



## Corporate Backgrounder

### **RES-Q<sup>®</sup> Healthcare Systems: The Scheduling Specialists for Hospitals**

#### ***Hospitals Rely on RES-Q to Productively Manage their Most Valuable Resources***

**CALABASAS, Calif. – May 2006** – Hospitals face daunting challenges today. Heightened demands to uphold and improve patient safety and the quality of care, greater competition for patients, ever-increasing costs for labor and medical technology, rising average levels of patient acuity, reimbursement constraints, and narrowing operating margins. These problems are hitting hospitals hard right in the middle of an industry-wide shortage of nurses and other essential healthcare professionals. According to a survey conducted on behalf of the American Association of Critical Care Nurses (AACN) in October 2004, 70 percent of all hospital chief executives in the U.S. reported that their facilities were experiencing shortages. The most severe shortages are in clinical areas which require the most experienced nurses with the most highly specialized skills.

Skilled professionals are every hospital's most valuable resources, and labor costs generally represent more than 50 or 60 percent of hospitals' total operating expenses. Ineffective management of labor intensifies all the fundamental problems that hospitals confront today. For example, given the nursing shortage, mandatory overtime for nurses is often a necessity. However, overtime is expensive. Excessive overtime can weaken morale and undermine their job satisfaction, making it more difficult for hospitals to retain and recruit nurses. And many nurses contend that the pressures of overtime, particularly during shifts that are short-staffed, constrain the capacity of hospitals to provide safe, high-quality care.

#### **Scheduling Software**

Thus, a robust, reliable scheduling system is critical for hospitals to respond to the challenges they face. A solid scheduling system efficiently produces clinically sound, skill-matched, and financially prudent and productive staffing in fair and equitable schedules that uphold employee morale.

RES-Q<sup>®</sup> Labor Resource Management is a proven scheduling software system that delivers measurable benefits: faster scheduling (with less time required to set schedules and prepare reports), reduced overtime, decreased use of costly outside agency staff, greater consistency in the application of equitable scheduling rules, and improved employee satisfaction and retention. The software supports enterprise-wide employee scheduling, translating hospital-defined workload standards into specific staffing patterns by employee skill level. The system automatically calculates optimal staffing for all units and departments by shift. It creates complete employee schedules for each unit and department, based on defined optimal staffing patterns and employee preferences.

**RES-Q® Corporate Backgrounder**  
**May 2006**  
**page two of four**

RES-Q Labor Resource Management also includes comprehensive personnel management with complete personnel profiles for each employee. Certification and license renewal dates, continuing medical education classes and credits, performance evaluations, salary histories, and special skill sets are among the types of data maintained. Real-time integration with employee scheduling ensures that only properly credentialed and licensed employees are scheduled.

RES-Q® Perioperative Resource Management is a specialized application for managing operating room resources. Surgeons' needs and preferences, equipment and personnel requirements, room and resource availability, case length, block times, special conditions, and room utilization are all verified and checked when scheduling cases. The software shows the best and next-best time for each procedure, and automated conflict checking is performed for resources associated with each planned case. With RES-Q Perioperative Resource Management, hospitals maximize patient safety and resource productivity and realize the profit potential of their surgical departments.

RES-Q software provides detailed, user-friendly reports that enable managers to manage their departments. And executive-level summary formats enable senior executives to identify and capitalize upon strategic opportunities to improve hospital performance.

**RES-Q Software Technology**

RES-Q Labor Resource Management and RES-Q Perioperative Resource Management are modular, Windows-based client/server applications. The technology platform and environment:

*Server/Host Platform:* Intel Pentium/XEON class PC, 3.0 GHz, 3 GB RAM, 80 GB drive, Gigabit network card

*Server Operating System:* Novell 5.x , 2000/2003 Server, Citrix, LINUX or UNIX

*Workstation/Terminal:* Intel-compatible PC, Pentium IV/1.5 GHz, 512 MB RAM, 10 GB hard drive, 17-inch SVGA color monitor

*Workstation Operating System:* Windows NT, 2000, XP Pro

*Database:* Sybase ASA 9.x or Oracle 9i/10g

*LAN:* Ethernet

*Network Protocols:* TCP/IP, IPX/SPX

*Interfaces:* RES-Q® interfaces to a variety of human resource, time and attendance, and patient classification systems. RES-Q's standard interface manager can be configured to export data in a user-defined ASCII text file or as an HL/7 message. Interfaces can be automated to work without user intervention at user-defined time intervals.

**Why RES-Q Healthcare Systems?**

RES-Q's technology is standard, stable and scaleable. And any hospital that compares the features and functions of alternative scheduling systems will conclude that RES-Q meets or exceeds the capabilities of other vendors' software. Why then do hospitals choose RES-Q?

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**RES-Q® Corporate Backgrounder**  
**May 2006**  
**page three of four**

Over the years, many healthcare software vendors have come and gone. But RES-Q Healthcare Systems has stood the test of time. Since 1979, with a singular specialization, RES-Q has pursued one mission: advancing scheduling software for hospitals.

As a privately held company, with zero debt, RES-Q has no investors or shareholders to appease. The company does not have to make short-term (and short-sighted) decisions just to impress analysts on Wall Street. RES-Q is responsible and responsive to one, and only one, set of stakeholders: its hospital customers on Main Street.

With mergers and acquisitions among healthcare IT companies, management teams keep getting re-shuffled. At RES-Q Healthcare Systems, the senior managers responsible for developing, maintaining and installing its scheduling software and supporting its customers have been with the company for an average of 15 years. Hospital executives and managers can rely on RES-Q today, tomorrow and over the years ahead.

So many software companies today outsource product development, and even customer support. RES-Q Healthcare Systems develops, maintains and supports its scheduling software right from its offices in Southern California.

RES-Q is not the biggest vendor, but it is among the very best. RES-Q enables hospitals to use its software to efficiently produce optimal schedules that balance their dollars and staff resources. But, even more, with decades of front-line experience in hospital management, RES-Q helps its customers use the data from its software strategically as information to identify, analyze *and* solve productivity problems. RES-Q's senior management team helps hospitals set their schedules for today and set course for success tomorrow.

**Who Says? RES-Q Customers**

RES-Q Healthcare Systems believes in letting its customers speak for themselves. RES-Q lets them have the final word:

*“One of the reasons we chose RES-Q is that we developed trust in RES-Q’s experience in planning and managing large-scale implementations.”*

Michelle Woodley, RN  
assistant vice president, clinical integration  
St. Joseph Health System  
Orange, Calif.

*“Self-scheduling with RES-Q Labor Resource Management software, including staff access to the system from home, enhances employee job satisfaction by enabling employees to view open shifts and then schedule or swap shifts.”*

Susan Sayari, RN  
executive director of nursing  
Covenant Health System  
Lubbock, Texas

**RES-Q® Corporate Backgrounder**  
**May 2006**  
**page four of four**

*“With RES-Q Perioperative Resource Management, we schedule faster and more effectively. The ability to see and eliminate staff and equipment scheduling conflicts before the actual surgical procedure saves time and reduces surgeon and staff frustration. We have also found innovative ways to use the data resulting from the application of RES-Q scheduling software for detailed data analysis that identifies strategic opportunities to improve the efficiency and effectiveness of resource utilization.”*

Beverly Paul  
OR systems coordinator  
Elkhart General Healthcare System  
Elkhart, Ind.

*“Over the past five years, we have reduced the use of outside agency staff by more than 95 percent and saved a total of more than \$22.0 million. RES-Q Labor Resource Management has been critical to our success.”*

Robert E. Blake, RN, MS, MBA  
assistant vice president, nursing  
Memorial Hermann Premier Staffing  
Houston, Texas

Additional information on RES-Q Healthcare Systems is available at [www.res-q.com](http://www.res-q.com) or by calling (800) 572-1911.

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