Staff.Care Case Study
Marymount University Hospital & Hospice

About Marymount

Marymount provides specialist palliative care services and care for dependent older people. Established in 1870, Marymount is an independent voluntary hospital with university status.

With a workforce of **approximately 400 multi-disciplinary staff**, Marymount deliver high quality, compassionate care while ensuring operational efficiency.

Marymount first implemented **Staff.Care** in 2013 for eRostering. In 2023 the hospital expanded its use of the platform to include HR, Training, Payroll Interface and bespoke reporting (including Section 38 data collection).

SMI continue to support Marymount to proactively drive efficiency, cost reductions and time savings.

Marymount achieved a significant, internationally recognised, milestone in becoming the first residential care setting in Ireland to gain accreditation as an **Age-Friendly Health System, Committed to Care Excellence**.

Why Marymount Expanded Staff.Care in 2013

Before the decision was made to expand the use of Staff.Care Marymount carefully evaluated several alternative HR providers and fully assessed integration capabilities, ongoing support and cost effectiveness, they determined that Staff.Care continued to be the best fit for Marymount's unique requirements.

"We continued the partnership with SMI because the platform has consistently proved its ability to meet the evolving demands of our healthcare setting. Staff.Care offers the robust functionality, flexibility and integration capabilities required for our complex rostering and payroll needs. Their support team is responsive and understands the specific challenges"

"Due to the ever-evolving and complex pay rules within the public sector, combined with the intricate eRostering requirements unique to the health sector, we made the strategic decision to invest in Staff.Care. This ensures that we can efficiently manage our workforce and meet the sector's high standards for compliance and operational excellence" **says Shane O'Gorman, Head of HR**

Benefits Achieved Across the Entire Organisation

Greater Efficiency & Time Savings:

- Automated handling of **leave, pay and reporting processes** reduced administration workload

- Streamlined rostering and payroll workflows created **faster, more accurate** processes

- At least **1.5 days of administration time saved each month** through automatic HSE reporting

Improved Payroll Accuracy

The Payroll Interface provided by SMI transformed payroll management into a **one-report interaction** delivering:

- Faster payroll runs

- Improved accuracy

- Greater transparency over payments

- Complex Cost Coding

- Accurate Sickness leave calculations (up to 3 year referencing)

"Staff.Care has further improved the efficiency and accuracy of our Rostering, HR and Payroll Processes. The transition has also reduced manual workload, helped us standardise procedures and brought greater transparency to workforce management" **says Shane O'Gorman, Head of HR**

HR & Compliance Strengthened

Marymount uses Staff.Care to manage training, compliance, skills and personnel records. The main benefits include:

- Centralised training and compliance Dashboards

- Automated manual leave calculations

- Quick identification of training gaps and renewals

- Automated Workflows for new starters, contract changes and leavers

- Removal of paper-based recording

During a recent inspection, the **State Claims Agency** described Staff.Care as ***"the best system they have ever seen"*** for HR and Compliance.

Fairer Rostering for Staff

Having managed staff across the organisations (including Volunteers) since 2013 Marymount have received the benefits of an eRostering solution for many years. Staff.Care managed their whole workforce including complex clinical rostering while tracking safe staffing levels across and medic on-calls.

"Staff.Care played a significant role in shaping several policy changes within our organisation. The enhanced visibility and control provided by Staff.Care allowed us to standardise rostering practices, streamline leave management and ensure compliance with evolving pay regulations. Staff.Care prompted us to formalise processes around time and attendance tracking and to adopt clearer, data-driven policies for workforce planning and resource allocation", **says Shane O'Gorman, Head of HR.**

Section 38/39 Reporting

With the introduction of the new data collection required by the HSE, SMI has provided all the necessary tools to report on Starters/Leavers, Absenteeism Rates and Staffing Levels including WTE calculations and linking of grades to categories. All reports are generated in the required 'click and send' format.

Additional bespoke reporting was also provided by SMI for additional Census and Absence Reporting for Palliative and Older Adult Services.

Feedback on SMI Services

"Ed Smith's (SMI's Project Lead) understanding of Staff.Care and interpretation of public sector rules is second to none, his expertise and knowledge really stands out.

Ed's enthusiasm and proactive approach means he is quick to see clarification and work towards the best outcomes".

"**Staff.Care promotes fairness for staff and eliminates unconscious bias. Staff work-life balance has improved"**

Overall thoughts:

"Staff.Care has improved the efficiency and accuracy of our Rostering, HR and Payroll Processes. The transition has also reduced manual workload, helped us standardise procedures and brought greater transparency to workforce management.

With around 400 staff, managing schedule, leave, training and payroll manually would be extremely time consuming and prone to error. Staff.Care has allowed us to centralise and streamline all the processes, making day to day management much more efficient.

Staff.Care scales well to accommodate our multi-disciplinary teams and helps ensure consistency or accuracy across departments. By automating routine, administration work and providing clear visibility over staff data, Staff.Care has freed up valuable time and resources, allowing us to focus more on support our staff and delivery quality care" **says Shane O'Gorman, Head of HR.**

(Case Study Date: Sept 2025)