

 Las Vegas, Nevada Policy and Procedure	POLICY HR236 Shift Management and Staffing	
	DEPARTMENTS AFFECTED All VHS Facilities	PAGE 1 of 4
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FUNCTIONAL CHAPTER	APPROVAL (System Director, Human Resources) Wayne Cassard	DATE
EFFECTIVE DATE November 26, 2012	REVISED November 13, 2014	

1. **Scope:**

All employees of The Valley Health System (VHS).

2. **Purpose:**

To provide standardized guidelines for the utilization the scheduling system for employees of The Valley Health System hospitals who choose to participate in the program.

3. **Policy:**

It is the policy of The Valley Health System (VHS) to have eligible employees participate in the open shift management system in order to offer more flexible work schedules, ensure continuity of care to our patients by our employees, and to reduce the need for registry staff. Employees are encouraged to manage their work schedules through real time access through our web based program. All schedule requests by staff must be approved by a supervisor responsible for staffing. Staff members who do float to other units and/or facilities must be fully competent and oriented to those units/facilities.

4. **Guidelines:**

Shifthound Open Shift approval policies

1. Administrators will review and approve requests, at a minimum, twice daily, preferably once in the morning and once in the afternoon.
2. Any approvals being issued within 24 hours of a shift's start time will require a phone call to confirm with the affected staff member(s).
3. The priority for issuing staff approvals for open shifts is as follows:
 1. Benefited Float Pool non-overtime (OT)
 2. Benefited non-OT in facility
 3. Float Pool Per Diem
 4. Per Diem non-OT in facility
 5. Benefited non-OT from other facility

6. Per Diem non-OT from other facility
7. Float Pool OT
8. Benefited/Per Diem OT in facility
9. Benefited/Per Diem OT from other facility
10. Agency

A. Requesting Shifts

Staff members may request shifts at both their home facility and other VHS facilities as defined in the shift management and staffing system. Staff members are required to consider their scheduling obligations at their home facility prior to requesting shifts above and beyond their schedule requirements. Working a shift or shifts at another facility does not meet a staff member's scheduling commitments at their home facility.

B. Shift Cancellations

Staff members should follow same sick call or cancellation process that is currently required at their home facility. The current process for each facility is as follows:
Centennial Hills- call staffing office/house supervisor and call clinical supervisor
Desert Springs- call staffing office until 5pm then house supervisor
Spring valley- call unit and talk to clinical supervisor and house supervisor
Summerlin- call sick line
Valley-call staffing office and call the clinical supervisor

C. No Call/No Show

As outlined in HR Policy 605, Attendance regarding unreported absences (no call/no show) still applies with the addition of Shifthound. Procedures for notifying a supervisor must still be followed and cannot be submitted by sending a text message or email through Shifthound. It is the staff's personal responsibility to login to Shifthound regularly to see changes to schedule.

D. Use of Agency

Agency use for these positions should be the last option followed as outlined in A3 above. VHS staff members should be given preference and selected first. Any exceptions to this practice, requires prior approval of the Chief Nursing Officer at each facility.

E. Staff Floating

Floating will be mandatory for those who sign the VHS Float Pool Agreement. All others from unit based positions will be required to float based on the organization's staffing and patient safety needs.

F. Orientation to a new unit/facility

VHS staff will go through orientation similar to Agency orientation to a new unit/facility.

G. Schedule Creation

At the facility/department level, the current process will be followed.

Centennial Hills- schedule is set for 6 weeks, post 2 weeks
Desert Springs- schedule is set for 4 weeks, post 2 weeks
Valley- schedule is set for 4 weeks, post 2 weeks
Spring Valley- schedule is set for 4 weeks, post 2 weeks
Summerlin- editing schedule at 6 weeks, post 4 weeks

H. Time Off

1. All time off requests and approvals must be entered into Shifthound.
2. The procedure and guidelines for requesting time off should follow the current process for each unit. An administrator or coordinator will enter approved Time Off into Shifthound.

I. Shift Swap Requests and Approvals

1. Staff can swap shifts in Shifthound with Administrative approval. Swaps can only happen with staff that are qualified to work the shift, but Administrators must ensure overtime and safe scheduling practices (e.g. no more than 16 consecutive hours worked) are followed prior to approving a swap.
2. Only after a complete request is submitted (both staff members agree to the swap) can the Administrator consider approval of the swap.
3. Only after an Administrator approves the swap will schedule change. Prior to approval and notification to the staff members, the schedule will not be considered changed and the staff members is responsible for working the shifts as originally scheduled.
4. Policy stated above regarding shift approval timing will apply (anything within 24 hours of shift start time will require a phone call to staff involved).

J. Staff Suspension Policy/Procedure

In the event a staff member is put on suspension for any reason, the following actions must be taken by an Administrator at the facility so that the suspended staff member cannot pick up any shifts within VHS during the suspension period.

1. -Login to ShiftHound
2. -Locate staff member being suspended in the People tab
3. -Edit staff member's profile and change the "Active" dropdown to "Inactive"
4. -Administrator will be asked if they would like to remove the staff member from future shifts that person is scheduled to work.
5. -Administrator should respond "Yes". This action will create open shifts where the suspended staff member was scheduled to work and will remove their templates from the system.
 - a. -Past shifts will remain in the system for historical reporting
6. -When staff member is taken off suspension, an Administrator at the suspending facility should change the staff member's status to "Active".
7. When Inactive, a staff member cannot login to ShiftHound. In addition, they do not show up on any lists as "available" to work.

K. Email/text notifications

-E-mails and text notifications are provided as a convenience for staff members.

- Staff members always have access to ShiftHound online to review their shift statuses and this should be the primary method for notification.
- Staff members are responsible for making sure their email address and cell phone number are accurate and kept up to date at all times.
- “Did not receive an e-mail or text “ is never an acceptable excuse for a No-Show.

L. Announcement Policies

- Only specific Administrators will receive privilege to post VHS or facility-wide announcements.
- Department Managers/Directors will receive privilege to post announcements to their units.
- Announcements will be any information that is pertinent to staff. Critical or time sensitive information can be posted, but other communication vehicles also should be employed.
- Normal corporate communication policies must be followed for any/all communication via ShiftHound.