

# RESOURCING PLANNING



Solution supporting resource planning for more efficient implementation of rooms

## The need

In the future hospital, the occupancy rate of rooms shall raise in accordance with space requirements. For instance, at outpatient clinics, the number of rooms will be smaller in the future despite the fact, that even now as it is, the hospital does not always have a sufficient number of rooms available. Oulu University Hospital needed a solution supporting resource planning for more efficient implementation of rooms. They wanted to have better visibility on their resources. They needed to be able to plan the usage, find resources and reallocate them easily.

## Impact

- 84% decrease in planning time
- 34h/day saved on planning of 120 employees
- Concludes into savings of 650.000 € yearly

\* These results come from regular end-user testing during the co-creation by healthcare professionals at the Oulu University Hospital Testbed.

## The solution

Our solution proposal was based on an existing cloud-based Delfoi Planner® solution. We realized that the main problem was the lack of transparent resource planning in healthcare. Delfoi Planner healthcare solution enables integrated planning and scheduling for reception times, rooms, doctors, nurses and other staff groups from a secured cloud service (SaaS). Planning is based on the forecasted reception demand, existing rooms and personnel resources and skills. To address an acute need for rooms we developed during the project a new add-on for the existing solution. This add-on was a mobile interface from which it was easy to reserve rooms for a specific need.






#OperationsPlanning

#DigitalHealthcare

#HealthcareResourcePlanning

## Co-creation and Business Support

Pilot region: Oulu (Finland) | Period: May 2018 - December 2018

 <b>Challenger</b>	 <b>Solver</b>	 <b>Users</b>	 <b>Supporter</b>	 <b>Funder</b>
Oulu University Hospital	Delfoi	Healthcare professionals from Oulu University Hospital	BusinessOulu	Oulu Region Council
7 nurses 2 MD 1 quality manager 2 secretaries 2 innovation experts 1 IT expert	1 CEO 1 VP of Operations 1 Project manager 2 software engineers 1 healthcare consultant	7 nurses 2 MD 2 secretaries	2 business supporters	2 experts

## Hear the stories!



***InDemand was an eye-opening project for us. Before the project we had a need to find vacant rooms. During the project, we realized that good operations planning is the key to well working and efficient hospital.***

**Vesa, Kiljunen, Head nurse at Oulu University Hospital**



***When the need for a solution has been presented, challenge it, discuss with the customer and find the root cause of the problem by working together as a team. This is how the idea will turn into a great solution to the problem.***

**Tomi, Nurmi, Project Manager at Delfoi**



***Operations planning & control is a complex system in health-care. It involves several different ICT-systems, which are not connected through integration. Delfoi demonstrated for us a software, which can digitalize the planning and connect these different systems together through integrations. When implemented properly, this can have a large impact on the efficiency of the hospital.***

**Jukka Rantanen, ICT-coordinator at Oulu University Hospital**



### About inDemand

**inDemand boosts digital health solutions proposed and co-created with healthcare professionals**

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