

DUKESHIFT

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. Not all employees qualify for the shift differentials. If any special pay incentives are offered on the shift, they will be forfeited if the employee calls out for a regular work shift.

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

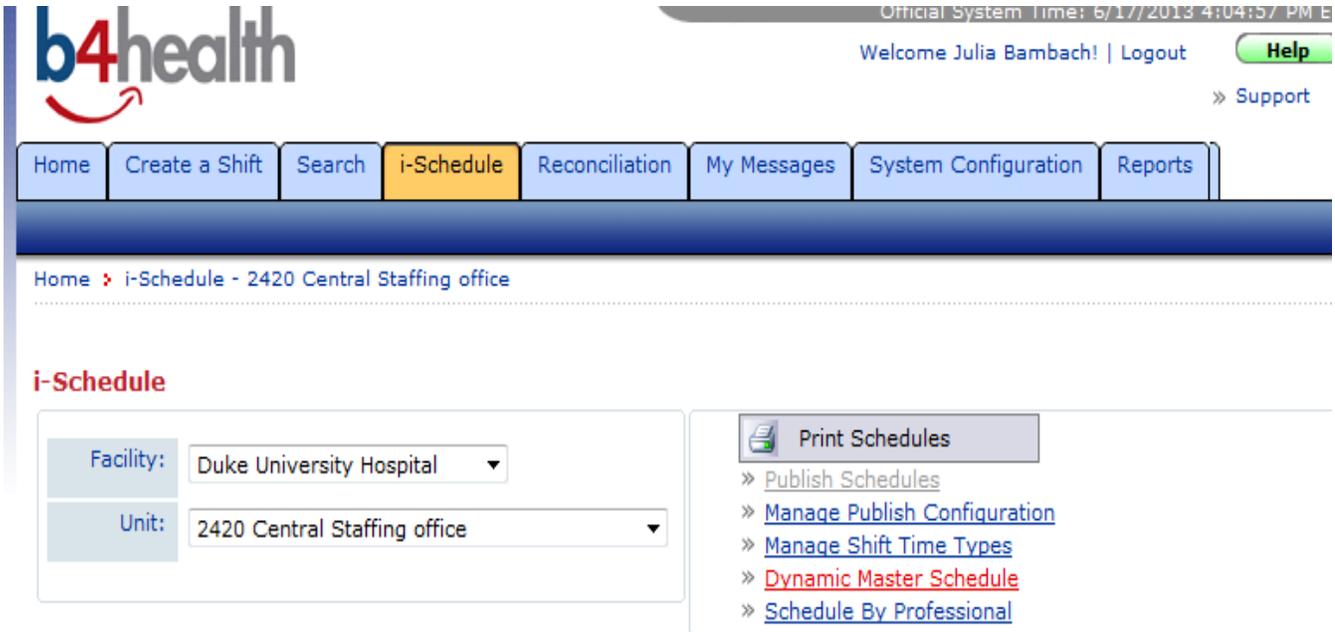
DUHS Courses				
<input type="checkbox"/> Site Specific				
Course Name	Expiration Date	Course Number	Credits	
Pharmaceutical Hazardous Waste Management for DUH-Outpt		WSW1553	0.00	View Course
Anywhere RN Training		WSW1552	0.00	View Course
CADD-Solis Ambulatory Infusion System		WSW1506	0.00	View Course
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 a general idea of how DukeShift allows staff to pick up extra shifts, let's discuss how the Staffing Office uses DukeShift to communicate needs for staff with the Agencies.

First, use your netid and password to log into DukeShift yourself. The web address is <http://dukeshift.duhs.duke.edu>

The staffing office manager and/or the Staffing Office Team Leader (or our designee) uses a section in DukeShift under the ischedule tab.

Go to the ischedule tab and enter Duke University Hospital for the facility and 2420 Central Staffing Office for the department. Then click on Dynamic Master Schedule.



At the top of the screen, enter the DATE range of the schedule you want to see and click on the Green Button SHOW SCHEDULE.

At the top of the page you see the name and shifts that have already been awarded to staff. At the bottom you will see a grid showing what the Staffing Office manager, Staffing Office Team Lead or the designee entered as shifts that needed to be filled. The top number = shifts that are already awarded. The bottom number = needs/shifts that are still open.

Our target for NCAs is 30 a shift. We can go up to 35 in a shift without being considered ‘over’. The Staffing Office manager or Team Lead will look in API to see how many NCAs were scheduled by our internal staffing office staff per shift and enter the needs based on how many we need to hit the target of 30. So, if the staffing office already has 26 for Day shift (7a-3p), then 4 will be entered as a need to D in DukeShift.

Once the shifts are entered on the Dynamic Master Schedule, they are available for BOTH internal staff and external agencies to view and request. The shifts are awarded by the Staffing Office manager or Team Lead. The internal staff member or agency has to ACCEPT the shift before it will show on the schedule.

When awarded, the DukeShift goes into API with the DS activity code in department 2420.

IMPORTANT NOTE: DukeShift does NOT enter the FIRST awarded shift of a **new** agency employee. The first shift awarded sends a message to the b4health vendor who then creates an API interface link for that new agency employee. Thus, you do have to double check DukeShift when getting your list of available NCAs for the shift.

DUKESHIFT RECONCILIATIONS

After bedflow you will need to make the needs requested match the needs represented in DukeShift. Also, if anyone called out for a DukeShift (this would be any agency staff member who calls out), DukeShift needs to be updated.

1. Run the FullShift report in DukeShift so that you can see ALL the shifts created for the day. NOTE: iSchedule only shows the shifts created in iSchedule -- it does NOT show the shifts created by the units using Create a Shift. Therefore, you must run a report to see ALL the shifts that already exist.
2. Enter the names of staff assigned into the appropriate existing DukeShifts. Get the shift number from the Full Shift Report and use the Reconciliation tab to add the names. If a DukeShift does not already exist for that department, add one via iSchedule and attach the name.
3. Using the FullShift report, make a note of any shifts that are on the report but were NOT requested in bedflow and make a note to CANCEL those shifts. Get the shift numbers to cancel from the Full Shift Report and use the Reconciliation tab to cancel the shifts. NOTE: We do not cancel shifts for procedural areas that do not attend bedflow.
4. Make a note of any requests that were made in bedflow and DO NOT already have a shift create. Use iSchedule to create these shifts – but leave the names blank. These are UNFILLED needs.
5. Use either the Reconciliation tab OR the Dynamic Master Schedule screen to CANCEL any 2420 shifts that were not filled. If you get a message saying that the shifts could not be cancelled because of an existing request, you must use the Reconciliation Tab to cancel the shift.

COMPLETE THE RECONCILIATION PRACTICE ACTIVITIES and have a coworker check your work with the answer key.

Expectations in departments 2420 and 2560:

- At the end of each day there should be ZERO shifts for the day marked Unfilled/No One Available
- At the end of each day there should be ZERO shifts for the day marked Filled by Float Pool, Filled by PRN, or Filled by Agency.
- All shifts should either be marked as one of the following:
 - Assignment Completed
 - Hospital Canceled
 - Employee Called Out
- Reconciliation should be done at least once a shift and as last minute changes occur

Process:

Adding Assigned Staff to Existing DukeShifts

After bedflow you will go to DukeShift and enter the names of any staff that were assigned into any existing shifts.

1. Go to the Reconciliation Tab
2. Click on Reconcile/Edit Existing Shifts

3. Enter at least the date of the shift and the facility. You can also enter the department.
4. Choose the shift from the list.
5. Then go down the page to add the name of the staff member to whom the shift is assigned (for internal staff) or go down and add the name of the Agency first, and then the name of the staff member (for agency staff). It is important to enter agency staff after entering the agency name for correct reporting.

www.dukebid4health.com/HospitalAdmin/Reconciliation/EditShift.aspx?ID=3265x012482

Go

Additional Shift Comments

Reconciled?

Requests

Notes Legend
HS-Home System HF-Home

Award Shift

Staff Professional: - Select Professional -

or

Agency: - No Agencies -

Professional: - No Professionals -

Wage Rate: - No Wage Rates -

Reconcile/Save Shift Delete Shift Cancel Shift

6. Save the change by clicking the Reconcile/Save Shift button.
7. Scroll back up and find the drop down for Unfilled Reason.
8. The system (as of 5/26/2010) should enter the Unfilled Reason (ie – Filled by Float Pool, Filled by Agency) based on the primary job code of the employee you enter. However, you can manually change it, as appropriate. You will need to manually change it for any CNI or NCA/HUC employee, since they do not have a special job code in the float pool.
9. Click the Reconcile/Save Shift button to record your changes.

You should double check that the shift was marked correctly by running the Report called Cancellation/Unfilled Reasons and verify that your shift is listed under the Filled by Internal Float Pool or Filled by Outside Agency section and NOT the Assignment Completed section.

10. Last step: The interface between DukeShift and ActiveStaffer will put the appropriate activity code in ActiveStaffer. For preassignments, this will be the regular activity code (ie, 7A, E) and NOT the DS activity code. If the system can not find a matching code, it will use GSA (general staffing assignment)

NOTE: You would follow the same steps to mark a shift filled internally as Unfilled-Hospital Filled or if you entered an shift as Employee Called Out. Remember, if you use Employee Called out, you must manually enter the PTOU code in API.

Adding shifts that were requested at bedflow but are not already in DukeShift.

You should know if the shift exists or not because you ran the Full Shift report to compare what was in DukeShift to what was requested at bedflow. However, please note that to see shifts added by the unit in the system you have to look under the reconciliation tab and not the iSchedule tab. iSchedule only shows what was added in iSchedule and the units use Create a Shift to enter their needs. So any needs they entered ahead of time will not be in iSchedule.

To add a shift that does not already exist

- Open DukeShift
- Click on the i-Schedule Tab
- Choose the facility (Duke University Hospital) and department (this will be the department that asked for staff, ie 2100, PICU, ED)
- A calendar appears. Click on the date where you need to add an additional shift.
- A new page appears.
- Click on Add Time Slot
- Select the Time Type (aka Activity Code) from the drop down list.
- If you also have a name of a person to assign to the shift, you can click on Select Professional and them choose the person from the list.
- If you don't have a person to put in the slot, choose Select position and choose Nurse, NCA, or HUC as appropriate.
- In the white box to the left, you can put the number of people you need for that position at that time.
- Click Add
- If needed, add another Time Type and/or position.

The screenshot shows the 'b4health' i-Schedule interface. The breadcrumb trail is: Home > i-Schedule - 2420 Central Staffing office > Time Slots - 2420 Central Staffing office - 8/19/2013. The main heading is 'Add Time Slot - 8/19/2013' with a back link '<<-Back to Time Slots - 2420 Central Staffing office - 8/19/2013'. The form fields are:

- Facility: Duke University Hospital
- Unit: 2420 Central Staffing office
- Time Type: - Select Time Type - (dropdown menu is open)
- Selected Professionals: (empty)
- Vacancies: (empty)
- Select Position (dropdown menu)

The open dropdown menu for Time Type shows the following options:

- Select Time Type -
- 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

How to Reassign Agency and DukeShift awards. For instance, if someone is assigned in 2100 at morning bedflow and reassigned to 6300 in afternoon bedflow. Or, if someone is in 2420 and needs to be assigned to another unit.

- Open iSchedule - go to Duke University Hospital, Unit 2420 Central Staffing Office
- Click on the vacancy count for the day you are looking for.

The screenshot shows the iSchedule application interface. At the top, there are navigation tabs: Home, Create a Shift, Search, i-Schedule (highlighted), Reconciliation, My Messages, System Config, and Reports. Below the tabs, the breadcrumb path is 'Home > i-Schedule - 2420 Central Staffing office'. The main section is titled 'i-Schedule' and contains a form with 'Facility: Duke University Hospital' and 'Unit: 2420 Central Staffing office'. To the right of the form are links for 'Print Schedules', 'Publish Schedules', 'Manage Publish Configuration', 'Manage Shift Time Types', 'Dynamic Master Schedule', and 'Schedule By Professional'. Below the form is a legend with icons for 'Fully Staffed', 'Has Vacancies', and 'Has Non-Published Shifts'. The main content is a calendar for April 2013, showing vacancy counts for each day. The calendar is organized by month and day, with columns for Sunday through Saturday. The vacancy counts are displayed in red text with a red star icon. For example, on April 19th, there are 24 vacancies. Below the calendar, there are buttons for 'Add Time Slot' and 'Copy Entire Day'.

- Click on the time type (time type in DS = activity code in API) you want to change (highlighted below).

The screenshot shows a detailed view of time slots for 4/19/2013. The breadcrumb path is 'Home > i-Schedule - 2420 Central Staffing office > Time Slots - 2420 Central Staffing office - 4/19/2013'. The title is 'Time Slots - 2420 Central Staffing office - 4/19/2013'. There are buttons for '<< Back to i-Schedule - 2420 Central Staffing office', 'Add Time Slot', and 'Copy Entire Day'. The main content is divided into two sections, one for each time type. The first section is for 'TIME TYPE - 7A-7P: 7:00 AM - 7:30 PM'. It lists the facility as 'Duke University Hospital' and the unit as '2420 Central Staffing office'. Below this, there are two columns: 'PROFESSIONALS' and 'VACANCIES'. The 'PROFESSIONALS' column lists names and roles, such as 'Superior Medical Staffing - LASHAI AUSTIN (Nursing Care Assistant)', 'CYNTHIA BEMPAH (GE Monitor)', 'Medical Staffing Network - KARIFA CONTEH (Nursing Care Assistant)', 'Medical Staffing Network - MARYBETH GRACE (Nursing Care Assistant)', 'Trinity Healthcare Staffing Group Local - BUBACARR SAIDYWAN (Nursing Care Assistant)', 'Medical Staffing Network - SELIM TAYLOR (Nursing Care Assistant)', 'Superior Medical Staffing - KOURTNEY WINGATE (Nursing Care Assistant)', and 'TANYA WOMACK (GE Monitor)'. The 'VACANCIES' column shows '1 - GE Monitor', '1 - NURSE (RN or LPN)', and '1 - Nursing Care Assistant'. The second section is for 'TIME TYPE - 7A-3P: 7:00 AM - 3:30 PM'. It lists the facility as 'Duke University Hospital' and the unit as '2420 Central Staffing office'. Below this, there are two columns: 'PROFESSIONALS' and 'VACANCIES'. The 'PROFESSIONALS' column lists names and roles, such as 'Medical Staffing Network - Hadiattu Dukuray (Nursing Care Assistant)', 'CECIL MACAULLY (GE Monitor)', 'FRANKIE MACKKEY (Nursing Care Assistant)', 'Favorite Healthcare NC - MILLICENT MORALES (Nursing Care Assistant)', 'Superior Medical Staffing - TIFFANY TEDDER (Nursing Care Assistant)'. The 'VACANCIES' column shows '1 - GE Monitor' and '1 - Nursing Care Assistant'.

- Find the person you want to reassign and click on the Reassign button.

Home Create a Shift Search i-Schedule Reconciliation My Messages System Config Reports

Edit Time Slot - 4/19/2013 | 7A-7P: 7:00 AM - 7:30 PM

Facility: Duke University Hospital
Unit: 2420 Central Staffing office
Time Type: 7A-7P: 7:00 AM - 7:30 PM

Selected Professionals: (Choose Professional)

TANYA WOMACK	GE Monitor	Cancel	Reassign	Reconcile	# 1050812
CYNTHIA BEMPAH	GE Monitor	Cancel	Reassign	Reconcile	# 1050814
Superior Medical Staffing - KOURTNEY WINGATE	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1060347
Superior Medical Staffing - LASHAI AUSTIN	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1060351
Medical Staffing Network - KARIFA CONTEH	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1060348
Medical Staffing Network - MARYBETH GRACE	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1060350
Trinity Healthcare Staffing Group Local - BUBACARR SAIDYWAN	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1060353
Medical Staffing Network - SELIM TAYLOR	Nursing Care Assistant	Cancel	Reassign	Reconcile	# 1066234

Vacancies:

- Select Position - Add

1	GE Monitor	Update	Remove
1	NURSE (RN or LPN)	Update	Remove
1	Nursing Care Assistant	Update	Remove

- Make the change on the pop-up form.

Reassign Professional

You may reassign this Professional to another Unit and/or Time Type.

Unit: 2420 Central Staffing office

Time Type: 7A-7P: 7:00 AM - 7:30 PM

Date: 04/19/2013

Save Cancel

IF the new department already has an existing DukeShift to match it, the reassignment will fill in that existing shift. If not, a new shift will be created in that department.

The 2420 shift will no longer exist and will not show in the reports as unfilled. Nor will it reopen for requesting in 2420.

The assigned staff will receive an email informing them of their assignment. If it is an agency staff member, the agency will receive the email. No one will receive an email of a cancelled shift, because a shift was not cancelled, it was modified.

DYNAMIC MASTER SCHEDULE – cancelling shifts in 2420.

- Open DukeShift
- Click on the i-Schedule Tab
- Click on Dynamic Master Schedule
- Enter the appropriate Facility, Unit and Date Range
- Click on Show Schedule
- Scroll down to see the Schedule Summary
- The needs are displayed as a fraction – the top number is how many have been FILLED. The bottom number is how many needs exist. For example: 1/0 means 1 healthcare professional scheduled and 0 needs. A 1/2 means 1 healthcare professional scheduled and 2 remaining needs. Notice the needs are color coded in red. We want to change all of the BOTTOM numbers for the CURRENT shift to 0.
- Move the pointer to the lower right corner of the shift you want to change and double click. Don't click directly on the number. This will turn the bottom number from red to black and allow you to edit the number, changing it to a 0. Notice the black bottom number 1 on the 7A Nursing Care Assistant shift here.
- Change the bottom number to a 0 and move on to the next shift to edit.
- If you get this warning message

The screenshot shows the 'i-Schedule' interface with a 'Schedule Summary' table. The table has columns for days of the week (Thu, Fri, Sat, Sun, Mon, Tue, Wed) and rows for different shift types. The bottom numbers in the fractions are color-coded: red for non-zero values and black for zero values.

Shift Type	Thu	Fri	Sat	Sun	Mon	Tue	Wed
HUC							
7A - 7A	1/0	0/1	0/1		0/1	0/1	0/1
D - D					0/1	0/1	0/1
E - E					0/1	0/1	0/1
N - N							
E4 - E4	0/1	0/2					
N4 - N4	0/2	0/2	0/2	1/0			
11A - 11A							
7P - 7P	0/1	0/1	0/1		0/1	0/1	0/1
Nursing Care Assistant							
7A - 7A	1/1	0/2	0/2	0/1	0/2	0/2	0/2
D - D	1/1	0/2	1/1	0/2	1/1	0/2	0/2
E - E	1/1	0/2	0/2	0/1	0/2	0/2	0/2
N - N		1/1	0/2	0/2	0/2	0/1	0/1
E4 - E4	0/1	0/2	1/1	0/2	0/2	0/2	0/2
N4 - N4					0/2	0/2	0/2
11A - 11A	0/1	0/2	0/2	0/2	0/2		
7P - 7P	0/2	0/1	0/2	0/2	0/2	0/2	0/2



It means that some of the shifts were NOT cancelled because they have a request (person's name attached to the shift, waiting for an answer). You will have to go to the Reconciliation Tab to look for and reconcile these shifts.

- When you have finished the current shift, take a look at the previous day. If there are still any bottom numbers greater than ZERO, cancel these shifts as well.

CANCELLING SHIFTS FOR LESS THAN 24 HOURS IN THE FUTURE THAT HAVE REQUESTS

You can be proactive and cancel shifts for tomorrow (less than 24 hours before the shift begins). If the shift has not been awarded to the requestor by that time, it is not going to be – at least not via the system. By going ahead and cancelling these shifts ahead of time, you will avoid receiving the warning message on the Dynamic Master Schedule that is shown above.

- Open DukeShift
- You will be on the My B4Health Tab
- Click on the plus sign next to your facility
- Click on the appropriate department
- In the Shift Summary Section, click on Shifts with Requests
- Click on the dark blue column heading for Shift Date/Time to sort the closest shifts to the top.
- If there are any shifts for the current day, open the shift by clicking on the Shift ID#
- In the Requests section you will see the name of the person who requested the shift as well as a green button that says Cancel Shift.
- Click on the Cancel Shift button.
- You will be asked to choose a reason – Choose Hospital Cancelled
- Then click on the Cancel Shift button again.
- Click on Back to Shifts with Requests to choose the next shift on the list, if appropriate. Be careful not to cancel shifts that are greater than 24 hours in the future.

The screenshot displays the My B4Health interface. At the top, there are navigation tabs: My B4Health, Create a Shift, Search, i-Schedule, and Reconciliation. Below this, a list of facilities is shown, with '2420 Central Staffing office' highlighted. A 'Shift Summary' window is open for '2420 Central Staffing office (Unit)'. It shows statistics: Closed Shifts - Not Awarded (1027), Closed Shifts - Awarded (171), Award Offers (6), Shifts With Requests (12), Open Shifts (526), and Scheduled for Request (0). The shift details include: Shift Date: Friday, September 23, 2011 7:00 AM ET - 12.5 hrs., Position: Nursing Care Assistant - Nursing Care Assistant, Health Care System: Duke Medicine, Facility: Duke University Hospital, and Unit: 2420 Central Staffing office. Below the shift details, a 'Requests' section is visible, showing a dropdown menu for 'Select Filled/Unfilled Reason' with options like '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', and 'Unfilled - No one Available'. A green 'Cancel Shift' button is present next to the dropdown. Other buttons include 'Award Bid/Request' and 'Shift to Additional Dates'.

THE RECONCILIATION TAB

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#

The screenshot shows the My B4Health interface with the 'Reconciliation' tab selected. The breadcrumb trail reads: My B4Health > Shift/Contract Reconciliation > Reconciliation Search. The 'Reconciliation Search' section has a 'Retrieve Shift by Criteria' form with the following fields: Shift Start Date (09/19/2011), Facility (Select Facility), Agency (No Agencies), and Agency Only? (checkbox). A 'Retrieve Shifts' button is at the bottom. Below this is a 'Retrieve Shift by ID' section with an 'Enter Shift ID#' field and a 'Search Shift ID#' button.

- 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.

The screenshot shows the 'Admin/Reconciliation/EditShift.aspx' form. Key elements include:

- Wage Code:** -Select-
- Negative Hours:** 2
- Break Time:** 0 Minutes
- Filled/Unfilled Reason:** A dropdown menu is open, showing options:
 - Unfilled - No one Available
 - 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** (highlighted)
 - Hospital Cancelled - Low Census
 - Hospital Changed Mind
 - Unfilled - Hospital Filled
 - Unfilled - No one Available
- Time Card:** (empty)
- Additional Shift Comments:** (empty)
- Reconciled?:** 2
- Created By:** CHRISTINE EHREBERG on 6/8/2011 1:47
- Buttons:** 'Create Copy of Shift' (green), 'Reconcile/Save Shift' (green), and 'Cancel Shift' (green).

To double check that you haven't missed any shifts in 2420, that all shifts are marked with the correct reason and to correct any shifts that still are not reconciled correctly.

- Click on the Reports Tab
- Click on the Cancellation/Unfilled Reasons Report
- Fill in the start date (one day before TODAY) and the end date (TODAY)
- Select the appropriate facility and Unit
- Click Run Report
- What to Look for
 - Are there any shifts under Filled by Float Pool, Filled by PRN, or Filled by Agency?
 - Are they any shifts under Unfilled No One Available?
 - If so, jot down their shift numbers or print the report
 - If not, you are done removing all the shifts for 2420.

NOTE: Many of the changes you make in DukeShift also send emails to the agency or staff member affected. If you make a mistake, an email was likely sent. This may confuse agencies about what is happening with their staff. So, if you make a mistake in DukeShift, please contact the Agency Liaison in the Elf Street office to contact the agency and confirm their staff's schedule.

Understanding the DukeShift Interface w API

DukeShift talks to API. API does NOT talk to DS. Always make changes in DS first and let DS change API. If you change API first, then change DS, DS is going to 'undo' what you did in API.

How does DukeShift communicate?

- a. If the DukeShift was awarded via regular request, award, accept process
 - i. the shift is marked in DukeShift as ASSIGNMENT COMPLETED
 - ii. and goes into API with the DS activity code. This is how the majority of AGENCY shifts are done as well as any awards that internal staff pick up as extra shifts.
 - iii. If there is not a DS code in the awarding department in API, the shift 'kicks out' and does not go into API. Julia, Charlene or Lisa can add the code for future, but the shift will have to be manually added.
 - iv. The person who created the shift (and anyone set up to receive copies of their emails) will receive an email that the shift is awarded.
 - v. The person requesting the shift receives emails that it is awarded
 - vi. If the unit cancels the shift, the person awarded the shift receives and email that it is cancelled.
 - vii. If the unit cancels the shift, DS removes the activity code from API.
 - viii. The interface does NOT add C or PTO codes. **They have to be manually added to API.**
- b. If the DukeShift is preassigned by the staffing office (Scheduler, Manager, Clin Lead, etc puts a staff member directly into a DukeShift.
 - i. The shift is marked in DukeShift based on the job code of the employee assigned. Ie, Filled by Float Pool, Filled by PRN, Filled by Agency. If the job code is a regular job code, it will say Assignment Completed. So, if the float pool has a CNI that is assigned, it will go into DS as Assignment Completed because there is not a CNI-FP job code.
 - ii. And goes into API as a normal activity code (7A, 7P, etc). If a shift is already there (such as a self scheduled shift) it is ignored and thus, must be removed manually.
 - iii. If a normal activity code does not exist in the assigned department to match the start and end time on the DS code, GSA is used (general staffing assignment).
 - iv. If there is not a GSA code in the assigned department in API, the shift 'kicks out' and does not go into API. Julia or Charlene can add the code for future, but the shift will have to be manually added.
 - v. The person who created the shift (and anyone set up to receive copies of their emails) will receive an email that the shift is awarded.
 - vi. The person requesting the shift receives emails that it is awarded
 - vii. If the person is moved or cancelled the person who created the shift does NOT receive an email. The logic of the program assumes that is the same person making the change. However, the employee will receive an email that they were moved or cancelled. NOTE: This confuses our managers and staff the most – if during the preassignment process

multiple changes are made, a staff person received multiple emails and has to sort through them to determine the 'final' one and the affected unit only gets an email saying they were awarded someone. RECOMMENDATION is for the scheduler to use the printed Full Shift report to write down all the assignments, make moves, etc, and then enter into DukeShift to minimize changes done in the system. Also, staff should use API to determine their final schedule, and not rely on the DukeShift emails.

- viii. If the unit cancels the shift, DS removes the activity code from API.
- ix. The interface does NOT add C or PTO codes. **They have to be manually added to API.**

Running DukeShift Reports

Running reports in DukeShift is very easy. Go to the Reports Tab and choose the report you want.

Popular reports for our office are:

Full Shift Report: Lists every shift in the date range and its status (Open or Closed, Awarded or Not Awarded, how it is filled, and by whom it is filled). Use for reconciliation.

Cancellation/Unfilled Reasons Report: Summarizes how shifts are filled (by float pool, by PRN, Hospital Filled, etc) and also how many were callouts or cancels. Is used to determine if we are meeting our goal of filling 80% of the needs.

OA Report: Lists staff that requested to work for the selected the date but were not awarded shifts. Used to find staff that we may be able to call at the last minute to come in to work.

Daily, Weekly/Monthly Staff reports: Lists everyone who was awarded a DukeShift for the date range.

When you choose the report just fill in the form with date range, facility, dept, position, reason etc. and click on Run Report to preview it or Printable Version if you will want to print it.

Finding HUCs available to work

It is rare that units enter HUC needs ahead of time, but they do sometimes request HUC help at bedflow. ISRP currently has two staff members that can work either as an NA or an HUC. There may also be an NA/HUC on the roster that picked up a DukeShift. The OA will help you decide which assignment is appropriate for those staff based on the total needs for the hospital.

You can also look in DukeShift and see if any HUCs entered their availability. If so, you can call them to come in to work. On the Home tab (bottom left) click on Professional Availability Search. Enter the date range and facility (Duke University Hospital) for your search and click the green Search button. If you get results, verify that the staff listed is available for the shift time you need. Give them a call and see if they will come in.