



# Centricity™ ShiftSelect® Service Offerings

Centricity ShiftSelect by API Healthcare offers multiple capabilities to help drive operational efficiencies in your business. Through our services offerings, we partner with your organization to leverage the robust functionality to enhance efficiencies and empower your staff. We invite you to take advantage of our services to help your organization gain the most value from your investment.

## Key Services Overview

### **Courses Geared toward Functional System Administrator**

#### [System Configuration, Build and On-going Maintenance](#)

Refresher on the basics to prepare a new or experienced Functional System Administrator (FSA) to build new departments, make edits to existing units and implement new initiatives such as an incentive program or open shift management practices.

The course also includes basic manager and staff functionality, so your FSA will be prepared to support existing users and position your facility to be self-reliant and optimally utilize your solution.

#### [Building a New Department](#)

Understand the basic process to bring up a new department.

This course is geared toward an experienced FSA that has a good understanding of the build and maintenance basics but needs a refresher on the right steps to build a department, including gathering position information, building positions and templates.

#### [Configuring Self-Scheduling](#)

Learn how to set up a unit that is currently doing fixed/templated or manager entered

scheduling in order to implement self-scheduling.

The course will review building scheduling groups, hourly maxes and shift templates.

#### [Tips & Tricks for FSAs](#)

For experienced FSAs to elevate their understanding of the system.

This course will help to gain a better understanding of how to manage the system to more efficiently and effectively support end-users.

### **FSA Packages**

#### [Continued Roll-out with FSA Training Package](#)

Learn all the skills necessary to bring up new departments and support your existing build.

We will guide the discussions with up to 3 new departments. Your FSA will complete the build with the support and guidance from us, as well as learn all the concepts covered in the System Configuration course.

### **End User Training**

#### [The Staff Experience](#)

Help increase the adoption with your staff and drive home best practices.

Basic staff activities include: interpreting the home page menu items, navigating MyCalendar, requesting self-scheduling and open shifts, searching for shifts, setting preferred shift notifications, and viewing and printing the Unit Schedule and Daily Staffing Sheet. Administrator level users are welcome to attend as well to better support their staff.

#### [Scheduling in the Matrix Calendar](#)

Understand basic manager or scheduler system activities that would be completed in every schedule cycle.

A high level system overview is followed with instruction on how to build/change a baseline, assign primary shifts, enter target coverage, manage non-duty requests, approve schedules and post open shifts.

#### [Self-Scheduling Posting](#)

Learn how to configure your staff and unit, and post the available shifts.

Audience: Managers and Schedulers

Once your unit has been set up to self-schedule, this course will help to understand what to expect during the process. It will also cover configuring for self-scheduling, target coverage, loading a baseline and posting open needs.



### Self-Scheduling Balancing

Learn how to approve and deny requested self-scheduling needs and complete your schedule.

This course is required as a follow up to posting self-scheduling needs and covers balancing schedules and posting remaining open shifts.

### Open Shift Management

Understand posting and awarding open shifts, and best practices when working toward a collaborative workforce.

This course will cover effective open shift management practices and how they impact your return on investment, staff satisfaction and time saving methods for managers and schedulers.

### Daily Staffing in the Unit Calendar and Employee Centric Calendar

Review the basic staffing edits and how to get the most out of your system for reporting and communication purposes.

Audience: House/Nursing Supervisors, Staffing Office Coordinators, Schedulers and Managers

The Unit Calendar is one of the most powerful features of Centricity ShiftSelect. The session starts with a high level overview and covers daily edits in the Unit Calendar, last minute availability and employee centric calendar.

### Reports

Understand how to run and export all standard Centricity ShiftSelect reports, as well as how to interpret the data.

Audience: Manager level end users, Directors, or Executives

The course includes a review of the dash-app site and how it relates to effective staffing practices. Having a strong understanding of the reports available and the data output will help identify strengths and weaknesses in the use of the solution and drive change.

### Tips & Tricks for Managers

Elevate your understanding of Centricity ShiftSelect to the next level.

Audience: Managers or Schedulers

Multiple job titles/roles, tracking shift notes, qualified for positions, and primary and secondary units will be covered. A basic understanding of the scheduling and staffing functionalities is required.

### Manager/Scheduler Training Packages

#### Fixed/Manager Entered Scheduling Training Package

Audience: Up to 6 departments/12 attendees total

This training requires the departments to be completely built and 100% of staff having active profiles. This course includes one day Manager/Scheduler training to configure the unit settings, build a baseline or completed schedule and post open needs for staff to request. A follow up half day session covers daily edits. A brief review of reports and the steps to continue each schedule cycle will also be covered.

#### Self-Scheduling Training Package

This is intended for departments that have no previous Centricity ShiftSelect training and want to go live with Self-Scheduling.

This training package includes all the topics covered in the Fixed/Manager training package, plus how to post self-scheduling needs and balance the schedule once staff

have made requests. This course offers an additional 2 hour remote-based session between Manager/Scheduler training and Daily Edits.

### Strategizing & New Initiatives

#### Shift Incentives

This session will review the various shift incentive options available, how to build them in the system and how to monitor their usage.

This course will cover all the options, configuration, best practices and reporting impact.

#### Interfaces

Learn more about Centricity ShiftSelect interfaces.

This overview lets you know what interfaces are available, what they look like in the system and what resources are required to build and test them. Centricity ShiftSelect has many interfacing capabilities – some of which are available free of charge!

#### Full System Configuration Review & Findings Report

An Implementation Consultant will review your site build for compliance with best practices toward achieving your goals. A summary report with recommendations will be presented.

### Want to Know More?

In addition to these key offerings, our team offers a wide variety of services to help address your organizational needs through our solutions.

Please contact our Inside Sales team at [api.insidesales@ge.com](mailto:api.insidesales@ge.com) to learn more about maximizing the value of your Centricity ShiftSelect solution.

## imagination at work

[www.gehealthcare.com/WorkforceManagement](http://www.gehealthcare.com/WorkforceManagement)

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