Demand More with Attendance on Demand

Improved Efficiency for Anesthesia Management Solutions

Processing Time Cut 75% and Improved Overtime Tracking

Companies that provide medical staff to outpatient facilities face unique challenges in tracking workforce time and attendance. They must accurately account for the hours of physicians, medical professionals and administrative employees who work out of many different facilities. They track schedules that constantly fluctuate and employee groups that require different pay rules.

Jackson, Michigan-based Anesthesia Management Services met these challenges head on. Frustration with a manual process led its office manager to an automated time and attendance solution, Attendance on Demand.

The cloud-based system cut processing time from 8–10 hours a month to fewer than two hours. It has improved the accuracy of Anesthesia Management Services’ time and attendance tracking. Management uses it today to make better workforce management decisions.
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About Anesthesia Management Services

Anesthesia Management Services has 100 employees and provides anesthesia services to 20 locations across southeast Michigan. This includes two pain clinics plus hospitals and outpatient surgery facilities. Of its 100 employees, 75 are anesthesiologists; the remaining 25 are administrative and clerical employees who manage contracts and scheduling. The administrative employees are paid monthly.

For years, the company tracked time and attendance for its hourly administrative staff through a completely manual process. Employees punched in and out on physical time clocks. At the end of the month, office manager Debbie Turner input data on spreadsheets, verified missing or inconsistent data, and entered information into the company’s payroll system.

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Turner spent 8 to 10 hours each month on these activities. She was frustrated by entering a lot of data in duplicate spreadsheets and concerned about the room for human error.

Turner asked the workforce management experts at Labor Strategy (Greensboro, NC) for help in automating this process. Labor Strategy helped the company launch the Attendance on Demand employee time and attendance solution.

Automation Breeds Efficiency

The time and attendance activities at Anesthesia Management Services have been transformed from what Turner referred to as “an enormously time-consuming endeavor” into a simple, automated process.

Employees now use the Employee Self Service option of Attendance on Demand to enter their start and end times, along with other data such as time off, vacations and overtime. They no longer have to go to an entrance or break room to punch time clocks. At the end of the month, Turner and the pain clinic office managers review and approve all the time and attendance data and download it to the payroll system. Attendance on Demand seamlessly integrates with the company’s payroll system so there's never a need to re-enter data. The download process requires just a few mouse clicks.
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In the past, Turner performed manual time and attendance activities nearly every day. Now she only checks in on the system every few days during the payroll cycle. She is able to quickly and easily download all data at the end of the month, as there are no surprises or errors to address.

“I spent at least eight hours on time and attendance activities before—from approvals to uploading, to double-checking for consistency, and more,” Turner explained. “Now, I devote about an hour and a half to two hours all month long.”

Because Attendance on Demand is cloud-based, Anesthesia Management Services does not need to perform system maintenance. All data is securely hosted and managed off-site. There is no need for internal backups, maintenance, servers, or additional software.

“No we are able to truly justify when we need additional people.”

Tracking Enables Better Management

Attendance on Demand provides detailed information that helps the company make strategic workforce management decisions.

Now company supervisors have the mechanism to track overtime with 100 percent accuracy and ensure employees are appropriately compensated. Anesthesia Management Services can watch overtime closely and better manage the workload.

“Before, it was difficult for supervisors to make a case for needing additional staff,” said Turner. “Now we are able to truly justify when we need additional people.”

Employee Satisfaction

Employees are happier with the new system. In addition to the more accurate compensation for their overtime, they appreciate the flexibility of punching in and out at their computer versus going to a physical time clock.

Some Anesthesia Management Services employees work from home. The elimination of physical time clocks means they can now punch in and out on their home computers. This is much easier for them. All employees now follow the same, simple process.

Improved Intelligence

Attendance on Demand automates Anesthesia Management Services’ pay rules and calculates gross payroll. Rate changes, premiums and overtime calculations are all handled seamlessly.
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The system provides advanced features for securely managing labor data—calculating pay rules, scheduling employees, budgeting labor, and automating recordkeeping for labor law compliance.

“Doctors are cautious by nature… but once they saw the added value it brought us, they quickly got on board.”

Supervisors easily access details such as when employees are tardy, when they take time off, and related information. This gives management a more complete picture of each person’s overall performance. Employees with exemplary attendance can be easily identified. Where attendance problems are evident, the system provides the formalized tracking and reporting management needs for performance improvement and disciplinary actions.

“We all saw a lot of value in having such detailed information to help us at evaluation time,” said Turner.

Knowledge is Power

“Doctors are cautious by nature, so it took a while to get them to agree to implement Attendance on Demand,” noted Turner, “But once they saw the added value it brought us, they quickly got on board.”

Turner recommends Attendance on Demand to other companies that want to reduce the amount of time they spend on time and attendance while benefitting from more accurate, timely information.

“Put simply, the solution provides the tools to help any business operate more efficiently.”
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About Labor Strategy, LLC
Labor Strategy, LLC. (Greensboro, NC) implements time and attendance solutions to a range of businesses. With more than 20 years of specific experience in the time and labor area, Labor Strategy helps organizations streamline payroll processes and control costs through high-quality service and support. The Labor Strategy team collaborates with businesses to eliminate manual intervention and duplicate data entry, and instead puts into place solutions. Advanced time clocks and services take the work out of complex employee scheduling, labor and wage calculation. www.laborstrategy.com

About Attendance on Demand, Inc.
Attendance on Demand supports the labor management needs of thousands of companies and more than a half million employees across North America. Launched in 2006, Attendance on Demand is a rapidly deployed, cloud-based solution that minimizes a company’s risk and technology investment while providing advanced features for securely managing labor data—calculating pay rules, scheduling employees, budgeting labor, and automating recordkeeping for labor law compliance. With standard uptime over the industry average of 99.995% and above average customer retention rates, Attendance on Demand removes the worry of maintaining expensive infrastructure. An extensive North American distribution network helps organizations use Attendance on Demand to reduce labor expenses and improve decision making.