Northern Light Health℠

Conflicts may arise when balancing a schedule if a request or action violates a rule. These are not errors and can be overruled by the manager/scheduler.
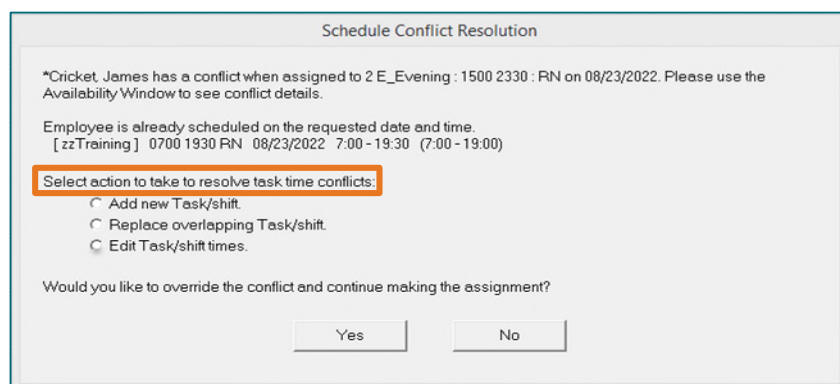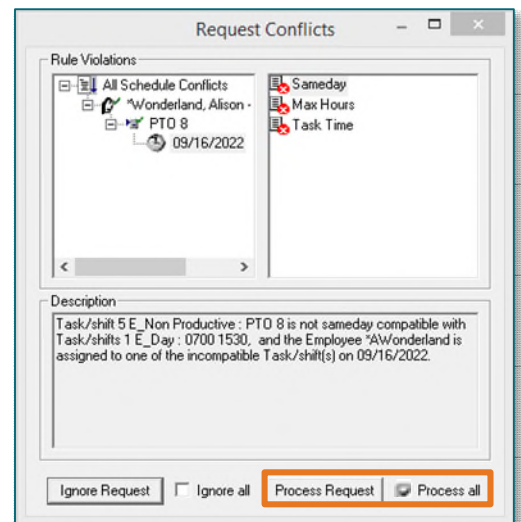

Generating a Schedule in CVM

➢ **Conflict examples**

- **Availability** – Employee may have requested the day off or is working in another department.

- **Sameday** – Employee is already working or has a request for this day.

- **Task Time** – Employee may have an overlap with another task/shift.

- **Max Hours** – Employee has worked the maximum hours mentioned in the Employee Info Limits window. Any additional hours will be overtime.

- **Staff list** – Employee does not have the desired skill (i.e., an RN filling a CNA shift).

- **Incompatibility** – If noted on the Employee Info Incompatibility tab that two employees cannot work the same shift (i.e., grievance, husband/wife).

➢ **Resolving Conflicts**

- After generating the schedule, the Request Conflict box will appear if there are Schedule Conflicts. Choose **Process all** and click **Process Request**. This will show both tasks in the schedule for the manager to consider.

- The Schedule Conflict resolution window will open and provide details about the conflict.

    ▪ It is recommended to select **Add New Task/Shift** to view each task/shift within the context of the rest of the schedule. This makes it easier to know which to delete or change.

➢ **Actions to select**

- **Add new Task/Shift**: This will keep all patterns, requests, etc. causing the conflict visible in the Schedule Editor and make it easier to approve or deny requests based on the needs of the profile.

- **Replace overlapping Task/Shift**: This will remove the previously scheduled task and add the new task. If selected, only the replaced shift will display in the Editor. Carefully read the conflict details before using this action.

- **Edit Task/Shift times**: This will keep both tasks on the Editor and allow for the employee to be scheduled for more than one task on a particular day. This may be useful, for example, if an employee is going to education, then working a partial shift on the same day.