



# Vivantes

## Netzwerk für Gesundheit GmbH

Modern shift scheduling with employee participation as a driver of employer attractiveness

### Organization

Vivantes - Netzwerk für Gesundheit GmbH

### Industry

Healthcare Sector

### Number of employees

approx. 19.000

### plano in use

plano Basis  
 plano Roster  
 plano Reporting  
 plano Interfaces  
 Employee Portal ESS and Shift Scheduling App myplano  
 plano Service Line

## Overview

Vivantes - Netzwerk für Gesundheit GmbH is the largest municipal hospital group in Germany. Based in Berlin, the healthcare provider owns nine hospitals, 18 nursing homes, two retirement homes and several medical care centers.

With the optimization and modernization of the existing user interface in the SP-Expert employee portal ESS and Rich Client and the introduction of the plano Roster and the plano planning assistant, the company hopes to significantly reduce administrative tasks. Over the project period of two years, the aim is to adopt a holistic failure management system in the plano roster, introduce employee-managed shift swapping and develop a systemically integrated preferred shift planning system for employees in myplano.

## Initial situation

Previously, the Rich Client and the ESS employee portal based on SP-Expert were used for staff planning. Due to changing requirements for a modern planning interface and additional functions, it was necessary to modernize the schedule interface and the employee portal.

Employees and shift planners from various divisions of Vivantes were actively involved in the development process. Through their direct involvement, specific requirements and functions can be integrated into the design of the shift planning interface and the employee portal.

The introduction of the myplano employee portal, which at Vivantes is named "VivaPlan" to match the corporate design, was intended to meet the employees' desire for a modern, clear, location- and device-independent application.

## Project goals

### Seamless implementation and functional expansion

- + Continued use of the existing WFM system in the plano environment
- + Integrated failure management in plano Roster and VivaPlan (myplano)
- + Employee-managed shift swap via VivaPlan (myplano)

### Employee satisfaction

- + Modern and appealing user interface
- + Location and device-independent use
- + Digital & independent entry of shift schedules requests
- + Systemically supported self-planning options for employees

### Effective relief for shift planners

- + Display of employees' wishes when creating the target shift schedule
- + Effective and needs-oriented employee planning
- + Reduction of manual entries from paper or Excel lists



*“Modern scheduling is an important driver of employer attractiveness for us. With plano, we have found the right holistic WFM solution and at the same time a competent partner to achieve our joint development goals of involving our employees more closely in their own scheduling.”*

Christian Fernekohl  
Head of HR Transformation & Digitalization  
Vivantes - Netzwerk für Gesundheit GmbH

## Result

### **Core component of the Vivantes Strategy 2030: Increasing employer attractiveness**

Shift and rotating shift work demands a lot from employees. With the consistent digitalization of shift scheduling, Vivantes wants to give them more flexibility, self-determination and a say in shift scheduling. For this reason, the high level of involvement of employees and shift planners in the development process is of great importance to Vivantes. In addition to a user-friendly interface, the main benefits are additional functions for Vivantes employees and shift planners. Vivantes sees a threefold advantage in the development cooperation with plano: greater job satisfaction for employees, faster and more reliable shift scheduling and more effective and demand-oriented deployment of employees. The Group is thus pursuing the fulfillment of one of the core components of its Vivantes Strategy 2030: significantly increasing its attractiveness as an employer.

The further development of the WFM solution used at Vivantes and the advancing digitalization will give employees a high degree of self-determination in shift scheduling. In addition, the aim is to reduce the workload of those responsible for schedules by ensuring that legal, collective bargaining and operational requirements are already taken into account in the pre-planning stage with the help of algorithms and that error-prone double entries are avoided.

## Improvement

### **Low implementation costs and greater employee and planner satisfaction**

By the migration to the modern plano modules, Vivantes has introduced a user-friendly schedule interface, a powerful interface configuration with monitoring function and a mobile-optimized employee portal (ESS). The important goal of avoiding a costly and implementation-intensive change of database or schedule program was achieved.




With the implementation of VivaPlan (myplano), employees also have the option of viewing their shifts independently and on the move, applying for leave, entering requests and, in future, registering shift swaps.

### **Greater employee involvement and preferred shift planning**





Due to the use of VivaPlan (myplano), Vivantes is coming much closer to the desire for greater involvement of employees in the planning process and consideration of individual wishes. The mobile portal can be used and shift scheduling can be carried out from anywhere and from any end device. More flexibility, increased personal responsibility and participation in the organization of working hours - for Vivantes, this is the result of a stringent drive towards digitalization based on the premise of creating modern working structures for employees.

## At a glance

### Improvements for planners

-  Optimum overview of employee availability and vacation planning for schedulers
-  Elimination of time-consuming and error-prone paper lists
-  Fast and secure roster creation in a modern, digital and functional planning environment

### Improvements for employees

-  More self-determination for employees through independent entry of roster requests and shift swaps
-  View roster and vacation schedules regardless of location, time and device
-  Views in a modern and user-friendly interface
-  Involvement of employees in the development process of the shift schedule software



## The organization

### Vivantes - Netzwerk für Gesundheit GmbH

As the largest municipal hospital group in Germany, Vivantes is today a pioneer in an industry undergoing change. Under the umbrella of the Vivantes network, patients are offered the full range of high-quality medical and nursing care. One third of all patients in Berlin are treated each year in one of over 100 Vivantes clinics and institutes. That is a total of almost half a million treatments per year - in concrete figures: in 2023, 19,208 employees treated 528,173 patients at eight clinic locations and one specialist hospital.

Vivantes relies on sustainable digitalization for optimal patient care. The desire to update the existing staff planning system and introduce myplano fits in seamlessly with the ongoing digitalization at Vivantes.

[www.vivantes.de](http://www.vivantes.de)

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