

Reimagining nurse staffing

Transforming operations and elevating healthcare delivery

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At Grant Thornton Bharat, we are helping healthcare institutions address one of their most persistent operational challenges—nurse rostering. As part of our healthcare customer experience initiatives, we applied a strategic blend of industry insight, empathy, technology, and process excellence to redesign the future of nurse staffing.



The challenge: Inefficiencies in conventional rostering systems

Outdated nurse scheduling practices continue to affect efficiency, staff wellbeing, and patient care across the Indian healthcare landscape.



Our approach: Building smart, fair, and efficient staffing systems

We addressed the root causes of staffing inefficiencies by designing an intelligent, centralised solution that empowers hospitals to:



Optimise staff allocation to minimise delays and overtime



Drive nurse satisfaction through transparent, data-led rostering



Improve overall **operational efficiency and patient outcomes**



Integrate workflows by mapping current processes and implementing a streamlined **digital model**

The solution: A comprehensive nurse scheduling ecosystem

We developed an integrated, Salesforce-based platform that brings together patient care, provider management, communication, and rostering in one cohesive system.

Core features

01 Unified platform: Centralised ecosystem built on Salesforce integrating care, case, and provider modules

02 Omnichannel communication: Supports interactive voice response/computer telephony integration, WhatsApp, email, web, social media, and offline touchpoints

03 Centralised scheduling: Appointment, task, and care plan management in one system

04 Platform toolkit: Includes records, workflows, reporting, relationship management, and user interface components

05 Unified documentation system: Combines available records and notes to provide a consolidated overview of information

06 Nurse 360: Unified staff profiles with skills, certifications, and availability

07 Skill-based shift and ward management: Aligned with skill sets of the nursing staff and dynamic operational need

08 Roster generation: Custom interface for real-time and algorithm-based weekly updates

09 Approval workflows and notifications: Automated alerts for shift changes and leave requests; users are encouraged to monitor and respond promptly

10 Reporting and dashboards: Real-time insights into staffing metrics

#GoBeyond: AI-driven operational intelligence

Elevate decision-making with AI-powered capabilities that add intelligence, agility, and foresight to nurse staffing:



Smart shift suggestions: Automatically recommends potential best-fit options based on availability, workload, and historical performance, **ensuring seamless coverage and service continuity**



Dynamic demand forecasting: Predicts staffing needs using historical data and trend analysis **enabling proactive roster adjustments**



Proactive conflict resolution: Flags and addresses overlaps, understaffing, and applies or **suggests corrective actions to maintain smooth operations**

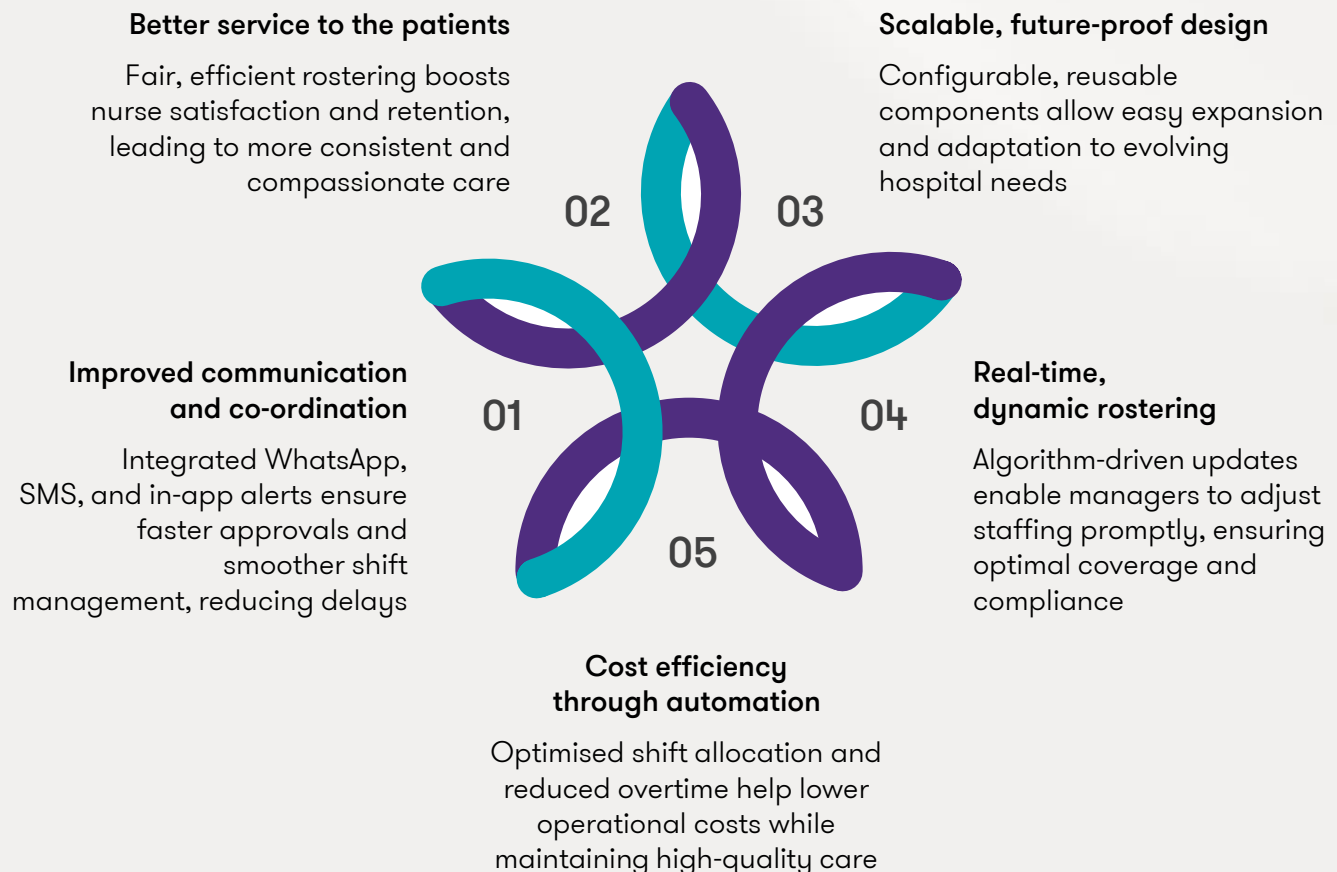


Skill-based matching engine: Intelligently suggests nurses for roles based on experience, certification, and preferences **enhancing service quality and supporting individual's development**



Real-time nudges and alerts: Delivers **context-aware notifications** across channels (WhatsApp, SMS, email, in-app) for shift reminders, approvals, and compliance updates, **driving timely action and engagement**

Value delivered to healthcare providers



Please note: This flyer represents our point of view; the final application will be developed in accordance with the customer's specific requirements.



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