

DUKESHIFT FOR MANAGERS/SCHEDULERS

DukeShift allows managers to advertise available shifts for their departments. Qualified and eligible clinical staff can view the shifts, put in their request, and be approved for the shift by the unit manager, all online. Employees will receive their primary rate of pay plus any overtime or shift differential that the employee qualifies for.

The Duke Clinical Staffing Department and the DPC Float Pool also look in DukeShift to see where staff is needed when they are entering their preassignments. There is an expectation that any department who receives staff from the Duke Clinical Staffing Department will enter their needs for staff in DukeShift.

The goal of the system is to fill at LEAST 80% of all the unfilled shifts in the hospital and/or ambulatory areas. Unfilled shifts include shifts created by the departments that have not been filled AND shifts added by the Duke Clinical Staffing Department to reflect bedflow requests or requests called into the office. Thus, it is important to reconcile your shifts – especially to cancel shifts that are no longer needed.

Part of understanding the DukeShift system and the life cycle of shifts is understanding what the employees see on their side of the system. To view the DukeShift Employee Guide, use this link.

<https://finance.duke.edu/sites/default/files/DukeShift%20Employee%20UserGuide%20Mar2021.pdf>

Now that you have an idea of how DukeShift works for the employees who are picking up shifts, let's take a look at how Managers/Schedulers use the system.

Web address: dukeshift.duhs.duke.edu

Note, if you are at home and using VPN, you may need to turn off zScaler to be successful using the DukeShift website. You can also turn off your VPN, if you are having issues.

Can be accessed from any computer, you do not need to be on the Duke intranet.

Log In: Use you NetID and password to log in. Don't know your NetID – call your helpdesk.

User Agreement: The first time your staff log in, they will have to agree to a user agreement. You can also see the User Agreement and a summary of DukeShift expectations at this link

<https://finance.duke.edu/systems/work/api/dukeshift>

A DukeShift for Managers Webpage is available at

<https://finance.duke.edu/systems/work/api/dukeshift/managers>

HOME PAGE

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My Bid4Health

Duke Medicine
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Shift Summary - Contract Summary
2

Duke Medicine (System)

Closed Shifts - Not Awarded 1826
Closed Shifts - Awarded 247
Award Offers 1
Shifts With Requests 2
Open Shifts 357
Scheduled for Request 2
» Create a Contract Assignment

2

Professional Summary
2

Pending 3963
Approved 410
Inactive 543
Denied 0
4

Agency Summary
2

Pending 0
Approved 0
Inactive 1
Denied 0
5

Quick Search
3

Enter Shift ID #:

Search Shift ID #

Enter Health Care Professional Last Name:

Search Professionals

» Advanced Search

My Messages
2

Inbox 246 New (229) bid
Sent 88
Send Message

Admin Links
2

» Manage Positions
» Manage Wage Codes
» Administrator Professionals
» Change Profile
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1. Click on plus sign to far left of Duke Medicine to choose your facility and department.
Note: No way to default this setting, but it will stay where you last left it.
2. Shift Summary section will indicate how many shifts are closed, have requests, have been awarded but the employee has not responded, are open and are schedule to open in the future. This is the best place to monitor and award your shifts.
3. Quick Search section allows you to type in a shift ID # to find that shift quickly. This number will be listed in any emails/messages regarding the shift and on reports, so you may use this more often than you think. You can also search for a specific employee under Search Professionals. Note: This is a good way to find out what department a person is in OR what agency an employee works for.
4. Professional Summary section shows what employees have active accounts. New accounts are created here.
5. Agency summary lists information on the agencies working with Duke.
6. My Messages is just like email. The system generates a message when you have a request and when an employee has accepted an offer. Employees can also email you specific questions on the shift. You can have these messages go to another email address, if you choose.

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7. Admin links is where an Administrator can make changes in the system. You can use the Change Profile link here to change your own information. Please verify that your email address is correct on your profile.

ADMIN LINKS> CHANGE PROFILE (7 on Screen Shot)

● Indicates Required Field

Title:	<input type="text"/>
First Name:	Julia
Last Name:	Bambach
Username:	0027461 ●
Phone:	919-668-0710
Phone Ext.:	<input type="text"/>
Fax:	<input type="text"/>
Email:	julia.bambach@duke.edu ●
Additional Message Receivers:	<div><div>Available Admins</div><div>BID4HEALTH ADMIN Sylvia Alston Sergio Chavez Rebecca Clearman Lynn Daugherty Faith Edwards</div><div><div>?</div><div>Add -></div><div><- Remove</div></div><div>Chosen Admins</div><div></div></div>
Newsletter Signup:	<input checked="" type="checkbox"/>
Send Messages to Email:	<input checked="" type="checkbox"/>
Is Super User:	<input checked="" type="checkbox"/>
Active:	<input checked="" type="checkbox"/>

You may add your phone number, another email address to receive dukeshift emails, and move the names to other managers or schedulers who will also receive your emails. For instance, if you are going on vacation you can choose another account holder to receive your emails while you are gone. Note, the shift creator is the receiver of the emails. You can not delegate creation of the shifts to one person and then receive the emails related to the shift UNLESS that person puts your name in the Chosen Admins column above.

Caution about emails – they are not the final say of what is happening in the system. Not every transaction generates and email. Some emails get lost in the JUNK folders. The best way to know who is on the schedule is to look in API and/or user DS reports.

Click Save when you have made your changes. You can click on the Back to MyBid4Health button on the My Bid4Health tab to go back to the home page.

ENTERING IN THE SHIFTS YOU NEED STAFF TO FILL TWO OPTIONS: CREATE A SHIFT AND i-SCHEDULE.

CREATE A SHIFT WILL ALLOW YOU TO ADD COMMENTS ABOUT THE SHIFTS AND TO LIMIT THE SHIFTS TO SPECIFIC EMPLOYEES (JUST YOUR DEPT OR HOSPITAL, LET ONE GROUP SEE SHIFTS PRIOR TO ANOTHER). ALSO ANY START OR END TIME CAN BE USED TO CREATE A SHIFT. SHIFTS ARE CREATED ON A FORM AND THEN CAN BE COPIED. SHIFTS HAVE TO BE CANCELLED ONE AT A TIME. DEPARTMENTS WITH SPECIAL REQUIREMENTS AND/OR ODD START AND END TIMES FOR SHIFTS SHOULD USE THIS METHOD.

i-SCHEDULE ALLOWS YOU TO CREATE AND CANCEL SHIFTS ON A GRID MUCH MORE QUICKLY THAN THE CREATE A SHIFT METHOD. BUT, NO COMMENTS OR LIMITATIONS ARE ALLOWED, SO ALL STAFF CAN SEE THE SHIFTS. ONLY STANDARD SHIFT TIMES ARE AVAILABLE FOR USE (IE, 7A, 7P, D, E, N). DEPARTMENTS WITH BASIC SHIFT TIMES AND REQUIREMENTS WITH SCHEDULELERS WHO WILL MONITOR THAT REQUESTS TO WORK THE SHIFT ARE APPROPRIATE WILL FIND THIS METHOD EASIER AND MORE EFFICIENT THAN CREATE A SHIFT.

i-SCHEDULE

Once you are logged into DukeShift, go the i-Schedule Tab.

Click on Dynamic Master Schedule on the right side.

At the top left of the screen, choose your facility and department.

At the top right of the screen, put in a date range.

Click the green Show Schedule Button.

Home Create a Shift Search **i-Schedule** Reconciliation My Messages System Configuration Reports

Home > i-Schedule - 2420 Central Staffing office > Dynamic Master - 2420 Central Staffing office

Dynamic Master - 2420 Central Staffing office [User Guide](#)

Facility: Duke University Hospital Start Date: 09/23/2013

Unit: 2420 Central Staffing office End Date: 10/06/2013

Show Schedule Indicates Non-Published/Self-Schedule Request. Indicates Overtime. **Print** ☒ Include Agencies?

At the top of the screen, you see a column for Add Professionals and the dates you picked. As staff are awarded shifts, their names appear here. At first, however, this section will be blank. Scroll down and find the section called Schedule Summary.

The first needs grid you create, you will have to pick the activity codes under Add Shift Time Type and LOCK them. Once locked, they will appear on all future schedules you open.

Schedule Summary

	Mon	Tue	Wed	Thu	Fri	Sat
✦ Add Shift Time Type	9/23	9/24	9/25	9/26	9/27	9/28
Nurse						
7A-7P - 7A						

Lock Shift Time Type from this Unit's Schedule Template

Position: - Select time type -
 7A-7P: 7:00 AM - 7:30 PM
 7P-7A: 7:00 PM - 7:30 AM
 7A-3P: 7:00 AM - 3:30 PM
 3P-11P: 3:00 PM - 11:30 PM
 11P-7A: 11:00 PM - 7:30 AM
 7A-11A: 7:00 AM - 11:00 AM
 11A-3P: 11:00 AM - 3:00 PM
 3P-7P: 3:00 PM - 7:00 PM
 7P-11P: 7:00 PM - 11:00 PM
 11A-11P: 11:00 AM - 11:30 PM
 11P-3A: 11:00 PM - 3:00 AM
 8A: 8:00 AM - 4:30 PM
 830A: 8:30 AM - 5:00 PM

Submit Cancel

Hover over Shift Time Type, the select the shift from the drop down list. I picked 7A.

Next, select the position (ie, Nurse, NCA, etc).

Click the green Submit button.

At the right of the box with the shift are 4 vertical lines. When you hover on it you get the message "Lock Shift Time Type from this Unit's Schedule

Template".

Click on the 4 vertical lines. A red thumb tack appears indicated that shift is locked.

To enter your needs, you will go in the box for each date/shift and type in the number of staff (based on the position you picked) you need. I picked Nurses at 7A. In each date box in the row, DOUBLE CLICK.

A red fraction appears with a blinking cursor indication you can type your need number there.

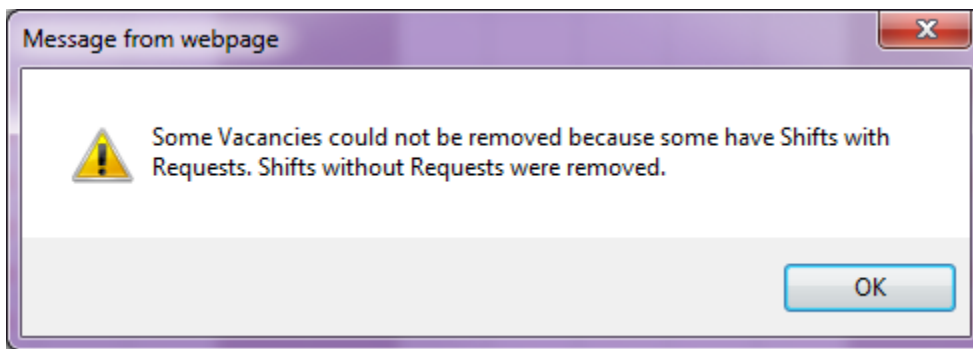
The TOP number = the number of staff that have been awarded shifts. Their names will appear in the top section. The bottom number indicates how many staff you still need for each shift.

Schedule Summary

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	We
✦ Add Shift Time Type	9/23	9/24	9/25	9/26	9/27	9/28	9/29	9/30	10/1	10/2
Nurse										
7A-7P - 7A	0/2	0/1		0/1	0/1	0/2				
7P-7A - 7P										

You can change the bottom number as you go. If you no longer need the staff, change the number to a smaller number (even zero) and the shifts are marked Hospital Cancelled. If you want to add more shifts, change the number to a larger number.

You may get a message saying you can not cancel the shift because someone has already entered a request to work (see below for actual message). If so, you will have to go the Reconciliation Tab to cancel the shift.



Below is a sample of what a schedule looks like with some shifts awarded, some still available, and names of awarded staff at the top. Note the green PRINT button at the top right of the page. If you use that, the schedule at the top prints in Excel. It can then be sorted and filtered, etc.

[Refresh Schedule](#)

Indicates Non-Published/Self-Schedule Request.
 Indicates Overtime.

[Print](#)
☒ Include Agencies?

2420 Central Staffing office Schedule														
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	8/19	8/20	8/21	8/22	8/23	8/24	8/25	8/26	8/27	8/28	8/29	8/30	8/31	9/1
Nurse														
SARAH CUMMINGS		7A												
Nursing Care Assistant														
AGNES AJAYI				7A	D									
MARY AKPAN (A)	N	N		N			N	N		N	N			N
TYRELL ALSTON		N												
WANDA ALSTON	N	N	N											
JOYCE ANDERSON						D								
SYLVIA ANDERSON	7P			7P					N	7P				
LASHAI AUSTIN (A)	7P													
AUDREY BAINE (A)		D	7A	D		7A	E	D	E		D			
SHAKIRAT BAKARE		N								N				
PATRICIA BATTLE	7A	7P							N	N				
CYNTHIA BEMPAH							7A		E	E				
LINH BOGERTY (A)		E				7A		E						
MARGARET														

Schedule Summary														
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	8/19	8/20	8/21	8/22	8/23	8/24	8/25	8/26	8/27	8/28	8/29	8/30	8/31	9/1
Nurse														
7A-7P - 7A		1/0												
Nursing Care Assistant														
7A-7P - 7A	5/0	8/0	5/1	3/1	3/8	6/1	4/0	4/6	2/0	1/0	2/1	2/0	5/2	3/7
7P-7A - 7P	5/0	3/0	1/0	3/0	4/0		3/0	4/0	0/5	3/0	1/0		1/0	
7A-3P - D	4/0	6/0	2/0	2/0	2/0	1/0	4/0	5/0	2/1	1/0	2/0	1/0	1/0	2/4
3P-11P - E	3/0	1/0	4/0	2/1	1/0	2/0	4/0	2/4	2/1	3/1	1/2	2/0	4/3	
11P-7A - N	5/0	9/0	7/0	7/1	5/-2	5/0	3/1	3/6	7/1	7/0	8/1	5/0	3/7	2/1
3P-7P - E1			5/1		0/5	3/0				0/2		2/1		3/3

CREATE A SHIFT

Click on the Create a shift tab to create a shift. Once you create a shift you can copy it to as many other dates as you wish.

You are simply going to fill out the form. If you make any mistakes, the system will let you know 😊.

Create Shift

● Indicates Required Field
* Does not apply to Agencies

Facility:	Training Facility	●
Unit:	Training Unit	●
Position:	Nursing Care Assistant	● 2 > View Position <small>Health Care Professional only needs to have one skill in Skill Group to be able to request, is not required to meet the desired skill set.</small>

Shift Start Date:	06/30/2008	●	Time:	7:00 PM	ET	2
Shift End Date:	06/30/2008	●	Time:	7:30 AM	ET	2

Number of Shifts to Post for this Date: 1 2

Signup Start Date:	06/04/2008	●	Time:	9:45 PM	ET	2
Signup End Date:	06/22/2008	●	Time:	9:45 PM	ET	2

Request Phase 1

You may create a 'Request Phase 1' to limit the users that can request this shift initially before allowing all approved Health Care Professionals to request shift.

* Home System/Facility/Units:	<input checked="" type="radio"/> No Filter	<input type="radio"/> Home Unit Only	<input type="radio"/> Home Facility Only	<input type="radio"/> Home System Only	2
Position Type: *	<input type="radio"/> Nursing Care Assistants Only? <input type="radio"/> Yes <input checked="" type="radio"/> No 2				
Include Agencies?	<input type="radio"/> Yes <input checked="" type="radio"/> No 2				

1. Use drop down to choose your hospital, department, and the position for the shift (we currently have Nurses, NCA, and HUC).

2. Put the start and end date and start and end time of the shift. You have to use the clock icon to choose a time from the list. You can't free text a time.

3. If you need more than one person in the SAME position during that shift, change the number 1 to reflect how many people you need.

4. Shift sign up dates

reflect when you will allow staff to make requests. **RECOMMENDED**

PRACTICE: Start date is the day the API schedule is posted – 2 weeks before the schedule begins. End date is not less than 72 hours before the shift begins.

5. Request Phase 1 allows you to open the requests to a subset of staff for an initial period of time. For instance, if you want to open it only to **your own staff** for the first week, you can do that by selecting Home Unit Only. This is not required, but it can give your department staff first shot at the shifts. If you want everyone to see your openings from the get go, chose No Filter. However, I recommend you limit the shifts to your hospital by selecting Home Facility Only. Also, Select YES for the Position Type to be sure that only RNs, NCAs, or HUCs see the shifts, as appropriate. This will reduce the number of unqualified staff from requesting the shifts.

Request Phase 2

Phase 2 opens bidding to all eligible users after the 'Phase 2 Signup Start Date'.

Request Phase 2 Signup Start Date: Time: 10:00 PM ET

Position Type: * ☐ Yes ☒ No

Include Agencies? ☐ Yes ☒ No

Request Phase 3: Text Messaging

Additional Info

Offer Incentive? ☐ Yes ☒ No

Require Award Confirmation? ☒

Shift Contact:

Shift Phone:

Additional Shift Comments:

6. If you are opening shifts to all later than to your home department, enter a start date under Request Phase 2.

7. Additional info allows you to enter information for the person offering to work. Shift contact and phone may be whom to contact with questions, or whom to contact for call outs. You can enter a dress expectation or where to report for duty in the Additional Shift Comments. You can also describe who is eligible for the shifts.

8. Click on Save shift to complete or cancel if you want to start over.

A saved shift will take you to this screen

My Bid4Health | Create a Shift | Search | i-Schedule | Reconciliation | My Messages | System Configuration | Reports

Shift was successfully created.

View Shift View Details / Edit Shift

Shift Status:	
Shift ID#:	54449
Bidding Starts:	6/4/2008 10:00 PM ET
Time Left:	18 Days / 0 Hours / 3 Minutes
Shift Date:	Sunday, June 29, 2008 7:00 PM ET - 12.5 hrs.
Position:	Nursing Care Assistant - Nursing Care Assistant
Health Care System:	Duke Medicine
Facility:	Training Facility
Unit:	Training Unit
Shift Contact:	TRAINING ONLY
Shift Phone:	TRAINING ONLY
Additional Info:	Do they need to wear something special, know something about parking, check in with the charge nurse? Put that info here!

MAKE COPIES OF YOUR SHIFT

Scroll down on the screen that told you your shift was successfully created and find the Copy Shift to Additional Dates on the right side of the screen.

Note: You can also open a shift by searching for it in the search area OR by clicking on the Open Shifts in the Shift Summary section of the My Bid4Health screen.

Copy Shift to Additional Dates

≤ ≤≤ July 2008 ≥≥ ≥

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Copy Shift

Click on all the dates for which you have the same need as the original shift you created (same start and end time and same job code needed). If you need shifts with different start and end times or job codes, you will have to go back to the main Create a Shift form.

Click the Copy Shift button.

Enter Additional Shift Information

9/17/2008	1 # of Shifts	9/7/2008 Signup Start Date	9/14/2008 Signup End Date
9/20/2008	1 # of Shifts	9/7/2008 Signup Start Date	9/17/2008 Signup End Date
9/23/2008	1 # of Shifts	9/7/2008 Signup Start Date	9/20/2008 Signup End Date
9/30/2008	1 # of Shifts	9/7/2008 Signup Start Date	9/27/2008 Signup End Date

Adjust the numbers for each day to say how many needs you have on that day for that shift.

You can also change the date of the shift sign up (although we recommend it being the same day you post your ActiveStaffer schedule or the day you enter the shift in the system) and the end date (please make sure you have at least 48 hours between the close date and the day the shift begins)

Click copy shift.

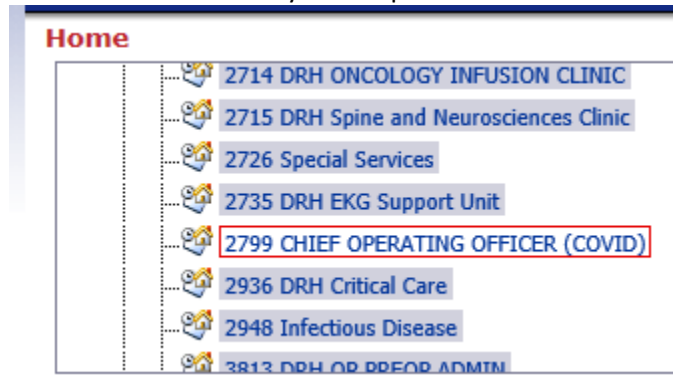
Wait for the staff to make requests!!

LOOKING AT REQUESTS and AWARDING SHIFTS

The system will send you an email when you have a request to work a shift.
However, the best and most accurate way to monitor your shifts is on the Home Screen.

Award Shifts from the HOME tab

Drill down to the Facility and Department



You will see a status of how many shifts are open (578), how many have offers (21) how many have been awarded (4) – note these are awarded but not accepted yet, how many have been accepted (391) and how many have expired without awards (4749). The last two items are a 90 rolling calendar.

Per-Diem Shift Summary - <u>Contract Summary</u>	
2799 CHIEF OPERATING OFFICER (COVID) (Unit)	
Closed Shifts - Not Awarded	<u>4749</u>
Closed Shifts - Awarded	<u>391</u>
Award Offers	<u>4</u>
Shifts With Submissions	<u>21</u>
Shifts Open For Submissions	<u>578</u>
Scheduled for Submission	0
» Create a Shift	

To review you offers click on Shifts with Submissions

You can sort by the Position Column or by the Shift Date/Time column.
Note that some say New Request and others say REVIEWED.
This will help you know which items you have already handled.

PT/FAM LIAISON New Request: 5/26/2020 5:26 AM	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/7/2020 7:00 AM 8 hrs.
MAIN ENTRY EMPLOYEE SCREENER REVIEWED	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/13/2020 7:00 AM 8 hrs.
ED WAITING SCREENER REVIEWED	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/13/2020 7:00 PM 12 hrs.
MAIN ENTRY EMPLOYEE SCREENER New Request: 5/26/2020 2:01 PM	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/14/2020 7:00 AM 8 hrs.
PPE MONITOR REVIEWED	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/19/2020 11:00 PM 8 hrs.
MAIN ENTRY EMPLOYEE SCREENER REVIEWED	Duke Regional Hospital	2799 CHIEF OPERATING OFFICER (COVID)	1	6/21/2020 11:00 PM 8 hrs.

Click on the position name or the shift number (both are blue and underlined) to open the item.

You will see at least one person who is wanted to work, maybe more. Under Submission date you can see who requested first. Under notes you may see a red Puts in Overtime IF and only IF the employee self reported that fact when they requested the shift.

You can AWARD the request, CANCEL the entire shift, or DECLINE REQUEST.

Submissions					Cancel Shift
Agency/Professional	Submission Date	Offered Rate	# Skills Met	Notes	Award Submission
EMPLOYEE NAME HERE	5/26/2020 2:01:16 PM			HS Puts in Overtime	Award Request Decline Request

Notes: Often under an employee's name you will see their care types. That will give you an idea of their skill set. You can also click on the employee's name to see their profile, which will include their home department in addition to care types. **These care types are entered in the system based on what is reported on the account form when the employee is activated in the system. In other words, they are self/manager reported.** Examples of care types are Adult Med/Surg, Women's, OR, etc. NA profiles should indicate whether the employee can do Adult, Peds, or both. It is the responsibility of the scheduler to make sure the person to whom they award a shift is qualified to work in their area. There is nothing in the system that prevents the staff from choosing shifts in departments where they are not credentialed.

MONITORING SHIFTS VIA EMAIL

When an employee has entered a request on a shift, you will get a message/email. Open it to view more information on the employee and/or to award the shift. The screen shots below are from the DukeShift MyMessages Tab. Copies of all emails are there. On your profile you can assign an email address to receive the system emails.

Messages - Inbox

Messages are deleted from the system after 90 days.

First < 1 2 3 4 5 6 7 8 9 10 11 12 » Last (184 Total Records)

Records per Page : 10

From	Subject	Date Sent	Date Received	Expires
Bid4Health Notice	<u>Shift Awarded! Friday, June 06, 2008 ET - Duke Medicine</u>	6/3/2008 2:38 PM ET		9/1/2008 2:38 PM ET
Bid4Health Notice	<u>Shift Awarded! Tuesday, June 17, 2008 ET - Duke Medicine</u>	5/28/2008 1:20 PM ET		8/26/2008 1:20 PM ET
Bid4Health Notice	<u>Shift Awarded! Thursday, June 12, 2008 ET - Duke Medicine</u>	5/28/2008 1:19 PM ET		8/26/2008 1:19 PM ET
Bid4Health Notice	<u>Request Review Notification: Friday, June 06, 2008 ET</u>	5/27/2008 4:09 PM ET	6/4/2008 10:06 PM ET	8/25/2008 4:09 PM ET
Bid4Health Notice	<u>Request Review Notification: Monday, June 02, 2008 ET</u>	5/26/2008 6:34 PM ET		8/24/2008 6:34 PM ET

Email with a Request

Date Sent:	6/9/2021 11:10 AM
Subject:	Submission Review Notification: Sunday, August 1, 2021
Body	
Submission on Shift #8599946 - Sunday, August 1, 2021	
You may click on any of the links below to view Shift Details, the Agency's or the Health Care Professional's Profile. You may award or reject the submission.	
VIEW JULIA BAMBACH PROFILE - 5102 - Strategic Service Associatet	
VIEW SHIFT DETAILS	
Shift ID#: 8599946	
Shift Date: Sunday, August 1, 2021 3:00 PM - -8.5hrs.	
Position: Nurse	
System: Duke Health	
Facility: Training Facility	
Unit: Training Unit	
Additional Info:	

To award the shift, you can choose the View Shift Details button and see this screen. It is the same screen you would see if you searched for the shift in the search are of the home page.

View Shift
[<<-Back to View Message](#)

View Details / Edit Shift

Shift Status: Open for Requests

Shift ID#: 8599946

Signup Starts: 6/9/2021 12:00 AM EST

Time Left: 53 Days / 12 Hours / 18 Minutes

Shift Date: Sunday, August 1, 2021 3:00 PM - 11:30 PM - 8 hrs.

Position: Nurse (Nurse)

Health Care System: Duke Health

Facility: Training Facility

Unit: Training Unit (Adult Med/Surg)

Submissions

Cancel Shift

Agency/Professional	Submission Date	Offered Rate	# Skills Met	Notes	Award Submission
JULIA BAMBACH (5102 - Strategic Service Associatet)	6/9/2021 11:10:02 AM			HS, PT	<div>Award Request</div> <div>Decline Request</div> <div>Award to Other Shift</div>

Notes Legend

Notice that you have FOUR choices: Award the Request. Decline the Request (you can not go back and undo this). Award to Other Shift. Or Do nothing – leave your options open to see if others volunteer.

Say multiple people volunteer for the same shift and you have two shifts for that same day and time. Use Award to Other Shift to offer one of those folks the other shift at the same time. This prevents the employees from having to request all of the shifts at the same department/same time.

If you Award Request, an email will go to that employee. They must ACCEPT your offer (you will get an email back) to be accountable to work that shift. They have Below is an example of what an employee will receive.

This is a Shift Award Offer for Shift #8599946 – Sunday, August 1, 2021 3:00 PM - Duke Health. To accept this offer to work this shift, please click on the link below.

Dear JULIA BAMBACH,
If you are interested in working this shift, please click on the link below. Clicking this link will immediately AWARD this shift to you at the listed rate below.

[ACCEPT OFFER NOW](#) to work this shift.

[DECLINE OFFER NOW](#) to reject this request.

You are agreeing to a contract. -- To view Duke Health Time and Attendance policies please [Click here](#).

The employees are required to click the Accept Offer Now button in order to be awarded the shift and be added to the API schedule. The employees are instructed to click the Decline Offer Now if they no longer want to work the shift, however they may simply ignore the email. A scheduler can retract an offer (directions to follow) and reopen the shift for requesting or award the shift to someone else if they feel they have waited too long for a response from the employee originally awarded the shift.

NOTE: if the employee does not respond within 72 hours, the system will automatically retract the shift award and reopen the shift for requesting.

When an employee clicks the Accept Offer now button, the employee and the shift creator (and anyone assigned to receive copies of their emails) will receive a confirmation email. The shift creator (or scheduler team) should confirm that the shift appeared on the API schedule as expected. If shifts do not appear in API, email a summary of the situation including the shift number or screen shots to apiresourcegroup@duke.edu.

NOTE: The DukeShift/API interface will enter the appropriate DS activity code on the API schedule. (ie DSD/12, DSE/8). However, DukeShift will NOT warn you if the employee has an adjacent shift or is over their workstretch, so it is still the responsibility of the scheduler to open API and verify that the schedule is appropriate. The DUH staffing office and the DukeShift project team are authorized to unaward shifts that are overlapping, result in a greater than 16 hour shift, or exceeds the workstretch of five 12 hour shifts or seven 8 hour shifts. The receiving department will be notified.

How To Retract an Award Offer or an Awarded Shift

If you have awarded a shift to a staff person and later decide that you do not want that staff person to work the shift (perhaps you realize they are not qualified or you no longer need the help), you can retract the award and either cancel the shift or reopen the shift for requesting.

1. Log into DukeShift
2. In the Quick Search section of the My B4Health screen, enter the shift ID number OR search for the employee by their Last Name and then choose the shift from the results.

3. The View Shift screen will appear next. The second section of that page lists all the employees who requested the shift AND will say AWARDED SHIFT in red next to the employee's name to whom you granted the shift.
4. Click on the button that says Cancel Shift Award.

<div> <div>Cancel Shift</div> <div>Cancel Shift Award</div> </div>					
	Submission Date	Offered Rate	# Skills Met	Notes	Award Submission
	6/9/2021 11:10:02 AM			HS, PT	AWARD OFFER SENT

5. The screen will refresh and the Cancel Shift Award button is replaced with two choices – Cancel Shift (you no longer need help) or Re-Open Requesting (to make the shift

available to new requestors) If you cancel the shift, you will have to choose a cancellation reason. If the requesting period has ended for this shift, you will not have the option to Re-Open Requesting.

Cancel Shift Re-Open Requesting				
Submission Date	Offered Rate	# Skills Met	Notes	Award Submission
6/9/2021 11:10:02 AM			HS, PT	Award Request Decline Request Award to Other Shift

- Notice that the person to whom you originally awarded the shift will still be listed as a requestor. You can Decline Shift Award to remind yourself not to re-award the shift to that person. If they still want the shift they can request it again.

DIRECT ASSIGNMENTS

When you directly assign a shift to someone, they do not get the option to ACCEPT or DECLINE. The Staffing Office and DPC Float Pool use this method to assign their staff to departments. A unit may do this if the time until the shift starts is short and they have had a direct conversation with the person, who agreed to work the shifts. You can use the notes fields to enter details about why the shift was a direct award.

OPTION 1 : To directly assign a shift to someone (they will not have the option to decline) find the shift under the **Reconciliation Tab**

Reconciliation Search

Retrieve Shift by Criteria

Shift Start Date:	03/23/2020	Shift End Date:	03/31/2020
Facility:	Training Facility	Unit:	Training Unit
Agency:	- All Agencies -	Professional:	- Select Professional -
Agency Only?	<input type="checkbox"/>		

Retrieve Shifts

Click on the Position column or Shift ID Column to open the shift.

Position	Facility	Unit	Submissions	Winner	Shift Date	Status	Shift ID#
CHC CLINSCREEN	Training Facility	Training Unit	0		3/24/2020 6:00 AM 5.5 hrs.	N	6219434
CHC CLINSCREEN	Training Facility	Training Unit	0		3/24/2020 6:00 AM 5.5 hrs.	N	6219435
CHC NONCLINSCREEN	Training Facility	Training Unit	0		3/24/2020 6:00 AM 5.5 hrs.	N	6219436

Scroll all the way down to the bottom to the AWARD SHIFT section.
Under Staff Profession: Select Professional, click the drop down.
Then type the last name of the person QUICKLY to get to the general area.
Search the list for the person and select.
Click Reconcile/Save Shift

Award Shift

Staff Professional: - Select Professional -

or

Agency: - Select Agency -

Professional: - Select Professional -

Wage Rate: - No Wage Rates -

Reconcile/Save Shift
Cancel Shift

It will look like this when done.

Requests						Cancel Shift Award
Agency/Professional	Submission Date	Offered Rate	# Skills Met	Notes	Award Submission	
JULIA BAMBACH (5102 - Strategic Service Associatet)	3/24/2020 11:36:57 AM			HS	AWARDED SHIFT	

Note there is a Cancel Shift Award button, if you need to remove the person from the shift.
You will have to pick a reason for the cancel.

Minutes 2

Filled/Unfilled Reason: Assignment Completed

Time Card /

Please select another reason then click Cancel again.

If someone else was already awarded the shift, this action will UNAWARD the shift to that person (they will get an email and their API Schedule will update) and AWARD to the new person you selected. You do not have to Cancel the shift award for the first person.

OPTION TWO : Use the **iSchedule Tab** to directly award a shift to someone. Again, they won't get an option to decline.

First, pick the facility and department, then click the date you want to work on.

i-Schedule

Facility: Training Facility ▼

Unit: Training Unit ▼

Print Schedules

» [Publish Schedules](#)
 » [Manage Publish Configuration](#)
 » [Manage Shift Time Types](#)
 » [Dynamic Master Schedule](#)
 » [Schedule By Professional](#)

Legend
 Fully Staffed
 Has Vacancies
 Has Non-Published Shifts

Month		Export					Print
<< March 2020 >>							
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23 ★ 29 Vacancies	24 ★ 31 Vacancies	25 ★ 31 Vacancies	26 ★ 31 Vacancies	27 ★ 31 Vacancies	28	

Click on the time type you want to update.

TIME TYPE - 0600/6: 6:00 AM - 12:00 PM		
Facility:	Training Facility	PROFESSIONALS JULIA BAMBACH (CHC CLINSCREEN)
Unit:	Training Unit	VACANCIES ★ 1 - CHC CLINSCREEN ★ 1 - CHC NONCLINSCREEN ★ 1 - DUH EYE CLINSCREEN ★ 1 - DUH EYE NONCLINSCREEN ★ 1 - NPAV CLINSCREEN ★ 1 - NPAV NONCLINSCREEN ★ 2 - DS CLINSCREEN ★ 1 - DS NONCLINSCREEN ★ 2 - DUH CC CLINSCREEN ★ 1 - DUH CC NONCLINSCREEN

Click on Choose Professional

Edit Time Slot - 3/24/2020 | 0600/6: 6:00 AM - 12:00 PM
[<<-Back to Time Slots - Training Unit - 3/24/2020](#)

Facility:	Training Facility
Unit:	Training Unit
Time Type:	0600/6: 6:00 AM - 12:00 PM
Selected Professionals:	(Choose Professional)

[JULIA BAMBACH](#)

CHC CLINSCREEN

Cancel

Reassign

Reconcile

6219434

Vacancies:

	- Select Position -	Date Submitted: 03/24/2020	<div>Add</div>
1	CHC CLINSCREEN	<div>Update</div>	<div>Remove</div>

Be sure to change the Unit to ALL UNITS to see all names in the system.
 Then choose the letter that is the first letter in the person's last name.
 Search for the person on the list 9use the arrows to move forward or back, and choose select.

Select Professional

Unit: - All Units -




Care Types: Available Items

- Adult
- Adult Critical Care
- Adult Hem/Onc
- Adult Med/Surg
- Adult Med/Surg Step Down
- Ambulatory (ASC or DASC)
- Ambulatory (DHBC)
- Ambulatory (DPC)


Available Nurse Only? ☐

EC - Expired Credential

Record (1..50) of 15196


Name	Job Code	Position Type
 REBA AARON	9951 - CL - REGISTERED NURSE II	Nurse
 VALENTINA ABABIO-AMPONSAH	4024 - CLINICAL NURSE II	Nurse
 EMILY ABBOTT	5402 - CLINICAL SERVICES NURSE II	Nurse

Once you choose the person, you need to choose the position they will be filling from the drop down.

 [SUSAN BRYSON](#)

- Select Position -

Cancel Reassign Reconcile # 6229790

 [SUSAN BRYSON](#)

NPAV CLINSREEN

Cancel Reassign Reconcile # 6229790

[Vacancies](#)

SHIFT RECONCILIATION

The Reconciliation Tab allows you to cancel, assign, reassign, change units, change start and end time, indicate that someone called out, etc. So it is a go to screen for reconciliation.

- Click on the Reconciliation Tab
- Click on Reconcile/Edit Existing Shifts
- At the bottom of the form where it says Retrieve Shift by ID, enter the Shift Number of a shift on your list that needs to be corrected. If you are not working from a report, you can enter the date range and find the shift on the list.
- Click on Search Shift ID# and submit
- Scroll down to the Filled/Unfilled Reason box
- Change the item in the box as appropriate (Hospital Cancelled – On Time, Employee Called Out, Filled by Agency).

- Go to the bottom of the form and click Reconcile/Save Shift. If the shift is truly cancelled (not reassigned or an employee call out) you can click on Cancel Shift.
- If you have others to correct, go to the top of the form and click Reconciliation Search to go back to the screen where you can enter the next shift number.

Change the department and/or date and time. Or create a split shift.

Facility:	Training Facility	
Unit:	Training Unit	
Position:	Nurse View Position <small>Health Care Professional only needs to have one skill in Skill Group to be able to request, is not required to meet the desired skill set.</small>	
Shift Start Date:	03/23/2020	Time: 6:00 AM
Shift End Date:	03/23/2020	Time: 12:00 PM
Shift Requested:	03/23/2020	Time: 12:00 AM ET
Split Start Date:	03/21/2020	Time: 6:00 AM ET
Split End Date:	03/23/2020	Time: 5:00 AM ET

Split Shift

1st Shift: Shift ID# 6219303
2nd Shift: (To be created)

When you click OK, a 2nd Shift will be created with the same settings as Shift ID# 6219303 except for the Date/Time. The 1st Shift's Date/Time will be updated and you will be redirected to make any changes you wish to the 2nd Shift.

1st Shift Start Date:	03/23/2020	Time:	6:00 AM
1st Shift End Date/ 2nd Shift Start Date:	03/23/2020	Time:	9:00 AM
2nd Shift End Date:	3/23/2020	Time:	12:00 PM

OK Cancel

Enter a reason for the update -- such as Employee Call Out, No Call No Show, or simply No Need.

Reconcile/Billing	
Wage Code:	- No Wage Codes -
Negative Hours:	<input type="checkbox"/>
Break Time:	0
Filled/Unfilled Reason:	Employee Called Out
Time Card / Documentation:	<input type="text"/> Select File Fax Coversheet
Billing Date:	06/18/2021
Reconciled Shift ID#:	<input type="text"/>
Minutes	Lock Edit: <input type="checkbox"/>

Directions for reassigning a shift to someone else are part of the Direct Award directions in the above Section.

REPORTS

Click on the Reports Tab to view a List. Click on the name of the report you want to run. All reports can be filtered for specific facilities, departments, and positions. The screen shots below are just samples. Try different ones to see what works for you.

Full Shift Report

Description: Get the full story on all the shifts entered in the system. Is it open, awarded, (waiting for the employee to accept or decline), closed? If it is awarded, the name of the employee working the shift will also show.

Possible uses: Managers can use this report to keep up with what shifts they awarded to staff in the system (Awarded) and what shifts were preassigned by the staffing office (Filled by Float Pool, Filled by Agency, etc).

Full Shift Report
[<<-Back to Reports](#)

● Indicates Required Field

Filters

Shift Start Date:	09/08/2008	Shift End Date:	09/14/2008
Facility:	- All Facilities -	Position Type:	- All Position Types -
Unit:	- All Units -		

[Run Report](#) [Printable Version](#) [Export to Excel](#) [Export Comma Delimited](#)

Duke Medicine
Full Shift Report 9/8/2008 - 9/14/2008

Shift ID	Position Type	Health Care Professional	Facility Name	Unit Name	Shift Date	Status
2424 SURGICAL UNIT - 2100						
83998	Nurse		Duke University Hospital	2424 SURGICAL UNIT - 2100	9/10/2008 7:00:00 AM (12.50 hours)	Open
83984	Nurse	SARAH JONES	Duke University Hospital	2424 SURGICAL UNIT - 2100	9/10/2008 7:00:00 PM (12.50 hours)	Awarded
83985	Nurse		Duke University Hospital	2424 SURGICAL UNIT - 2100	9/11/2008 7:00:00 AM	Closed Not Awarded

You can also run daily and weekly rosters to see who has been assigned to your department on specific days. These reports will not distinguish how they were assigned, however.