

Case Study

St. Vincent's University Hospital

Transforming HR management for a busy Dublin teaching hospital.



**ST. VINCENT'S
UNIVERSITY HOSPITAL**

Elm Park



**ST. VINCENT'S
PRIVATE HOSPITAL**

Elm Park

**ROINN ÉIGEANDÁLA
EMERGENCY DEPARTMENT**





Background

St. Vincent's University Hospital is a large academic teaching hospital based in South Dublin. With a busy emergency department which has more than **60,000** attendances a year, and as a National Transplant and Cancer Centre, it is crucial that HR and payroll management runs smoothly.



St. Vincent's University Hospital has in excess of **4,000** people on payroll and has been working with Zellis for around 10 years, with a focus on HR and self-service reporting. The vast diversity of roles, all with differing needs that must be met, are a key part of the demands of healthcare industry organisations.

Welcome to St Vincent's Healthcare Group Employee Self-Service

Logging into MyView

If you do not have a password select 'forgotten your password?' and you will be sent a temporary password by email.

When you first log in you will be asked a security question and prompted to change your password. Once this is completed you will be requested to log in again with your new password.

If you have any queries please contact:

St Michaels Hospital:

- 01 663 9845 (ext: 7103)

St Vincents University Hospital:

- HR Business Services: 01 221 6062 or email: hrdata@svhg.ie
- Consultants / NCHD's: 01 221 6047

Part-time working, different shift patterns and different salary bands mean that a solution that can administer payroll efficiently and meet the demands of all groups has become a mainstay of hospital life.

MyView is used by all staff who need access to their payroll and HR information and is also valuable in terms of rostering. As a hospital operating seven days a week, 24 hours a day, management needs to be able to ensure that rostering is efficient, organised, and easy to share with relevant departments.



Welcome.

Please enter your login details:

your employee no

your password

Log in

[Forgotten your password?](#)



A responsive HR solution which can cope with high turnover.

In an industry with a high staff turnover, having a responsive HR solution means that St. Vincent's University Hospital can act quickly and maintain staff engagement.



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As an academic teaching hospital, we have a lot of movement within our workforce, "Often an individual will come to work in a centre like this to gain experience as part of their career. We encourage movement in the hospital, and overall our turnover which includes trainee posts is around 20% a year. With 4000 staff, there's a lot of change happening. Having a solution that can take care of all of that, all in one place, is a key benefit of Zellis."

John Keane, Director of Human Resources, St. Vincent's University Hospital

Having created a strong and lasting working relationship between the two organisations, John is keen to point out that Zellis will come forward with solutions that support the needs of the hospital.



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*We have a very **strong, productive, constructive relationship**, and that doesn't necessarily mean that there always has to be agreement. But Zellis has a **positive way of dealing with our priorities** and can identify what needs to be delivered and how to manage our main concerns. Having an account manager who we deal with on a regular basis means that they can find **productive solutions to our complex situation.**"*

John Keane, Director of Human Resources, St. Vincent's University Hospital

MyView for staff self-service functionality.

St. Vincent's University Hospital staff can use **MyView** to access payslips, manage their onboarding and employment journey, and approve and book leave. They can also access the St. Vincent's University Hospital eLearning platform,

"All our online training can be taken through MyView," says John,

"This includes all our mandatory training and all our professional development training that we host on site. Having that single portal, that **single view into the organisation of their own affairs** is really useful for staff."

St. Vincent's University Hospital is also looking to the future in how they can **expand** their use of **MyView**.

"We can also use **MyView** to **empower managers** and staff to keep on top of those important elements of training such as hand hygiene, fire safety, manual handling, life support, training, basic life support, etc."



Home Dashboard Events My Courses



Welcome to your Learning Portal Homepage.



**Zellis helps reduce administrative workload and
“gets things right the first time.”**

MyView can be used on any device, which makes it useful for nursing and other colleagues who might not be able to access a PC in a busy ward area.

“Reducing administrative workload for our nurses and other colleagues means that any time saved can be redirected back into patient care,” says John.

An effective and efficient payroll management ensures that staff don’t have to worry about delays.

“Allowing us to make sure that our staff are paid correctly and on time. This is something that is often taken as a given, but it doesn't happen without expertise.”

A screenshot of a web application interface for "Online Employee Payslips". The page has a header with a menu icon and an "Employee Search" field. Below the header, there is a breadcrumb trail: "Dashboard / Pay Documents". The main heading is "Online Employee Payslips" in a large, bold font. Underneath, it says "Online Payslips" and "You can view your payslips by selecting the relevant period". There are two main sections: "Payslip Documentation" and "Annual Documentation".
Payslip Documentation
This section contains a table with the following data:

Period	Tax Year	Pay Date	Payslip Page(s)
08	2023	16/02/2023	1
06	2023	02/02/2023	1
04	2023	19/01/2023	1
02	2023	05/01/2023	1

Below the table is a dropdown menu labeled "View Payslips for" with "2023" selected.
Annual Documentation
This section contains a table with the following data:

Tax Year	ASC60
2022	View

“In an organisation which is so focused on people, we must live those values in terms of how we engage, how we collaborate and in being authentic. And that's key in the relationship with any vendor, particularly here when you're asking a vendor to look after the pay and HR essentials for your staff. You're placing a lot of trust to make sure that that happens on time, and it happens correctly. **It's an important responsibility and Zellis really helps us in terms of delivering on that.**”

Recruitment and retention on a global scale.

Healthcare recruitment has undergone several changes since the COVID pandemic, and there are now **higher levels of movement within roles**. There are also international shortages of staff amongst many medical professions, but in nursing in particular.

"We **recruit internationally** as a norm now and we must be able to be present and reach out in different ways. **Healthcare is changing**," John said.

Being able to manage recruitment journeys through **MyView**, and offer **seamless onboarding** helps keep candidates **engaged** helps **retain the top talent** in this challenging recruiting market.

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*Having a **stable solution** that allows us to manage the **complexities of the workforce** in its various different ways does help us to focus that on more strategic HRM initiatives and objectives. Zellis provides us with the kind of **stability** required to do that operationally. We can run a **high-volume complex niche recruitment function**, even though we are recruiting very specialised roles, while competing nationally and internationally, through Zellis we have the tools to do that."*

- John Keane, Director of Human Resources at St. Vincent's University Hospital

The screenshot shows a web interface for 'Internal Recruitment'. At the top, there is a breadcrumb trail: 'Dashboard / Careers'. Below this is the main heading 'Internal Recruitment'. Underneath the heading, there is a paragraph of text: 'Current open vacancies are listed below. You can search by Keyword, Category, Vacancy Group and Job Type if you wish to search for a particular type of vacancy. Please click into a vacancy to view further information and a detailed job description. You can view all of your previous applications in the 'Applications' section below.' Below this text is a search form with the following fields: 'Keyword' (a text input field), 'Category' (a dropdown menu with '--Select--' and a downward arrow), 'Vacancy Group' (a dropdown menu with '--Select--' and a downward arrow), and 'Job Type' (a dropdown menu with '--Select--' and a downward arrow). To the right of these fields is a black 'Search' button.

Thank you for reading our case study

St. Vincent's University Hospital

If you would like to find out more about how Zellis can help you deliver a seamless HR management function, don't hesitate to contact us.

