

# Healthcare & Hospital Management

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## The impact of implementing electronic workforce management system in hamad medical corporation on nursing staff management

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**Statement of the Problem:** Despite of the benefits of implementing an integrated workforce management system in healthcare setting, having a system capable of processing staff data, facilitating patient assignment according to acuity level and the nursing workload, there is no enough evidenced-based data on the improvements and gains of the transformation from previous staffing practices to a comprehensive workforce Management system. The purpose of this study is to assess the impact of implementing the Workforce Management System in enhancing the effectiveness of staffing management and the level of end-user satisfaction compared to the previous workflow.

**Methodology & Theoretical Orientation:** A qualitative study design was adopted where a questionnaire survey was conducted with 113 nursing managers and 231 staff nurses who approved to participate in the research. The survey tools were divided into two parts; part 1 to survey nursing managers and part 2 to survey the staff nurses.

**Findings:** Automating staffing management has a positive impact on the nurse's manager staffing management practice as 80.5% agreed on the effectiveness of workforce management system and 74.9 % of staff nurses are generally satisfied with the system.

**Conclusion & Significance:** The Interoperability of workforce management system may result in higher satisfaction rate but it increases the need for continuous training and familiarization, in addition, to close system monitoring and optimization in order to achieve effective scheduling, optimal utilization of staffing, and fair distribution of assignments with consideration of patient acuity level, It is recommended to develop a competency-based training framework in order to improve using the system by end users as required in addition, to developing a workforce system performance optimization plan to ensure the system is effectively performing.

### Biography

Noha Saleh has her expertise in evaluation and passion for improving the health through healthcare technologies, 20 years of nursing experience in various clinical and academic settings. Successful in transforming healthcare within dynamic clinical settings through the innovative use of technology. Track record of developing and implementing software solutions that enhance the delivery of nursing care, streamline daily clinical and business processes and maximize productivity. Proven leader well versed in matrix-managing cross-functional teams that collaborate as a focused unit on large-scale projects and health information technology deployments. Accomplished Nurse Educator competent in developing and delivering training programs to nursing staff.

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