

Software helps hospice to track tests as COVID complicates HR



Customer Profile

Founded in 1973, Douglas Macmillan Hospice delivers free care for adult patients with life-limiting illnesses. Based in Stoke-on-Trent, Dougie Mac, as it's also known, provides care to people in the surrounding areas 365 days a year, 24 hours a day.

Overview

HR Administrator Emma Walton was used to operating HR through manual, paper-based processes. When she joined the hospice and discovered IRIS Cascade, she realised what a huge difference HR software can make when managing a complex workforce.

Solutions used

> [IRIS Cascade](#)

Challenge



Before joining Dougie Mac, HR Administrator Emma Walton, handled the vast majority of HR processes manually in her previous role.

She said: "I used to manage HR on an Excel spreadsheet and in filing cabinets. We only had 50 staff at my previous organisation. There weren't the same requirements as the hospice, which has 320 permanent staff and a large number of volunteers."

These manual processes wouldn't be feasible on the scale required for Dougie Mac as they have such a large and varied workforce it would be incredibly time-consuming.

HR has also become far more complex lately due to the COVID-19 pandemic. Dougie Mac has worked with Public Health England to test hundreds of employees for coronavirus and antibodies.

To track these tests via traditional manual processes would not only take a significant amount of resources, but also be prone to human error, which isn't an option when caring for vulnerable patients, especially in the current circumstances.



Solutions

Once Emma moved to Dougie Mac and started using IRIS Cascade, the benefits quickly became evident.

"The software is instant, easy, and has a huge amount of options. There are so many things you can do in the system – the possibilities seem never-ending."

The ability to customise IRIS Cascade's functionality has been further highlighted during the COVID-19 pandemic. Emma explained: *"We've created a screen on IRIS Cascade that records data, so we know if anyone has a COVID-related absence. We can also see if they've been tested. Plus, within the system, it shows if the test has come back positive or negative."*

"We've also managed to set up status screens within IRIS Cascade that relate to furlough, meaning we know when somebody was furloughed, for how long and if they've returned."

One of the other most impactful opportunities IRIS Cascade has provided is the ability to move away from paper processes.

Emma said: *"As a hospice, we're working towards becoming paperless. In the last two years, we've digitised all of our employee records and moved them onto the IRIS Cascade system."*



Results

"We've been able to shift ownership of certain tasks to managers, and it's been a dramatic change in terms of how we operate. The self-service functionality has played a major role, and employees can now easily book holidays and check their payslips without relying on the HR department."

Emma adds: *"The changes IRIS Cascade has created for us are immense and have completely revolutionised the way we communicate with employees."*

Also picked out were the employee benefits IRIS Cascade provides and how it supports their day-to-day.

"Employees have been able to be more efficient and accountable in terms of managing their own requirements."

Conclusion

Ultimately, IRIS Cascade has provided Dougie Mac with a vast number of time-savings, not just for the HR team, but for all employees within the organisation.