

# Software Scheduling Analysis

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Paul Nyhof

MB Provincial Health Contact  
Centre

Shaunne Letourneau

Ping Mason Lai

Health Link Alberta

# Software Scheduling

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- Workforce Optimization
  - Scheduling
    - Building Complex Schedules to Meet Union Requirements/EFT/Shift Rotations/Business Requirements
  - Adherence
    - Managing and Reporting on Real-time and Historical Adherence
  - Shift Management
    - Trades/Sick Management/Booking Off
  - Vacation Selection Management
    - Annual and Ad Hoc Process

# Modeling/Forecasting

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- Assess Impact of New Business
- Explain Impact of Anomalous Marketplace Events
- Budget and Staff Planning
- "What If" Scenario Planning

# Evaluation Process

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- Request for Information
  - Scheduling/Trends & Modeling
  - Written Response
  - Web Demo
- Companies Advertising Last Year of Call Centre Magazine/Internet Research
- 9 Invited/8 Interested/7 Responded/6 Web Demos

# Interim Findings

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- Software Scheduling Packages Would Advance Health Line Operations
  - Scheduling Development & Management
  - Modeling & Forecasting
- Multiple Software Providers with Scalable Solutions
- Prime Area for Collaboration Among Health Lines
- Solutions Range from \$250K to \$500K

# Next Steps

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- Continue Evaluation of Software Provider Solutions
  - Identify Potential Software Solutions that Could Advance Health Lines
- Complete Written Report for MJSC