

# Children's of Alabama elevates healthcare operations



## Overview

### Children's of Alabama transforms nurse coverage

Since 1911, Children's of Alabama has provided specialized medical care for ill and injured children. Ranked among the best children's hospitals in the nation, it serves patients from every county in Alabama and nearly every state. With more than 3.5 million square feet, it is one of the largest pediatric medical facilities in the US.

"Inpatient nursing is intensively focused on maintaining coverage; there's this never-ending cycle of work that has to get done."

GINA SEEKERS, DIRECTOR OF HRIS

#### Challenge



Inefficient scheduling processes led to high administrative costs, resource waste, and errors.

#### Infor solution



Infor Healthcare ERP  
Infor Workforce Management (WFM)  
Infor Cloverleaf

#### Outcome



Reduced administrative burden and increased staff satisfaction through improved scheduling flexibility.

**Challenge****Legacy systems and siloed operations stifled efficiency**

Children's of Alabama relied on manual, paper-based scheduling processes, which affected both staff satisfaction and operational effectiveness.

As one of the largest pediatric medical facilities in the US, Children's of Alabama needed a solution that could streamline scheduling operations and provide a single source of truth for their staff. Outdated processes led to a rise in non-clinical costs, such as prior authorizations and benefit eligibility. Addressing these inefficiencies was essential for the hospital to continue delivering optimal care while raising employee satisfaction and retention.

**Infor  
solution****Streamlining scheduling and timekeeping with Infor solutions**

Infor Healthcare solutions revolutionized the way Children's of Alabama managed scheduling and administrative tasks.

In 2017, Children's of Alabama transitioned from paper-based schedules to automated systems, integrating Infor WFM and Infor Cloverleaf. These tools enabled self-scheduling, mobile functionality, and data-driven decision-making. The Internal Staffing Option (ISO) was introduced to reduce reliance on travel nurses. Focused on flexibility and family-friendly policies, these solutions have significantly eased the administrative burden and enhanced operational efficiency.



**“When we started implementing a system to do automated scheduling, we were still using paper schedules. It was a massive culture change.”**

GINA SEEKERS, DIRECTOR OF HRIS

## Outcome

### Streamlined operations focused on flexibility and accuracy

Infor Healthcare solutions empowered Children's of Alabama with flexible and accurate scheduling.



#### Enhanced employee satisfaction and retention

Self-scheduling and mobile clock-in capabilities empower employees with control over their work schedules and decrease voluntary turnover.



#### Improved scheduling efficiency and elevated care

Automating scheduling and timekeeping enables nurse managers to spend less time on administrative tasks and more time focusing on patient care.



#### Optimized staffing effectiveness through data collection

The new system allows for leveraging data-driven insights to address scheduling gaps and streamline payroll processes with automated tools.

“Having tools that allow employees to pick shifts, trade shifts, figure out when they need to be here or plan their time off well in advance. It was a game-changer.”

GINA SEEKERS, DIRECTOR OF HRIS

## About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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