generating staff rosters (65%), documenting skill levels & skill matching (65%), ensuring legislative compliance (64%), fair and equal shift distribution (62%) and the flexibility to change rosters according to patient care needs (60%). According to Andrew Ferguson, Softworks CEO,

"What is exciting about this feedback is that there are challenges here that workforce management technology could definitely assist with. While technology cannot provide extra resources, it can assist with more efficiently managing the resources that you already have"

The survey also investigated how current and future technologies could be designed and developed in order to improve operational processes. Respondents were asked if they currently had an automated rostering/eRostering System, what they liked and disliked about their system and if they had a magic wand what they would add to their system. 39% of survey respondents currently have a rostering system in place while 61% had no system.

There were definitely mixed results in this section with some respondents happier than others with their current systems. Approximately one third of all respondents who had a system (34%) agreed with the statement that their rostering system is very easy to use and just under a quarter (24%) felt that their system was meeting all of their requirements, so there is definitely room for improvement. Andrew Ferguson had this to say

"This is a great opportunity for technology providers to align themselves more closely with healthcare organisations to develop features and functions that meet all of their workforce management requirements. At Softworks we continually partner with our customers to develop solutions that are very easy to use and 100% relevant to their specific needs."

The full survey findings and analysis paper (pdf) may be downloaded via this link.

Healthcare Resourcing & Rostering Challenges and how Technology could assist - Survey Findings & Analysis  
(<https://cdn2.hubspot.net/hubfs/58253/Healthcare%20Resourcing%20&%20Rostering%20Challenges%20-%20Survey%20Re>

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About Softworks

Softworks assists Healthcare organisations to deliver high-quality, cost effective care within budget. Softworks solutions that include; eRostering & Optimisation, Patient Acuity & Bank Staff Management, Time & Attendance and Absence Management have been designed to address the unique challenges of healthcare organisations. Softworks provides organisations with a completely automated workforce management environment. We can assist organisations to manage complex rostering, drive efficiencies, cut costs, reduce absenteeism and ensure regulatory compliance, while simultaneously delivering exceptional patient care

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