

# WORKFORCE SCHEDULER FOR HEALTHCARE SMS QUICK FILL

## FILL OPEN SHIFTS QUICKLY, EFFICIENTLY, AND FAIRLY

The Kronos® Workforce Scheduler™ mobile SMS Quick Fill™ feature is a one-click method of filling shifts that become available after schedules have been created. Facilitating two-way mobile communication between staffing coordinators or managers and their employees, SMS Quick Fill is the ideal method of finding the right staff members to pick up open shifts.

### KEY FEATURES AND BENEFITS

- Make it easy for your most qualified employees to quickly pick up open shifts
- Fill open shifts in less than five minutes on average
- Remove the administrative burdens of filling open shifts so managers and employees can focus on delivering quality care
- Access complete audit trails and generate comprehensive reports
- Deliver fast, two-way communication with employees

### WHY SMS QUICK FILL

Staffing coordinators, nurse managers, and other managers can send coverage requests to all eligible employees by using SMS (text). Employees then use these same channels to accept or decline the shifts. And scheduling managers are notified of shift acceptance in a single message, completing the communication loop. The end result? Coordinators and managers maintain appropriate staffing levels.

### OPEN SHIFTS: THE CHALLENGE

Whether an employee calls in sick or patient volume and demand rise, unexpected shift openings force managers to resort to time-consuming manual processes to secure the right workers. Filling open shifts requires scheduling coordinators and managers to juggle a variety of criteria, including seniority, skills and certifications, preferences, and overtime thresholds, which can result in unfair and inconsistent shift assignments.

### FLEXIBLE. CONVENIENT. MOBILE.

SMS Quick Fill lets you efficiently manage scheduling challenges with mobile technology. Managers send shift requests to employees on Workforce Scheduler call lists and employees respond using the same technology. SMS Quick Fill is integrated with Workforce Scheduler, so shift requests automatically follow your organization's defined business rules. Shifts have the right employees for the position, and the challenges of having the improper skill mix on a particular shift are a thing of the past.

# WORKFORCE SCHEDULER FOR HEALTHCARE — SMS QUICK FILL

With SMS Quick Fill, you can define how shifts will be filled: on a first-come, first-served basis or with the most senior employee to respond within a specified time frame. Both managers and employees are automatically notified of shift acceptance, providing a fast and fair method of assigning available shifts. This can be especially important in healthcare's highly unionized work environments. Workforce Scheduler provides complete audit logs that document the impartiality of the process.

