



SYNTELLIS
PERFORMANCE SOLUTIONS

**Productivity:
Variance Comments Collection Process
Syntellis Performance Solutions, LLC**

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Purpose

This document describes the Productivity Variance Comments Collection (VCC) process, which:

- Collects productivity variance explanations for correction on a bi-weekly basis
- Provides a single location for department managers and the availability of drill downs
- Provides an Executive Review report for results of the productivity comments collection process

Overview

The VCC process consists of:

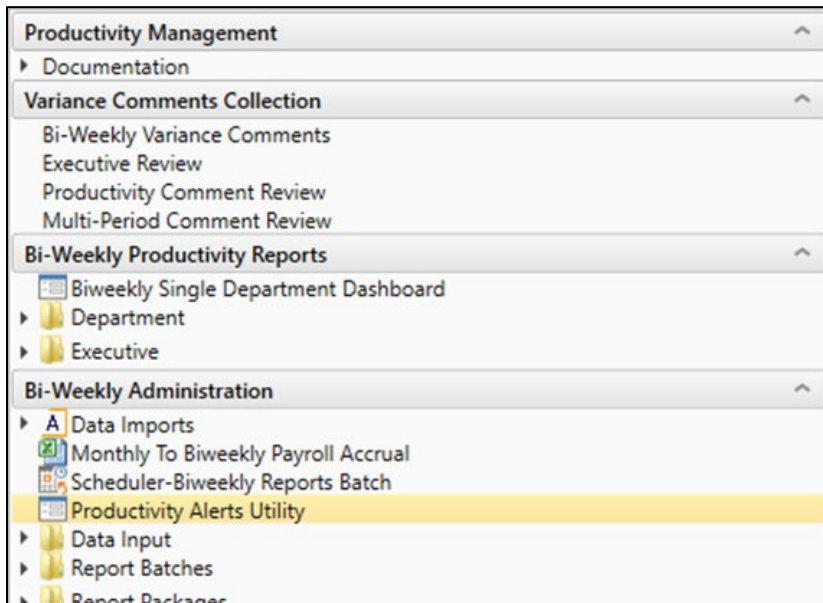
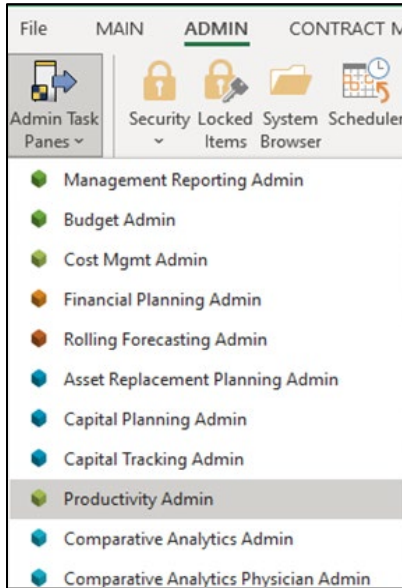
- Defining thresholds by setting up the **Productivity Alerts** tab in the Productivity Alerts.
- Setting up and confirming security to support this process.
- Posting comments to the database by adding **JComment** to the JobCode Dimension and **PComment** to the PayType dimension.
- Manager and directors entering comments and post to the database.
- Executives and Finance reviewing comments in the Current Period and Multi Period Comments review reports.

Set up the ProductivityAlerts table

You must set up the thresholds and paytypes for each category to post them to the database. You can also set up an Entity Exception section if entities require different thresholds.

Use the Productivity Alerts utility to update the ProductivityAlerts table.

Access Productivity Alerts from the main menu by clicking **Productivity Admin > Productivity Alerts Utility**.



Productivity Labor Alerts Save

For Productivity Variance Comments Utility

+ Add Entry Exception to the Productivity Alerts Table

▼ Default Settings

Target: Benchmark ▼

Productivity Index

Low Threshold (ed): 90.0%

Warning Threshold: 97.0%

High Threshold (ed): 115.0%

Paytype to store related comment: P001 ▼

Overtime as % of Worked

Warning Threshold: 3.0%

High Threshold (ed): 5.0%

Low Threshold (ed): (1.0%)

Paytype to store related comment: P001 ▼

Labor Rate Index

Warning Threshold: 1.0%

High Threshold (ed): 10.0%

Low Threshold (ed): (1.0%)

Paytype to store related comment: JComment ▼

Contract Labor as a % of Worked

Warning Threshold: 2.0%

High Threshold (ed): 5.0%

Low Threshold (ed): (1.0%)

Paytype to store related comment: P001 ▼

Education / Orientation as a % of Worked

Warning Threshold: 5.0%

High Threshold (ed): 10.0%

Low Threshold (ed): (1.0%)

Paytype to store related comment: P001 ▼

Jobcode to store related comments: JComment ▼

Set up and configure Dimensions JobCode JComment

Click Table Library > !Dimensions > JobCode.

JOBCODE (R/O) x										
Data Type	String	String	Integer	Integer	Numeric	Integer	String	String	String	String
String Length	25	100					50	50	10	25
Description	Organization assigned JobCode	Description	Default GL Acct number for Dollars. If 0 then dollars are posted basedon PayType.	Default GL Acct number for Hours. If 0 then dollars are posted basedon PayType.	Prod Hours Account Definitions for Costing	Default GL Acct number for FICA.	Job Class	General Ledger Class	Variable	KHA Budget
	JOBCODE	Description	GLAcct	HrAcct	cv2_CostHr	FICAacct	JobClass	GLClass	Variable	KHABgt
2713	JComment	Productivity Comments	0	0	0.00	601100000	NA	NA	NA	JComment

Set up and configure Dimensions PayType PComment

Click Table Library > !Dimensions > Paytype.

PAYTYPE (R/O) x										
Data Type	String	String	String	String	String	String	String	String	Integer	Integer
String Length	25	100	15	15	15	5	15	10		
Description	Payment Type	Description	Pay Type Summary	Pay Type Detail	Labor Distribution	Full-Time Employee Detail	Employee Detail	KHA Int	General Ledger Account	Hours Account
	PAYTYPE	Description	PaySummary	PayDetail	LaborDist	FTE	Empl_Detail	KHAInt	GLAcct	HrAcct
248	PComment	Productivity Comments	NA	NA	NA	NA	NA	NA		0

Comments are stored with the JComment JobCode and PComment PayType.

Run the Productivity VCC report

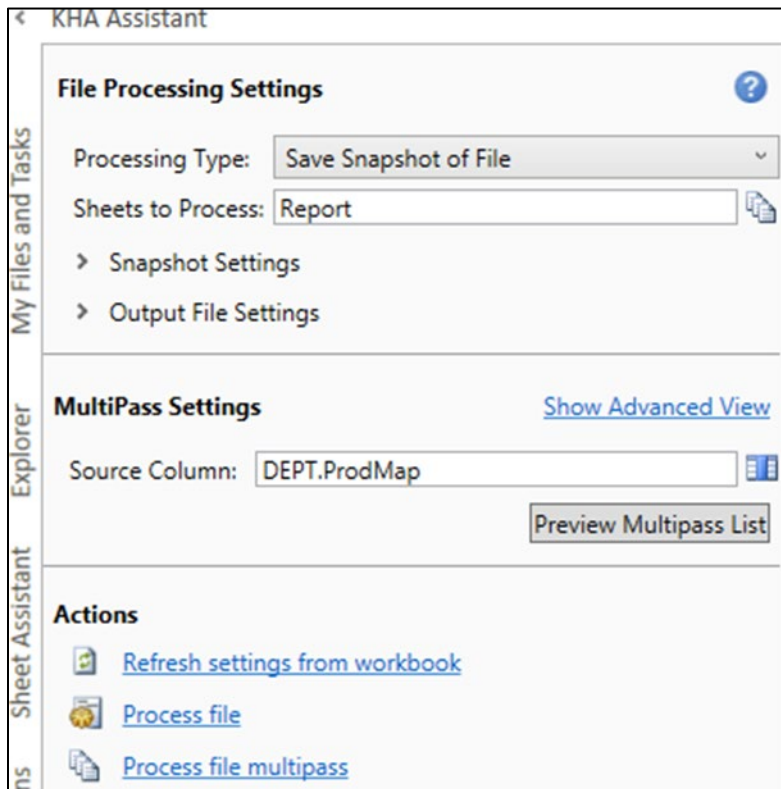
To access this report, click **Productivity Reporting > BiWeekly Productivity > Variance Comments > Productivity VCC**.

This process:

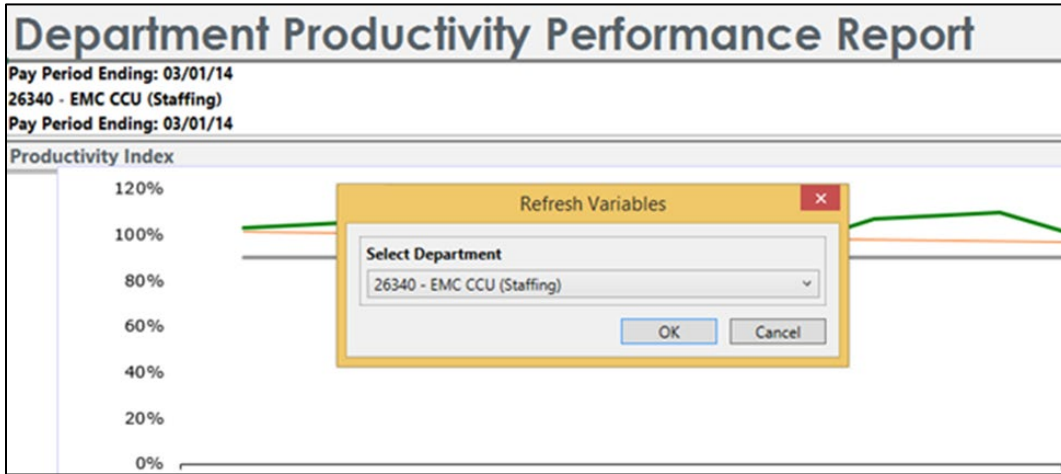
- Updates the AlertFlag for current month’s results
- Resets the AlertPeriod to current
- Deletes the AlertCommentPre3 for rollback
- Rolls back comments from AlertCommentCur to AlertCommentPre1
- Rolls back comments from AlertCommentPre1 to AlertCommentPre2
- Rolls back comments from AlertCommentPre2 to AlertCommentPre3
- Clears the AlertCommentCur for entry

This report processes data by Dept.ProMap. As the administrator, you must run the report for the month prior to when the managers complete their variance comments.

1. To run the report, access the File Processing Task pane and click **Process file multipass**.



- After the report is processed, (managers) log into Axiom Budget Planning as users, and from the main menu, click **Refresh the Report Data > Refresh Data**.
- Select the department from which to analyze the refresh variable.

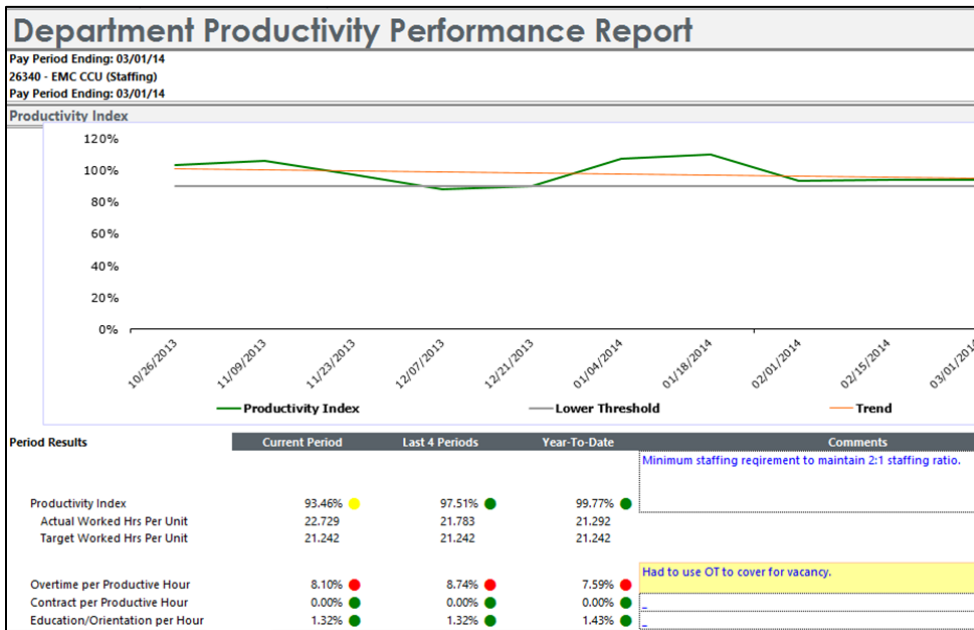


- Enter comments and drill on each category for more detail.

If the comment field is yellow, that category has exceeded the threshold and a comment is required. If the comment field is white, you can still post comments to the database for categories that do not exceed a threshold.

- To post comments to the database, click **Save** from the main menu.

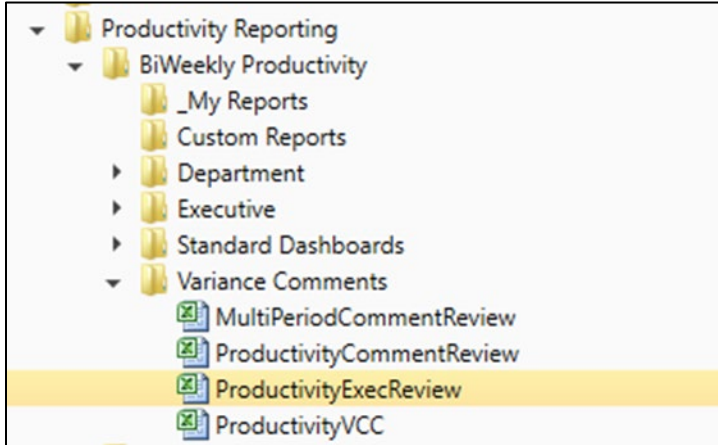
Four consecutive quarters are stored in the database, which includes the current period and three previous periods. Managers and directors can use the **Drill** option to drill down for additional analysis.



Review current period comments

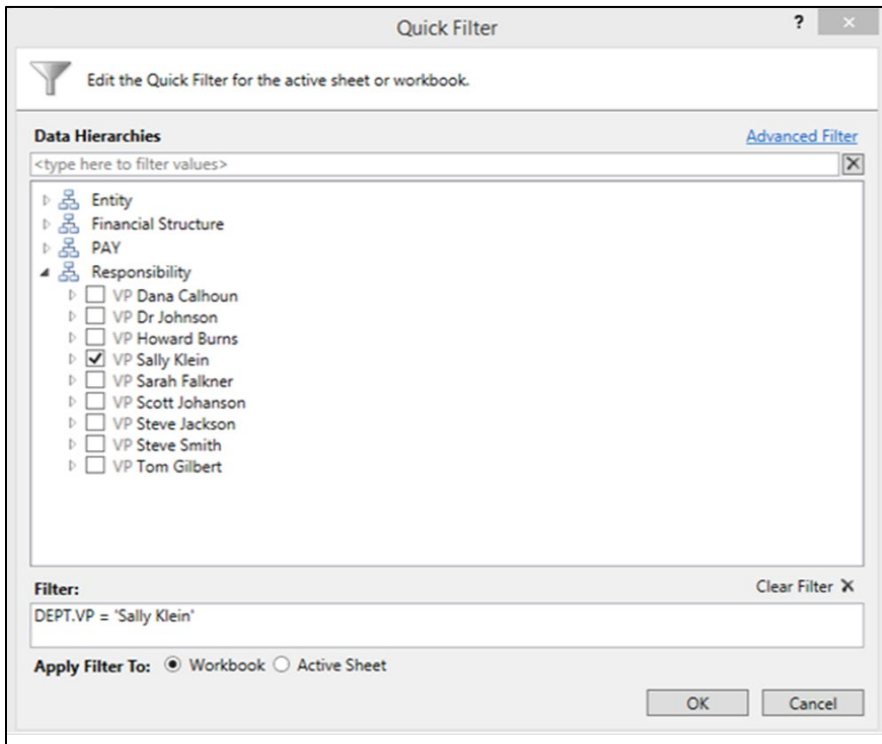
This report is only available online to view comments and drill to supporting detailed information.

1. Click **Productivity Reporting > BiWeekly Productivity > Variance Comments > ProductivityExecReview**.



2. Take one of the following actions from the main menu:

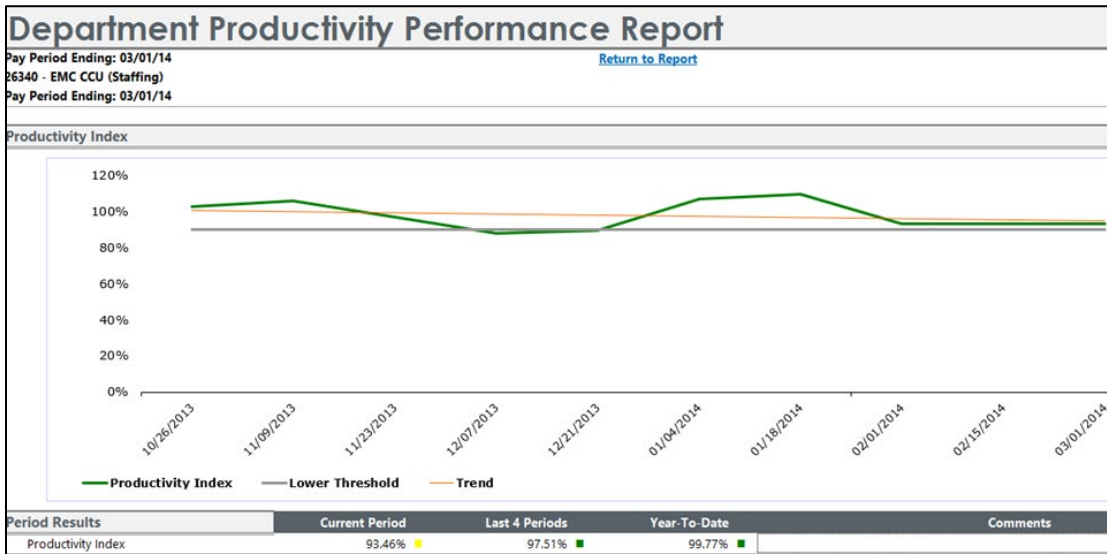
- To select all departments, click **Refresh Data**.
- To filter specific data, click **Quick Filter**.



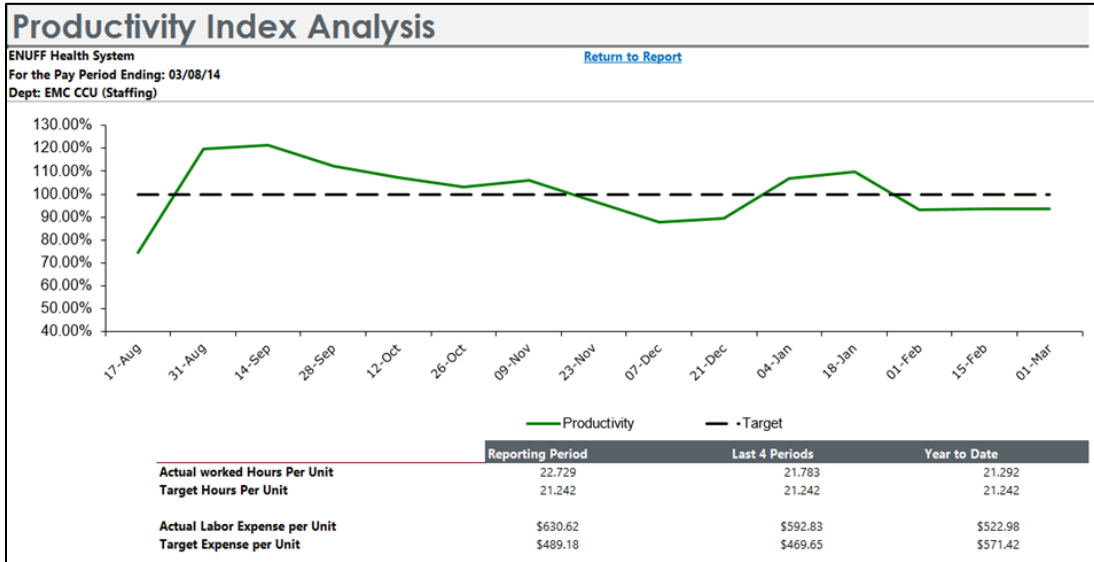
- Select a department by placing your cursor on that row and clicking **Drill** from the main menu. This report is only available online to view comments and drill to supporting detailed information.

Productivity Executive Review						
ENUFF Health System For The Pay Period Ending: 03/01/14						
Dept	Description	Productivity Index	Overtime Usage	Contract Labor	Labor Rate	Productivity Index
26100	EMC Nursing Administration	▼	▲	▲	▼	88.53%
26140	EMC Emergency Room (CDM)	▲	▼	▲	▲	124.83%
26230	EMC CVS	▲	▲	▲	▲	100.17%
26310	EMC 3 East	▲	▼	▲	▲	114.87%
26320	EMC 3 West	▲	▼	▲	▲	106.05%
26340	EMC CCU (Staffing)	▼	▼	▲	▲	87.25%

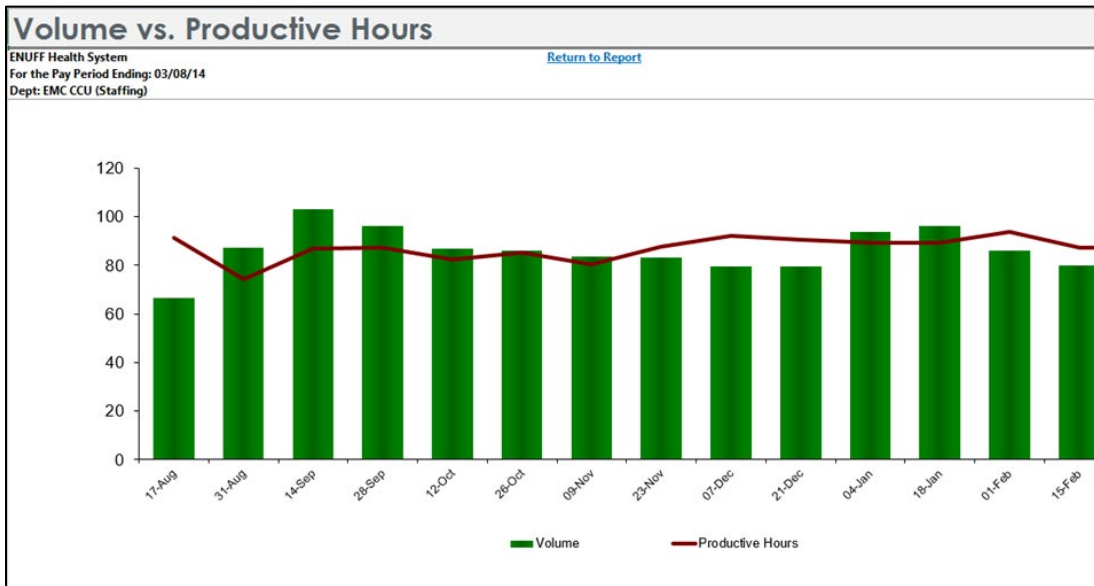
The first drill displays **Department Performance**.



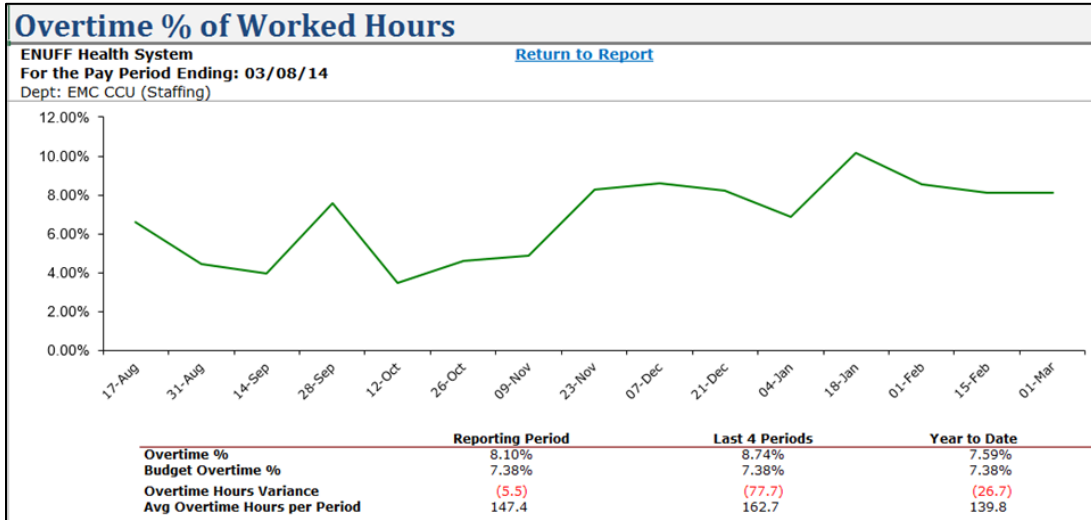
4. Continue to drill by clicking **Drill to Productivity Index**.



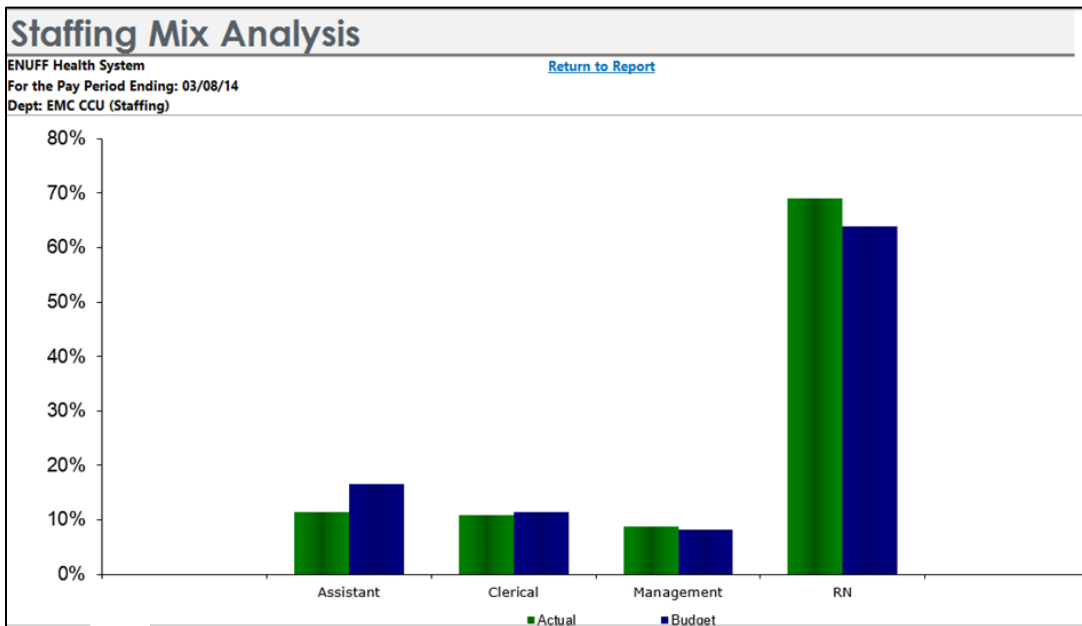
5. Continue to drill by clicking **Drill to Volume Analysis**.



6. Continue to drill by clicking **Drill to Overtime Analysis**.



7. Continue to drill by clicking **Drill to Staff Mix**.



- Continue to drill by clicking **Drill to JobCode Analysis**.

Department Payroll Summary - By Job Code					
ENUFF Health System Dept: 26340-EMC CCU (Staffing) <i>Select a Jobcode below to use the Employee drill</i>		Return to Report			
		1/25/14	2/8/14	2/22/14	03/08/2014
		PP-15	PP-16	PP-17	PP-18
Job Code	Description	Hours	Hours	Hours	Hours
Productive Hours					
J00595	Clinical Director	80	80	80	80
J00303	Manager-Nursing	80	80	80	80
J00772	Patient Care Associate	221	213	203	203
J00345	Patient Care Provider/Ext	-	-	-	-
J00973	Staff Nurse/Clinical Lead	-	-	-	-
J00318	Staff RN	1,111	1,206	1,107	1,109
J00324	Unit Clerk II	178	208	199	199
Total - Productive (excluding OT)		1,671	1,787	1,669	1,671
Total FTEs-Productive (excluding OT)		20.88	22.34	20.87	20.89
Overtime Hours					
J00303	Manager-Nursing	3	2	1	1
J00772	Patient Care Associate	13	0	1	1
J00973	Staff Nurse/Clinical Lead	-	-	-	-
J00318	Staff RN	157	156	146	146
J00542	Staff RN	-	-	-	-
J00324	Unit Clerk II	16	9	-	-
Total - Overtime		189	167	147	147

- To view a Department Payroll Summary by Employee, place your cursor on a JobCode row, and from the main menu, click **Drill to Employee**.

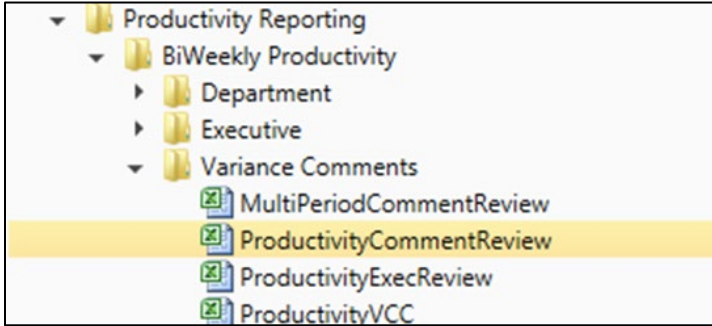
Department Payroll Summary - By Employee						
ENUFF Health System Dept: 26340-EMC CCU (Staffing) Jobcode: J00318-Staff RN		Return to Report				
		Pay Period Ending:	1/25/14	2/8/14	2/22/14	03/08/2014
			PP-15	PP-16	PP-17	PP-18
Job Code	Description	Employee Name	ID	HRS	HRS	HRS
Productive Hours						
J00318	Staff RN	Alexander, Ezekiel	27064	44.45	66.20	52.70
J00318	Staff RN	Ashcraft, Amy J.	24626	0.00	0.00	0.00
J00318	Staff RN	Baker, Gwendolyn	24624	62.40	67.35	37.45
J00318	Staff RN	Banks, Phoebe	27728	77.65	77.40	77.25
J00318	Staff RN	Brewer, Jamie L.	22402	77.00	61.90	33.15
J00318	Staff RN	Carey, Summer	11999	80.00	80.00	72.10
J00318	Staff RN	Chadwick, Arthur	14088	77.65	37.00	51.10
J00318	Staff RN	Dixon, Eleanor	16641	80.00	80.00	60.25

- To return to the previous drill page, click the **Return to Report** hyperlink or close all drills by clicking the red X.

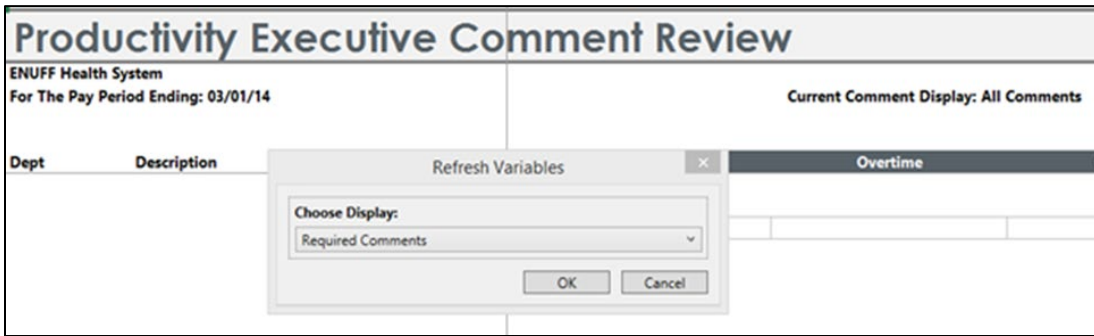
Review productivity comments

This report displays comments for the current period for all categories.

1. Click Productivity Reporting > BiWeekly Productivity > Variance Comments > ProductivityCommentReview.



2. To refresh the report data, click **Refresh Data** on the main menu.
3. Select **Required Comments**, and then click **OK**.

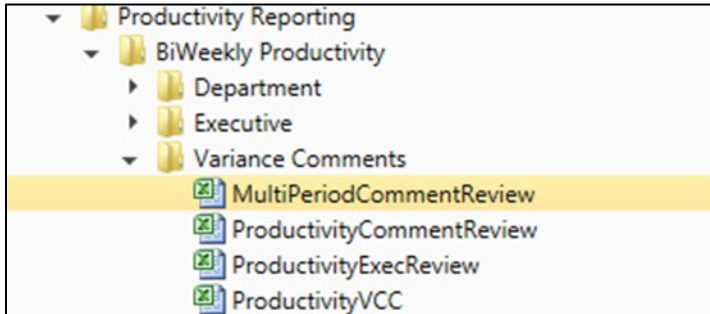


Productivity Executive Comment Review			
ENUFF Health System For The Pay Period Ending: 03/01/14		Current Comment Display: All Comments	
Dept	Description	Productivity	Overtime
26230	EMC CVS		
26340	EMC CCU (Staffing)		Had to use OT to cover for vacancy.
27200	EMC Radiology - MRI (JobCode)		
27210	EMC Radiology - CT Scan		Investigating a per-diem type staffing. Issue now is no extra staff to adjust for volume or vacations
27220	EMC Radiology - Nuc Med (JobCode Target)		Incremental overtime.. Have discussed with Staff to clock out appropriately
27230	EMC Radiology - Vascular Procedure	Maybe it's time to get some external advice.	Since Nov 10 we've just gone downhill. Made recent changes to staffing plan. Should be reflective next period
27240	EMC Radiology - Diagnostics		Down 3 FTEs due to turnover. 1 on maternity leave.
			Down 3 FTEs due to turnover. 1 on maternity leave.
		I don't even know where to begin.. We are improving and should be at our productivity benchmark by year-end. (I hope)	Unpredictable volumes. Opportunities for labor savings if we can arrive at a solid plan
			Was able to reduce from past 4 periods. Volume accounted for the need for contract labor.

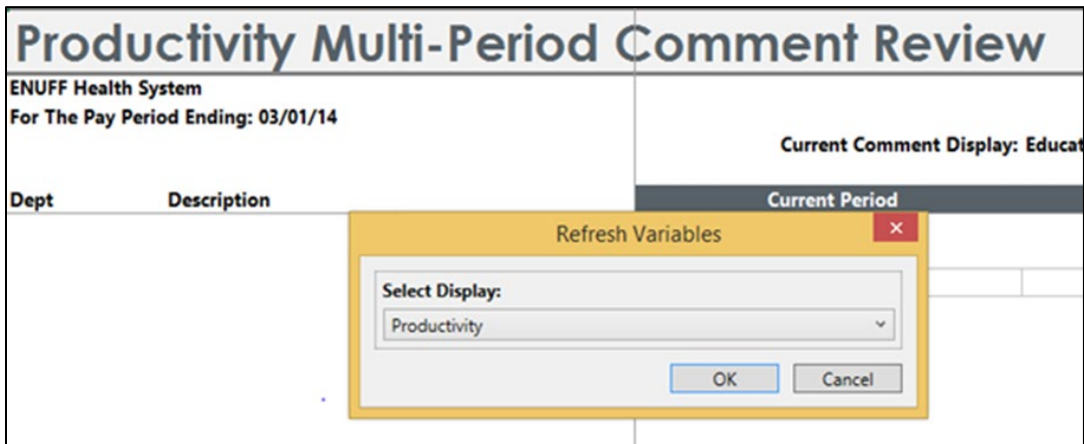
Review multiperiod comments

This report displays comments for the current period and the previous three periods for all categories.

1. Click **Productivity Reporting > BiWeekly Productivity > Variance Comments > MultiPeriodCommentReview**.



2. To refresh the report data, click **Refresh Data** on the main menu.
3. Select **Productivity**, and then click **OK**.



Productivity Multi-Period Comment Review						
ENUFF Health System For The Pay Period Ending: 03/01/14		Current Comment Display: Productivity				
Dept	Description	Current Period				
26340	EMC CCU (Staffing)	<table border="1"> <thead> <tr> <th>Current Period</th> <th>Prior Period</th> </tr> </thead> <tbody> <tr> <td>Minimum staffing requirement to maintain 2:1 staffing ratio.</td> <td>Late discharges caused low volume numbers, when actual patients on unit required a higher level of staffing.</td> </tr> </tbody> </table>	Current Period	Prior Period	Minimum staffing requirement to maintain 2:1 staffing ratio.	Late discharges caused low volume numbers, when actual patients on unit required a higher level of staffing.
Current Period	Prior Period					
Minimum staffing requirement to maintain 2:1 staffing ratio.	Late discharges caused low volume numbers, when actual patients on unit required a higher level of staffing.					