



HEALTHCARE VACATION MAPPING

Fraser Health: Streamlined Annual Vacation Selection Process

Similar to many healthcare organizations, Fraser Health was having significant challenges in meeting the demands of their annual employee vacation selection process manually.

Fraser Health and Andgo Partnership Success Story

BUSINESS CHALLENGE

Tedious and Time Consuming Annual Vacation Planning

Allocation of vacation in healthcare is inherently complex, due to the typically unionized environment and the collective bargaining rules & regulations that come with it. These complexities drive the need for a compliant round-based vacation bidding system that is extremely tedious in a manual environment.

Compounding these issues for Fraser Health were a large volume environment due to their sheer size, as well as a high employee to manager ratio. This created additional challenges in meeting deadlines for annual vacation, due to fewer resources available to do the tedious manual processing. Further, operating in a manual environment meant that employees had no insight into the likelihood of their vacation requests being approved until the process was completed. This long feedback loop and lack of transparency created stakeholder dissatisfaction.

About Fraser Health

Fraser Health is responsible for the delivery of hospital and community-based health services to over 1.9 million people in 20 diverse communities in British Columbia, Canada from Burnaby to Fraser Canyon on the traditional territories of the Coast Salish and Nlaka’pamux Nations.

Their team of nearly 40,000 staff, medical staff and volunteers is dedicated to serving patients, families and communities to deliver on their vision: Better health, best in health care.

THE SOLUTION

Andgo Vacation Mapping's Intelligently Digitized Process

Deploying Andgo allows Fraser Health to intelligently digitize their vacation process workflow online, unlocking several key benefits.

View key results on the right  and read more on the next page for project highlights.



85%

participation rate
within pilot group



87.5%

first choice vacation
request approval



233,420

vacation hours
awarded



PARTNERSHIP

After piloting Andgo Vacation Mapping in 2021, the long term solution became clear

Leveraging Vacation Mapping from Andgo in 2021 (for 2022 annual vacation) with a pilot group making up ~10% of their workforce, Fraser Health was able to achieve phenomenal strides in efficiency. In 2022, Fraser Health will roll out Andgo Vacation Mapping across their entire organization (for 2023 annual vacation).

Project Highlights

A close-up photograph of a person's hands wearing a grey sweater and a black watch, sorting through a large stack of papers on a wooden table. In the background, there are some food items like dumplings and a drink.

Valuable Time Saved

Tedious, non-value activities are eliminated, streamlining Fraser Health's vacation planning process by 90%! Further gains are realized through recommended optimal approvals based on seniority and quota information.

A hand holding a black smartphone against a blurred background of a person in a yellow sweater. The phone's screen displays a large yellow smiley face on a purple background.

Increased Transparency and Satisfaction

Fraser Health's business leaders, schedulers, and employees gain visibility throughout the vacation planning process. Increased transparency drives happier, more productive teams.

A photograph of business documents and charts on a wooden desk. One document is titled "Our company" and features a colorful bar chart. Another document has the name "SAMANTHA BLACK" on it.

Reduced Vacation Liability

A higher likelihood of employees getting the vacation days they actually want leads to greater vacation usage, which in turn means reduced vacation liability on Fraser Health's balance sheet.

Customer Success

"Emerg RNs (the largest group) took the manual process **from 2 weeks to 1 day** for all first choice approvals. Last year approvals had to be assigned to multiple people, as one person couldn't get them done."

★★★★★

"...First choice processing was completed for all groups in **2-3 hours**. Manually it would take **a week**."

★★★★★

"Change is hard when you are an old program clerk! **I had to learn it and I am SO glad I did.** Whoever got this program for us surely loves the Program Clerks."

★★★★★