

DUKESHIFT FOR MANAGERS/SCHEDULERS

DukeShift allows managers to advertise available shifts for their departments. Qualified and eligible clinical staff can view the shifts, put in their request, and be approved for the shift by the unit manager, all online. Employees will receive their primary rate of pay plus any overtime or shift differential that the employee qualifies for.

The Central Staffing Office also looks in DukeShift to see where staff is needed when they are entering their preassignments. There is an expectation that any department who receives staff from the Central Staffing Office will enter their needs for staff in DukeShift.


The goal of the system is to fill at LEAST 80% of all the unfilled shifts in the hospital and/or clinics. Unfilled shifts may be those entered by the units directly into DukeShift or by Staffing Office (you, the schedule coordinators) based on requests made in bedflow or called into the office. Thus, Schedule coordinators are responsible for entering in needs into DukeShift and cancelling needs that no longer exist. A report is run quarterly to see how well we are meeting our goal and the accuracy of that report depends on you.


Begin your journey of understanding DukeShift by taking the online class in SWANK on DukeShift. The link for SWANK is found on the API@Duke website:
<http://finance.duke.edu/systems/work/api/dukeshift/index.php>
The first time your log into SWANK you will need to call the helpdesk to get your account set up. The login page looks like this

https://duke.swankhealth.com/default.aspx?ssid=41de03d1-b6b7-41b1-a1b4-94025e8b143c

Julia Bambach - Outlook Web ... B4-Health.com - Total Shift Co... API Healthcare - Time Card Scr... Login

File Edit View Favorites Tools Help

 **Duke University Health System**
Clinical Education & Professional Development



Continuing Education

Site Code: (Select Hospital) 1432 - Duke Medicine

Duke Unique ID: (7-digits)

Password: (password is case sensitive)

Login

[Forgot your Login information?](#)

To begin utilizing the online courses, please log in to the appropriate site.

Help Options:

1432 Duke Medicine
Call the DHTS Service Desk at 684-2243 for password resets or to request new accounts.

1433 Durham Regional Hospital
Call the HelpDesk at 470-4187 for password resets. Send an email to educate@mc.duke.edu to request new accounts.

1434 - Duke Raleigh Hospital
Call the HelpDesk at 954-HELP (954-4357) for password resets or to request new accounts.

1494 - DUH Leadership
Call the DHTS Service Desk at 684-2243 for password resets

Find the class on DukeShift and listen to the 10 minute demonstration on how staff are expected to use DukeShift. The class is listed under DUHS Courses Site Specific

<u>DUHS Courses</u>				
<input type="checkbox"/> Site Specific				
Course Name	Expiration Date	Course Number	Credits	
Pharmaceutical Hazardous Waste Management for DUH-Output		WSW1553	0.00	View Course
Anywhere RN Training		WSW1552	0.00	View Course
CADD-Solis Ambulatory Infusion System		WSW1506	0.00	View Course
ECRI Institute - Clinical Alarm Fatigue		WSW1421	0.00	View Course
Chemotherapy Quiz		WSW1128	0.00	View Course
Adult Basic Dysrhythmia Review EKG Level II		WSW1293	0.00	View Course
Adult Basic Dysrhythmia Review EKG Level I		WSW1292	0.00	View Course
Topical Wound Therapy		WSW1076	0.00	View Course
Pressure Ulcer Assessment		WSW1075	0.00	View Course
Nutrition & Wound Healing		WSW1074	0.00	View Course
Seasonal & H1N1 Flu Updates		WSW1050	0.00	View Course
Advanced Skin Care or How To Prevent Perineal Dermatitis		WSW909	0.00	View Course
Pressure Ulcer Risk Assessment: Using Braden Scale Effectively		WSW908	0.00	View Course
Etiology & Prevention of Pressure Ulcers		WSW906	0.00	View Course
2009 IPPS MMS-DRG Update		WSW899	0.00	View Course
DukeShift Staff Training		WSW841	0.00	View Course
ReportXpress Part 1 Informational Session		WSW840	0.00	View Course
Major Complications/Comorbidities: Strategies for Improved Documentation and Accurate Coding		WSW826	0.00	View Course
Newborn Screening 2008		WSW769	0.00	View Course
Being the Best as a Preceptor - Adult Learning		WSW731	0.00	View Course
Being the Best as a Preceptor - Reality Shock		WSW730	0.00	View Course
Being the Best as a Preceptor - Novice to Expert		WSW729	0.00	View Course

Now that you have an idea of how DukeShift works for the employees who are picking up shifts, let's take a look at how Managers/Schedulers use the system.

Web address: dukeshift.duhs.duke.edu

Can be accessed from any computer, you do not need to be on the Duke intranet.

Log In: Use you NetID and password to log in. Don't know your NetID – call your helpdesk.

User Agreement: The first time your staff log in, they will have to agree to a user agreement.

HOME PAGE

The screenshot shows the 'My Bid4Health' home page. At the top is a navigation bar with buttons for 'My Bid4Health', 'Create a Shift', 'Search', 'i-Schedule', 'Reconciliation', 'My Messages', 'System Configuration', and 'Reports'. Below this is a search bar containing 'Duke Medicine' with a plus sign icon to its left, labeled '1'. The main content area is divided into several sections:

- Shift Summary - Contract Summary** (labeled '2'): A table showing shift statistics for Duke Medicine (System).

Closed Shifts - Not Awarded	1826
Closed Shifts - Awarded	247
Award Offers	1
Shifts With Requests	2
Open Shifts	357
Scheduled for Request	2

A 'Create a Contract Assignment' link is at the bottom. A large number '2' is placed to the right of the table.
- Professional Summary** (labeled '4'): A table showing professional status.

Pending	3963
Approved	410
Inactive	543
Denied	0

A large number '4' is placed to the right of the table.
- Agency Summary** (labeled '5'): A table showing agency status.

Pending	0
Approved	0
Inactive	1
Denied	0

A large number '5' is placed to the right of the table.
- Quick Search** (labeled '3'): Two search fields. The first is 'Enter Shift ID#' with a 'Search Shift ID#' button. The second is 'Enter Health Care Professional Last Name' with a 'Search Professionals' button. An 'Advanced Search' link is at the bottom.
- My Messages** (labeled '6'): Shows 'Inbox 246 New (229) bid' and 'Sent 88'. A 'Send Message' button is present. A large number '6' is placed to the right.
- Admin Links** (labeled '7'): A list of links: 'Manage Positions', 'Manage Wage Codes', 'Administrator Professionals', and 'Change Profile'. A large number '7' is placed to the right.

1. Click on plus sign to far left of Duke Medicine to choose your facility and department. Note: No way to default this setting, but it will stay where you last left it.
2. Shift Summary section will indicate how many shifts are closed, have requests, have been awarded but the employee has not responded, are open and are schedule to open in the future.
3. Quick Search section allows you to type in a shift ID # to find that shift quickly. This number will be listed in any emails/messages regarding the shift and on reports, so you may use this more often than you think. You can also search for a specific employee under Search Professionals. Note: This is a good way to find out what department a person is in OR what agency an employee works for.
4. Professional Summary section shows what employees have active accounts. New accounts are created here.
5. Agency summary lists information on the agencies working with Duke.
6. My Messages is just like email. The system generates a message when you have a request and when an employee has accepted an offer. Employees can also email you specific questions on the shift. You can have these messages go to another email address, if you choose.
7. Admin links is where an Administrator can make changes in the system. You can use the Change Profile link here to change your own information. Please verify that your email address is correct on your profile.

ADMIN LINKS> CHANGE PROFILE (7 on Screen Shot)

● Indicates Required Field

Title:	<input type="text"/>
First Name:	Julia
Last Name:	Bambach
Username:	<input type="text" value="0027461"/> ●
Phone:	<input type="text" value="919-668-0710"/>
Phone Ext.:	<input type="text"/>
Fax:	<input type="text"/>
Email:	<input type="text" value="julia.bambach@duke.edu"/> ●
Additional Message Receivers:	Available Admins <input type="checkbox"/> BID4HEALTH ADMIN ▲ <input type="checkbox"/> Sylvia Alston <input type="checkbox"/> Sergio Chavez <input type="checkbox"/> Rebecca Clearman <input type="checkbox"/> Lynn Daugherty <input type="checkbox"/> Faith Edwards ▼ <input type="checkbox"/> ?
Newsletter Signup:	<input checked="" type="checkbox"/>
Send Messages to Email:	<input checked="" type="checkbox"/>
Is Super User:	<input checked="" type="checkbox"/>
Active:	<input checked="" type="checkbox"/>

Chosen Admins

You may add your phone number, another email address to receive dukeshift emails, and move the names to other managers or schedulers who will also receive your emails (for instance, if you are going on vacation you can choose another account holder to receive your emails while you are gone. Note, the shift creator is the receiver of the emails. You can not delegate creation of the shifts to one person and then receive the emails related to the shift UNLESS that person puts your name in the Chosen Admins column above.

Click Save when you have made your changes. You can click on the Back to MyBid4Health button on the My Bid4Health tab to go back to the home page.

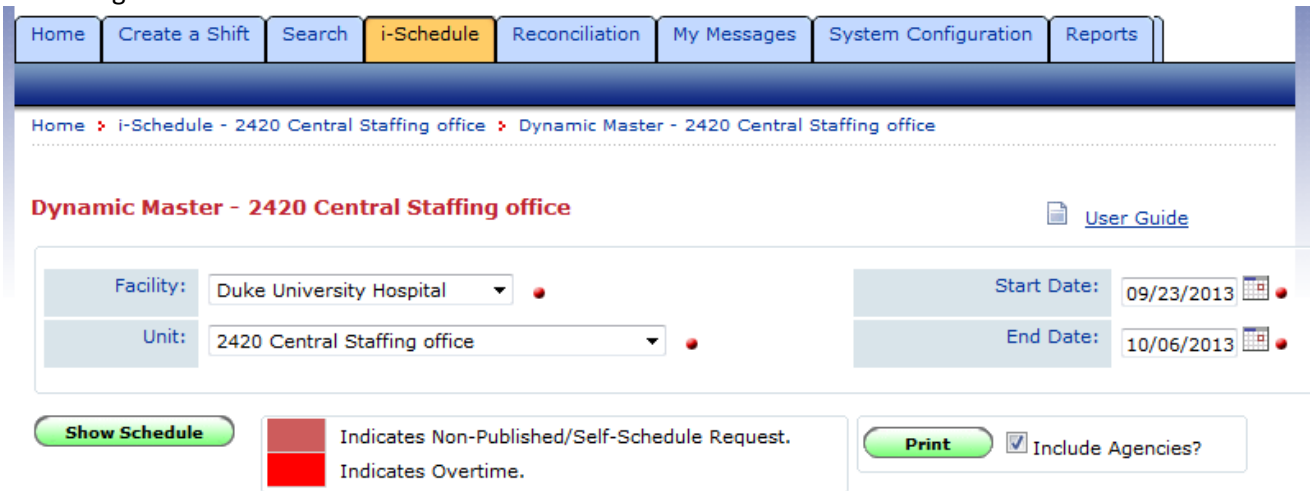
ENTERING IN THE SHIFTS YOU NEED STAFF TO FILL TWO OPTIONS: CREATE A SHIFT AND i-SCHEDULE.

CREATE A SHIFT WILL ALLOW YOU TO ADD COMMENTS ABOUT THE SHIFTS AND TO LIMIT THE SHIFTS TO SPECIFIC EMPLOYEES (JUST YOUR DEPT OR HOSPITAL, LET ONE GROUP SEE SHIFTS PRIOR TO ANOTHER). ALSO ANY START OR END TIME CAN BE USED TO CREATE A SHIFT. SHIFTS ARE CREATED ON A FORM AND THEN CAN BE COPIED. SHIFTS HAVE TO BE CANCELLED ONE AT A TIME. DEPARTMENTS WITH SPECIAL REQUIREMENTS AND/OR ODD START AND END TIMES FOR SHIFTS SHOULD USE THIS METHOD.

i-SCHEDULE ALLOWS YOU TO CREATE AND CANCEL SHIFTS ON A GRID MUCH MORE QUICKLY THAN THE CREATE A SHIFT METHOD. BUT, NO COMMENTS OR LIMITATIONS ARE ALLOWED, SO ALL STAFF CAN SEE THE SHIFTS. ONLY STANDARD SHIFT TIMES ARE AVAILABLE FOR USE (IE, 7A, 7P, D, E, N). DEPARTMENTS WITH BASIC SHIFT TIMES AND REQUIREMENTS WITH SCHEUDLERS WHO WILL MONITOR THAT REQUESTS TO WORK THE SHIFT ARE APPROPRIATE WILL FIND THIS METHOD EASIER AND MORE EFFICIENT THAN CREATE A SHIFT.

i-SCHEDULE

Once you are logged into DukeShift, go the i-Schedule Tab.
Click on Dynamic Master Schedule on the right side.
At the top left of the screen, choose your facility and department.
At the top right of the screen, put in a date range.
Click the green Show Schedule Button.



At the top of the screen, you see a column for Add Professionals and the dates you picked. As staff are awarded shifts, their names appear here. At first, however, this section will be blank. Scroll down and find the section called Schedule Summary. The first needs grid you create, you will have to pick the activity codes under Add Shift Time Type and LOCK them. Once locked, they will appear on all future schedules you open.

	Mon	Tue	Wed	Thu	Fri	Sat
➤ Add Shift Time Type	9/23	9/24	9/25	9/26	9/27	9/28
Nurse						
7A-7P - 7A						

Schedule Summary

	Mon	Tue	Wed	Thu	Fri
✦ Add Shift Time Type	9/23	9/24	9/25	9/26	9/27

Shift Time Type: - Select Time Type -

Position: 7A-7P: 7:00 AM - 7:30 PM

7P-7A: 7:00 PM - 7:30 AM
 7A-3P: 7:00 AM - 3:30 PM
 3P-11P: 3:00 PM - 11:30 PM
 11P-7A: 11:00 PM - 7:30 AM
 7A-11A: 7:00 AM - 11:00 AM
 11A-3P: 11:00 AM - 3:00 PM
 3P-7P: 3:00 PM - 7:00 PM
 7P-11P: 7:00 PM - 11:00 PM
 11A-11P: 11:00 AM - 11:30 PM
 11P-3A: 11:00 PM - 3:00 AM
 8A: 8:00 AM - 4:30 PM
 830A: 8:30 AM - 5:00 PM

Submit Cancel

Hover over Shift Time Type, then select the shift from the drop down list. I picked 7A.

Next, select the position (ie, Nurse, NCA, etc).

Click the green Submit button.

At the right of the box with the shift are 4 vertical lines. When you hover on it you get the message "Lock Shift Time Type from this Unit's Schedule Template".

Click on the 4 vertical lines. A red thumb tack appears

indicated that shift is locked.

To enter your needs, you will go in the box for each date/shift and type in the number of staff (based on the position you picked) you need. I picked Nurses at 7A. In each date box in the row, DOUBLE CLICK.

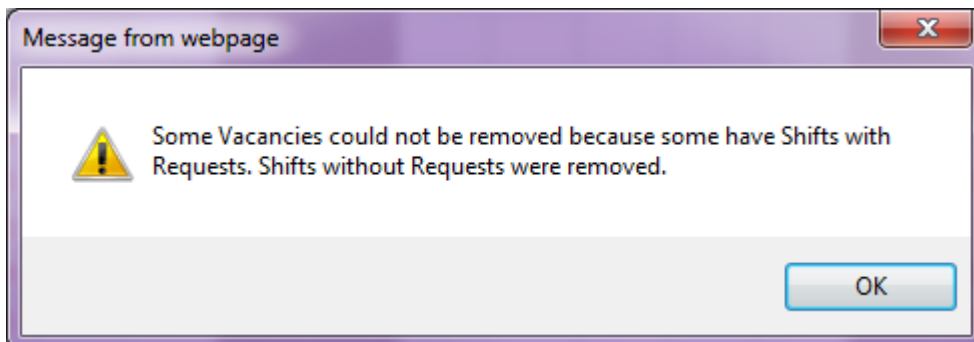
A red fraction appears with a blinking cursor indication you can type your need number there. The TOP number = the number of staff that have been awarded shifts. Their names will appear in the top section. The bottom number indicates how many staff you still need for each shift.

Schedule Summary

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	We
✦ Add Shift Time Type	9/23	9/24	9/25	9/26	9/27	9/28	9/29	9/30	10/1	10/2
Nurse										
7A-7P - 7A	0/2	0/1		0/1	0/1	0/2				
7P-7A - 7P										



You can change the bottom number as you go. If you no longer need the staff, change the number to a smaller number (even zero) and the shifts are marked Hospital Cancelled. If you want to add more shifts, change the number to a larger number.

You may get a message saying you can not cancel the shift because someone has already entered a request to work (see below for actual message). If so, you will have to go the Reconciliation Tab to cancel the shift.




On the next page is a sample of what a schedule looks like with some shifts awarded, some still available, and names of awarded staff at the top. Note the green PRINT button at the top right of the page. If you use that, the schedule at the top prints in Excel. It can then be sorted and filtered, etc.

[Refresh Schedule](#)


 Indicates Non-Published/Self-Schedule Request.
 Indicates Overtime.

[Print](#) Include Agencies?

2420 Central Staffing office Schedule

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
 Add Professionals	8/19	8/20	8/21	8/22	8/23	8/24	8/25	8/26	8/27	8/28	8/29	8/30	8/31	9/1
Nurse														
SARAH CUMMINGS		7A												
Nursing Care Assistant														
AGNES AJAYI				7A	D									
MARY AKPAN (A)	N	N		N			N	N		N	N			N
TYRELL ALSTON		N												
WANDA ALSTON	N	N	N											
JOYCE ANDERSON						D								
SYLVIA ANDERSON	7P			7P					N	7P				
LASHAI AUSTIN (A)	7P													
AUDREY BAINÉ (A)		D	7A	D		7A	E	D	E		D			
SHAKIRAT BAKARE		N								N				
PATRICIA BATTLE	7A	7P							N	N				
CYNTHIA BEMPAH							7A		E	E				
LINH BOGERTY (A)		E				7A		E						
MARGARET														

Schedule Summary

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
 Add Shift Time Type	8/19	8/20	8/21	8/22	8/23	8/24	8/25	8/26	8/27	8/28	8/29	8/30	8/31	9/1
Nurse														
7A-7P - 7A		1/0												
Nursing Care Assistant														
7A-7P - 7A	5/0	8/0	5/1	3/1	3/8	6/1	4/0	4/6	2/0	1/0	2/1	2/0	5/2	3/7
7P-7A - 7P	5/0	3/0	1/0	3/0	4/0		3/0	4/0	0/5	3/0	1/0		1/0	
7A-3P - D	4/0	6/0	2/0	2/0	2/0	1/0	4/0	5/0	2/1	1/0	2/0	1/0	1/0	2/4
3P-11P - E	3/0	1/0	4/0	2/1	1/0	2/0	4/0	2/4	2/1	3/1	1/2	2/0	4/3	
11P-7A - N	5/0	9/0	7/0	7/1	5/-2	5/0	3/1	3/6	7/1	7/0	8/1	5/0	3/7	2/1
3P-7P - E1			5/1		0/5	3/0				0/2		2/1		3/3

CREATE A SHIFT

Click on the Create a shift tab to create a shift. Once you create a shift you can copy it to as many other dates as you wish.

You are simply going to fill out the form. If you make any mistakes, the system will let you know 😊.

Create Shift
● Indicates Required Field
* Does not apply to Agencies

Facility: Training Facility ●
Unit: Training Unit ●
Position: Nursing Care Assistant ● ⓘ > View Position
Health Care Professional only needs to have one skill in Skill Group to be able to request, is not required to meet the desired skill set.

Shift Start Date: 06/30/2008 ● Time: 7:00 PM ET ⓘ
Shift End Date: 06/30/2008 ● Time: 7:30 AM ET ⓘ

Number of Shifts to Post for this Date: 1 ⓘ

Signup Start Date: 06/04/2008 ● Time: 9:45 PM ET ⓘ
Signup End Date: 06/22/2008 ● Time: 9:45 PM ET ⓘ

Request Phase 1
You may create a 'Request Phase 1' to limit the users that can request this shift initially before allowing all approved Health Care Professionals to request shift.

* Home System/Facility/Units: No Filter Home Unit Only Home Facility Only Home System Only ⓘ
Position Type: * Nursing Care Assistants Only? Yes No ⓘ
Include Agencies? Yes No ⓘ

1. Use drop down to choose your hospital, department, and the position for the shift (we currently have Nurses, NCA, and HUC).
2. Put the start and end date and start and end time of the shift. You have to use the clock icon to choose a time from the list. You can't free text a time.
3. If you need more than one person in the SAME position

during that shift, change the number 1 to reflect how many people you need.

4. Shift sign up dates reflect when you will allow staff to make requests.
RECOMMENDED PRACTICE: Start date is the day the API schedule is posted – 2 weeks before the schedule begins. End date is not less than 72 hours before the shift begins.
5. Request Phase 1 allows you to open the requests to a subset of staff for an initial period of time. For instance, if you want to open it only to **your own staff** for the first week, you can do that by selecting Home Unit Only. This is not required, but it can give your department staff first shot at the shifts. If you want everyone to see your openings from the get go, chose No Filter. However, I recommend you limit the shifts to your hospital by selecting Home Facility Only. Also, Select YES for the Position Type to be sure that only RNs, NCAs, or HUCs see the shifts, as appropriate. This will reduce the number of unqualified staff from requesting the shifts.

Request Phase 2

Phase 2 opens bidding to all eligible users after the 'Phase 2 Signup Start Date'.

Request Phase 2 Signup Start Date: Time: 10:00 PM ET

Position Type: * Yes No

Include Agencies? Yes No

Request Phase 3: Text Messaging

Additional Info

Offer Incentive? Yes No

Require Award Confirmation?

Shift Contact:

Shift Phone:

Additional Shift Comments?

6. If you are opening shifts to all later than to your home department, enter a start date under Request Phase 2.

7. Additional info allows you to enter information for the person offering to work. Shift contact and phone may be whom to contact with questions, or whom to contact for call outs. You can enter a dress expectation or where to report for duty in the Additional Shift Comments. You can also describe who is eligible for the shifts.

8. Click on Save shift to complete or cancel if you want to start over.

A saved shift will take you to this screen

My Bid4Health | Create a Shift | Search | i-Schedule | Reconciliation | My Messages | System Configuration | Reports

Shift was successfully created.

View Shift View Details / Edit Shift

Shift Status:	
Shift ID#:	54449
Bidding Starts:	6/4/2008 10:00 PM ET
Time Left:	18 Days / 0 Hours / 3 Minutes
Shift Date:	Sunday, June 29, 2008 7:00 PM ET - 12.5 hrs.
Position:	Nursing Care Assistant - Nursing Care Assistant
Health Care System:	Duke Medicine
Facility:	Training Facility
Unit:	Training Unit
Shift Contact:	TRAINING ONLY
Shift Phone:	TRAINING ONLY
Additional Info:	Do they need to wear something special, know something about parking, check in with the charge nurse? Put that info here!

MAKE COPIES OF YOUR SHIFT

Scroll down on the screen that told you your shift was successfully created and find the Copy Shift to Additional Dates on the right side of the screen.

Note: You can also open a shift by searching for it in the search area OR by clicking on the Open Shifts in the Shift Summary section of the My Bid4Health screen.

The screenshot shows a calendar for July 2008. The days of the week are listed at the top: Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates are arranged in a grid. Several dates are highlighted in orange: 2 (Wed), 9 (Wed), 10 (Thu), 12 (Sat), 14 (Mon), and 15 (Tue). Below the calendar is a green button labeled 'Copy Shift'.

Click on all the dates for which you have the same need as the original shift you created (same start and end time and same job code needed). If you need shifts with different start and end times or job codes, you will have to go back to the main Create a Shift form.

Click the Copy Shift button.

The screenshot shows a form titled 'Enter Additional Shift Information'. It contains several rows, each representing a date. Each row has a text input field for the number of shifts (all set to '1'), a date input field for the 'Signup Start Date', and a date input field for the 'Signup End Date'. The dates shown are 9/17/2008, 9/20/2008, 9/23/2008, and 9/30/2008. The start and end dates are set to 9/7/2008 and 9/17/2008, 9/7/2008 and 9/17/2008, 9/7/2008 and 9/20/2008, and 9/7/2008 and 9/27/2008 respectively.

Adjust the numbers for each day to say how many needs you have on that day for that shift.

You can also change the date of the shift sign up (although we recommend it being the same day you post your ActiveStaffer schedule or the day you enter the shift in the system) and the end date (please make sure you have at least 48 hours between the close date and the day the shift begins)

Click copy shift.

Wait for the staff to make requests!!

LOOKING AT REQUESTS and AWARDING SHIFTS

The following screen shots will come from the My Messages section on the Bid4Health website, but you can see the same emails in your Outlook mail, if you choose. You can also enter an alternative email address. You can only have one email address linked to the DukeShift system. There will be a link in the emails that will allow you to log into DukeShift.

When an employee has entered a request on a shift, you will get a message/email. Open it to view more information on the employee and/or to award the shift.

Messages - Inbox

Messages are deleted from the system after 90 days.

From	Subject	Date Sent	Date Received	Expires
Bid4Health Notice	Shift Awarded! Friday, June 06, 2008 ET - Duke Medicine	6/3/2008 2:38 PM ET		9/1/2008 2:38 PM ET
Bid4Health Notice	Shift Awarded! Tuesday, June 17, 2008 ET - Duke Medicine	5/28/2008 1:20 PM ET		8/26/2008 1:20 PM ET
Bid4Health Notice	Shift Awarded! Thursday, June 12, 2008 ET - Duke Medicine	5/28/2008 1:19 PM ET		8/26/2008 1:19 PM ET
Bid4Health Notice	Request Review Notification: Friday, June 06, 2008 ET	5/27/2008 4:09 PM ET	6/4/2008 10:06 PM ET	8/25/2008 4:09 PM ET
Bid4Health Notice	Request Review Notification: Monday, June 02, 2008 ET	5/26/2008 6:34 PM ET		8/24/2008 6:34 PM ET

Email with a Request

[Delete Message](#)

Date Sent:	5/27/2008 4:09 PM ET
Expires:	8/25/2008 4:09 PM ET
Subject:	Request Review Notification: Friday, June 06, 2008 ET
Body	

Request on Shift #47105 - Friday, June 06, 2008 ET

Click below to view Shift Details, the Agency's or the Health Care Professional's Profile. You may award or reject the request.

*** NOTE ***
The awarding of this Shift will put this Health Care Professional in Overtime.

[VIEW XU LIFANG PROFILE](#)

[VIEW SHIFT DETAILS](#)

Shift ID#: 47105
Shift Date: Friday, June 06, 2008 7:00 AM ET - -12.5hrs.

Position: Nurse
System: Duke Medicine
Facility: Duke University Hospital
Unit: 2429 ACUTE INTENSIVE CARE-32

Additional Info: For last minute bids, call the IOP office at 681-2474 to confirm bid

If you click on the employee's profile, you will see the hospital's they are qualified to work in and the care types they are qualified in. **These are entered in the system based on what is reported on the account form when the employee is activated in the system.** Examples of care types are Adult Med/Surg, Women's, OR, etc. NA profiles should indicate whether the employee can do Adult, Peds, or both. It is the responsibility of the scheduler to make sure the person to whom they award a shift is qualified to work in their area. There is nothing in the system that prevents the staff from choosing shifts in departments where they are not credentialed.

To award the shift, you can choose the View Shift Details button and see this screen. It is the same screen you would see if you searched for the shift in the search area of the home page.

My Bid4Health > Messages - Inbox > View Message > View Shift

View Shift

[<<-Back to View Message](#) [View Details / Edit Shift](#)

Shift Status:	Open for Requests
Shift ID#:	50501
Bidding Starts:	5/26/2008 6:30 PM ET
Time Left:	4 Days / 19 Hours / 41 Minutes
Shift Date:	Tuesday, June 10, 2008 7:00 AM ET - 12.5 hrs.
Position:	Nurse - Nurse
Health Care System:	Duke Medicine
Facility:	Training Facility
Unit:	Training Unit
Shift Contact:	Training Purposes Only
Shift Phone:	None
Additional Info:	This is a TRAINING SHIFT, not a REAL shift

Requests [Cancel Shift](#)

Agency/Professional	Request Date	In Overtime	Notes	Award Request
BID4HEALTH ACCOUNT Adb/OB Tech, Adult Cardiac Step Down	6/4/2008 10:43:35 PM	✓	HS, PT	Award Bid/Request

This picture just shows that our 'fake' account has requested this shift. You would see all of your requests listed here and can choose to award to the person of your choice.

Notice that under BID4HEALTH ACCOUNT (the name of the employee) are listed care types. This tells you what this employee is qualified to do. You will also be able to see the home department and job code of the employee.

When you hit the Award Bid/Request button an email will go to that employee. They must ACCEPT your offer (you will get an email back) to be accountable to work that shift. If you do not think they have accepted in a reasonable amount of time, you can cancel your award and offer the shift to someone else. Below is an example of what an employee will receive:



This is a Shift Award Offer for Shift #160622 - Saturday, February 14, 2009 7:00 AM ET - Duke Medicine. To accept this offer to work this shift, please click on the link below.

Dear B4HEALTH ACCOUNT,

If you are interested in working this shift, please click on the link below. Clicking this link will immediately AWARD this shift to you at the listed rate below.

[ACCEPT OFFER NOW](#) to work this shift.

[DECLINE OFFER NOW](#) to reject this request.

You are agreeing to a contract. -- To view Duke Medicine Time and Attendance policies please [Click here](#).

SHIFT DETAILS

Shift ID#: 160622

Shift Date: Saturday, February 14, 2009 7:00 AM ET - -8.5hrs.

Position: Nurse

System: Duke Medicine

Facility: Training Facility

Unit: Training Unit

Shift Contact: Charge Nurse

Shift Contact Phone: 919-470-8454

Additional Info: Must wear Royal Blue scrubs. Bring own stethoscope. Tele or ICU experience required. ACLS preferred.

» [Click here](#) for location/driving directions.

Regards,

B4Health

Duke Medicine Partner

The employees are required to click the Accept Offer Now button in order to be awarded the shift and be added to the API schedule. The employees are instructed to click the Decline Offer Now if they no longer want to work the shift, however they may simply ignore the email. A scheduler can retract an offer and reopen the shift to requesting or award the shift to someone else if they feel they have waited too long for a response from the employee originally awarded the shift.

When an employee clicks the Accept Offer now button, the employee will receive the following email. The manager who created the shift (and anyone set to get a copy of their emails) will also receive the same email.



Congratulations! You Have Been Awarded This Shift #160622!

Dear B4HEALTH ACCOUNT,

You have committed to work this shift for Duke Medicine. **You are agreeing to a contract.** -- To view Duke Medicine Time and Attendance policies please [Click here](#).

SHIFT DETAILS

Shift ID#: 160622

Shift Date: Saturday, February 14, 2009 7:00 AM ET - -8.5hrs.

Position: Nurse

System: Duke Medicine

Facility: Training Facility

Unit: Training Unit

Shift Contact: Charge Nurse

Shift Contact Phone: 919-470-8454

Additional Info: Must wear Royal Blue scrubs. Bring own stethoscope. Tele or ICU experience required. ACLS preferred.

» [Click here](#) for location/driving directions.

Regards,

B4Health

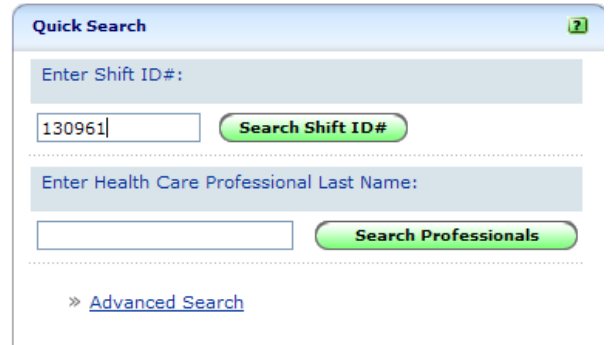
Duke Medicine Partner

NOTE: The DukeShift/API interface will enter the appropriate DS activity code on the API schedule. (ie DSD/12, DSE/8). However, DukeShift will NOT warn you if the employee has an adjacent shift or is over their workstretch, so it is still the responsibility of the scheduler to open API and verify that the schedule is appropriate. The DUH staffing office and the DukeShift project team reserve the right to unaward shifts that are overlapping, result in a greater than 16 hour shift, or exceeds the workstretch of five 12 hour shifts or seven 8 hour shifts.

How To Retract an Award Offer

If you have awarded a shift to a staff person and later decide that you do not want that staff person to work the shift (perhaps you realize they are not qualified or not oriented to your hospital), you can retract the award and reopen the shift for requesting.

1. Log into DukeShift
2. In the Quick Search section of the My B4Health screen, enter the shift ID number OR search for the employee by their Last Name and then choose the shift from the results.



Quick Search ?

Enter Shift ID#:
130961

Enter Health Care Professional Last Name:

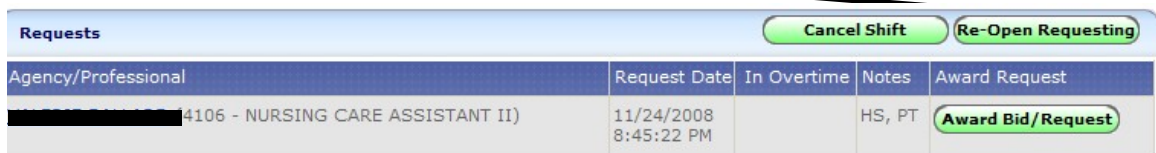
[» Advanced Search](#)

3. The View Shift screen will appear next. The second section of that page lists all the employees who requested the shift AND will say AWARDED SHIFT in red next to the employee's name to whom you granted the shift.
4. Click on the button that says Cancel Shift Award.



Agency/Professional	Request Date	In Overtime	Notes	Award Request
██████████ 4106 - NURSING CARE ASSISTANT II)	11/24/2008 8:45:22 PM		HS, PT	AWARDED SHIFT

5. The screen will refresh and the Cancel Shift Award button is replaced with a button that says Re-Open Requesting. If you want to allow others to request that shift, click on this button.



Agency/Professional	Request Date	In Overtime	Notes	Award Request
██████████ 4106 - NURSING CARE ASSISTANT II)	11/24/2008 8:45:22 PM		HS, PT	<input type="button" value="Award Bid/Request"/>

6. Notice that the person to whom you originally awarded the shift will still be listed as a requestor, so don't make the mistake of awarding the shift to them again!
7. You can also send an email to the person that was cancelled explaining the reason – ie, "Since you are not oriented to work at X hospital, I had to retract your award of this shift. If you are interested in being oriented here, please contact the Float Pool manager at your hospital".

NOTES: Remember that you can see where an employee is eligible to work by looking at her care types. You can see the care types under their name in the Requests list and you can see more details by clicking on the employee's name and looking at their full profile.

Professional Profile		» Edit
Professional ID:	0327749 ELPA0001	
Home Region:	Raleigh/Durham	
Home System:	Duke Medicine	
Home Facility:	Durham Regional Hospital	
Home Unit:	2604 DRH-GENERAL SURGERY	
Position Type:	Nurse	
Care Types:	Adult Med/Surg, DRH	
State Licenses:	NC	

CANCELLATION OF SHIFT AWARDS

If you know the shift number of the shift you want to cancel (low census, employee called out, etc), you can enter the shift number in the Quick Search section of the MyB4Health screen. Or, you can go to the Shifts Awarded section on your MyB4Health screen and choose the shift from the list.

When the shift is open, click the Cancel Shift button.

Requests					Cancel Shift	Cancel Shift Award
Agency/Professional	Request Date	In Overtime	Notes	Award Request		
██████████ (4024 - CLINICAL NURSE II) Adult Med/Surg, Adult Med/Surg Step Down, Adult Critical Care, DUH, DRH	1/10/2009 11:07:42 PM		HF, PT	AWARDED SHIFT		

A new drop down box will appear. Choose the correct reason from the list. Then click the Cancel Shift button again.

Requests					Unfilled Reason is Required.	Cancel Shift
Agency/Professional	Request Date	In Overtime	Notes	Award Request		
JOSEPH LIBUTAN (4024 - CLINICAL NURSE II) Adult Med/Surg, Adult Med/Surg Step Down, Adult Critical Care, DUH, DRH	1/10/2009 11:07:42 PM		HF, PT	AWARDED SHIFT		

- Select Unfilled Reason -

- Select Unfilled Reason -
- Agency Cancelled
- Assignment Completed
- Cancelled due to Error
- Employee Called Out
- Filled by Internal Float Pool
- Filled by Outside Agency
- Filled by RSP, PRN
- Hospital Cancelled
- Hospital Cancelled - Low Census
- Hospital Changed Mind
- Unfilled - Hospital Filled
- Unfilled - No one Available

Using the Reconciliation Tab to update a Shift

The Reconciliation Tab allows you to cancel, assign, reassign, change units, change start and end time, indicate that someone called out, etc. So it is a go to screen for reconciliation.

- Click on the Reconciliation Tab
- Click on Reconcile/Edit Existing Shifts
- At the bottom of the form where it says Retrieve Shift by ID, enter the Shift Number of a shift on your list that needs to be corrected. If you are not working from a report, you can enter the date range and find the shift on the list.
- Click on Search Shift ID# and submit
- Scroll down to the Filled/Unfilled Reason box
- Change the item in the box as appropriate (Hospital Cancelled – On Time, Employee Called Out, Filled by Agency).
- Go to the bottom of the form and click Reconcile/Save Shift. If the shift is truly cancelled (not reassigned or an employee call out) you can click on Cancel Shift.
- If you have others to correct, go to the top of the form and click Reconciliation Search to go back to the screen where you can enter the next shift number.

Internet Explorer
Admin/Reconciliation/EditShift.aspx?ID=luBEsAvu2to=&orig=5

Wage Code: - Select -

Negative Hours: ?

Break Time: 0 Minutes ?

Filled/Unfilled Reason: Unfilled - No one Available

Time Card: - Select Filled/Unfilled Reason -

- Select Filled/Unfilled Reason -
- Agency Cancelled
- Assignment Completed
- Cancelled due to Error
- Employee Called Out
- Filled by Internal Float Pool
- Filled by Outside Agency
- Filled by RSP, PRN
- Hospital Cancelled
- Hospital Cancelled - Low Census
- Hospital Changed Mind
- Unfilled - Hospital Filled
- Unfilled - No one Available

(975 Characters Left)

Reconciled? ? [Create Copy of Shift](#)

Created By: CHRISTINE EHRENBERG on 6/8/2011 1:47

Requests

(Currently no Re

Notes Legend

HS-Home System HF-Home Facility HU-Home Unit PT-Position

Award Shift

Staff Professional: - Select Professional -

or

Agency: - No Agencies -

Professional: - Select Professional -

Wage Rate: - No Wage Rates -

[Reconcile/Save Shift](#) [Cancel Shift](#)

REPORTS

Click on the Reports Tab to view a List. Click on the name of the report you want to run. All reports can be filtered for specific facilities, departments, and positions. The screen shots below are just samples.

Full Shift Report

Description: Get the full story on all the shifts entered in the system. Is it open, awarded, (waiting for the employee to accept or decline), closed? If it is awarded, the name of the employee working the shift will also show.

Possible uses: Managers can use this report to keep up with what shifts they awarded to staff in the system (Awarded) and what shifts were preassigned by the staffing office (Filled by Float Pool, Filled by Agency, etc).

Full Shift Report
[<<-Back to Reports](#)

● Indicates Required Field

Filters

Shift Start Date: <input type="text" value="09/08/2008"/> <input type="button" value="Calendar"/>	Shift End Date: <input type="text" value="09/14/2008"/> <input type="button" value="Calendar"/>
Facility: <input type="text" value="- All Facilities -"/>	Position Type: <input type="text" value="- All Position Types -"/>
Unit: <input type="text" value="- All Units -"/>	

Duke Medicine
Full Shift Report 9/8/2008 - 9/14/2008

Shift ID	Position Type	Health Care Professional	Facility Name	Unit Name	Shift Date	Status
2424 SURGICAL UNIT - 2100						
83998	Nurse		Duke University Hospital	2424 SURGICAL UNIT - 2100	9/10/2008 7:00:00 AM (12.50 hours)	Open
83984	Nurse	SARAH JONES	Duke University Hospital	2424 SURGICAL UNIT - 2100	9/10/2008 7:00:00 PM (12.50 hours)	Awarded
83985	Nurse		Duke University Hospital	2424 SURGICAL UNIT - 2100	9/11/2008 7:00:00 PM	Closed Not Awarded

You can also run daily and weekly rosters to see who has been assigned to your department on specific days. These reports will not distinguish how they were assigned, however.