



CASE STUDY

# Naval Hospital Camp Lejeune

Streamlined workforce management drove overtime costs down while increasing staff satisfaction and improving patient care.

## HOSPITAL AT A GLANCE



- 96-bed hospital
- 2,200 employees
- Serves over 150,000 patients
- Based in North Carolina

## QUICKVIEW

Naval Hospital Camp Lejeune made a strategic decision to move away from the outdated method of using Excel spreadsheets for staff scheduling. Their previous methods led to high rates of agency nurse and overtime usage and created unneeded administrative work.

Camp Lejeune upgraded to ShiftWizard as their workforce management system in 2012. The system streamlined their staffing operations, saving agency and overtime costs, while also improving staff satisfaction by saving time and adding clarity.

“ ShiftWizard has significantly reduced the amount of time we spend on scheduling, freeing us up to do all of those other things. ”



Scott Staup, RN  
Labor & Deliver Nurse Manager  
Naval Hospital Camp Lejeune



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### MAKING THE SHIFT

Four years ago, the hospital made a strategic decision to move away from the outdated method of using Excel spreadsheets for staff scheduling. After researching numerous solutions, they invited three companies to give demos. ShiftWizard was one of those.



We strongly believed that ShiftWizard was the best choice for us, and the free trial they offered really confirmed that.



*Scott Staup, RN  
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Today, 12 departments at Naval Hospital Camp Lejeune are using ShiftWizard, including all of nursing, anesthesia, the emergency room, the nurse advice line and the mental health ward. More are expected to follow.

One of the key features that make life easier for Staup and other managers is the ability to enable different levels of access for managers, staff, and others. As Staup explained, “With Excel, users either had access or they did not. One mistake by someone who didn’t know Excel could easily mess things up for everyone, and we typically didn’t know the mistake was made until it was too late to address it. As a result, we ended up paying people to fill a hole that we really didn’t need to fill.”

### SCHEDULE FROM ANYWHERE

As part of a unionized workforce, Camp Lejeune’s nurses have the right to sign up for the schedule they want. Prior to implementing ShiftWizard, that was not an easy task for staff. Managers would tape a printed schedule to the break room wall, and staff would physically go into the room to sign up for shifts. Managers would then enter the schedule updates into the spreadsheet.

“If you weren’t working the day the schedule went up, you ran the risk of getting the least popular shifts. To avoid that, you might have to come in on your day off and sign up. That could lead to some unhappy employees,” Staup said. “With ShiftWizard, they love the fact that they can sign up from wherever they are. Everyone is lot happier as a result.”



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## REAL TIME COMMUNICATION

ShiftWizard’s built-in communication features have simplified the process of filling last minute, unexpected staff holes. “I can quickly send one message to all 45 of my labor and delivery nurses, saying I need someone to come in for an emergency, fill an open shift, etc. and they can respond in real-time,” he said.

ShiftWizard’s ability to track staff certifications and training—with automated emails 90 days out, 60 days out and 30 days out telling staff and their managers that certification is going to expire—has made things easier for management and staff alike.



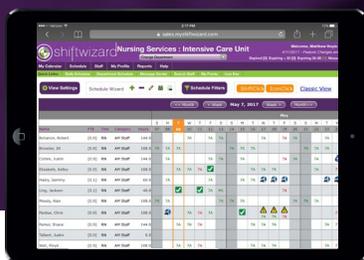
I can put in a trouble ticket and get an email back in 15 minutes or less.

*Scott Staup, RN  
Labor & Deliver Nurse Manager*

## PREPARE FOR THE FUTURE

As Staup explained, ShiftWizard has also helped with staff recruitment and on-boarding. A lot of hires for the Naval Hospital come from the local community hospital, which also uses ShiftWizard, making that transition easy. For staff new to ShiftWizard, the learning curve is minimized with easy videos and other tools. As the hospital grows and looks to add new workforce management technology, ShiftWizard’s integration capabilities with other industry-leading solutions like Kronos will make the transition easier when that time comes.

While Staup enjoys everything ShiftWizard has to offer, the thing that impresses him the most is their service. “Their technical support is unbelievable. Sometimes they will even call right back with a solution or send an email saying the issue had already been resolved,” he shared.



Schedule a Demo: [www.shiftwizard.com](http://www.shiftwizard.com) || (866) 828-3318

