CASE STUDY

Revolutionizing Med/Surg Nurse Optimization with Balance Scheduler™

BALANCE SCHEDULER™

THE PROBLEM

A small military Med/Surg unit faced significant scheduling challenges. The nurse scheduler devoted 12-14 hours, crafting a four-week schedule for 40 nurses.

- **Complex workforce requirements:**
  - Trained charge nurse
  - Day/night rotation
  - Training
  - Holidays and PTO
  - Staff preference
- **7,000 applicable variables every four weeks:**
  - Overwhelming and time consuming
  - Impossible for the human brain to optimize
- **Interpersonal concerns:**
  - Schedule dissatisfaction
  - Perceived bias
  - Operational impact

OBJECTIVES

The Nurse Manager had a clear set of objectives for implementing Balance Scheduler™:

- Streamline scheduling
- Free up the scheduler's time while ensure
- Optimize the workforce to reduce redundancy and ensure top-of-scope work
- Enhance nurse satisfaction with the schedule
- Minimize perceived schedule bias

IMPLEMENTATION

Seamless onboarding and implementation:

- **1 week:** customer discovery/requirements identification
- **1 week:** training
- **2 weeks:** algorithm tuning and testing
- ***Full implementation within one month.***

RESULTS

- 99% improvement in time to schedule: from 12 hours to 2 minutes
- Next-best fit recommendations for short-notice call-offs to minimize disruptions
- 56% improvement in schedule satisfaction
- 30% reduction in perceived bias
- $300/schedule period saved and top-of-scope work ensured: RN scheduler back to floor nursing
- Direct return on investment realized in one month

DUALITY SYSTEMS

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