

Developing and introducing a



management model for residential elderly care

Topics: cost accounting, HR management

Sector: social services

Turnover: € 36 m

Employees: 750

Users: 5

Pre-systems: P&I-Loga, Cairful Verwaltung, mps solutions

Project duration: currently being implemented

Implementation: Corporate Planning AG, rosenbaum | nagy GmbH



"It's excellent that whenever we encounter problems the consultants from Corporate Planning and rosenbaum | nagy are so quick to come up with solutions. The consultants have always been on hand to help us right away."

Sara König, Head of Controlling, DRK-Kreisverband Schleswig-Flensburg e.V.

Three questions for Sara König

What was your starting point?

Following recent legislation, our HR management system had to change, and we were faced with the question of how we would measure and manage the performance of our five nursing homes in future. After attending several networking events, we decided to implement the Management Model for Residential Elderly Care in a pilot project with Corporate Planning. The aim was to manage the performance of our nursing homes using KPIs.

What were the highlights?

As we entered the master data, it became clear that we would need to report the nursing staff accurately, i.e. in terms of their actual deployment on day and night shifts. We wanted to be able to keep track of this while drawing up the rota. This meant that we needed to create an interface between the rota planning software and the CP software to transfer the actual figures, such as the hours worked on day and night shifts.

What lessons have you learned?

It's absolutely essential to check the quality of the data beforehand. It's equally important to review all interfaces for automatically transferring the relevant figures to the CP software as to which ones are necessary. The staff on site need to be sensitised in general to careful data maintenance so that good data quality is achieved. All central departments – including, of course, the executive management – need to be involved as well.

About DRK-Kreisverband Schleswig-Flensburg e.V.

The non-profit organisation runs care centres, rescue services and nursery schools, and provides numerous social and healthcare services such as domestic emergency alarms, family counselling and support for refugees.

Would you like to know more?

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