Enterprise-wide Staff Management Improves Staff Utilization and Patient Care

Health First

> There's a lot that I can do when I don't have to focus the majority of my day on staffing. I like to be a resource for my team and it's frustrating when I can't do that because I have staffing work. With Hospital IQ, I'm freed up to work more with my team and it makes a difference to both patient care and staff satisfaction.
>
> *Carla Meza*
> *Health First Charge Nurse*

44%
reduction in core floating across the health system to different levels of care

45 minute
improvement in communicating the daily staffing plan

500+
calls eliminated monthly to deploy staff

Customer Overview

» 4 hospitals
» 1,300 nurses
» 900+ beds
» 50,000+ discharges

THEIR PROBLEM

Siloed and reactive staffing practices throughout the health system left them scrambling at the last minute to secure coverage.

Visibility into staffing needs and nurse availability was siloed across units and the central staffing office:

» Nursing staff was not allocated to the areas of greatest need across the health system because of limited insights

» Unit protection of staff limited collaboration across nursing units

» Unit leadership and the staffing office spent the majority of their day addressing staffing-related issues

Insight into staff-related considerations and future patient care needs was limited when allocating nurses:

» High reliance on the same few core nurses to float outside of their home units

» Daily staff allocation was based on current census, resulting in churn as a result of discharges and admissions

» Staffing office only had the time and ability to plan for staffing needs of the current shift

OUR SOLUTION

With Hospital IQ's Staffing solution, Health First improved collaboration across their health system and improved their staffing practices, resulting in:

Improved enterprise-wide communication of staffing needs and transparency into available staff which:

» Streamlined process for unit leaders to communicate staffing needs, including call-offs and staff considerations

» Enabled earlier allocation of staff, allowing more time for patient assignments and planning

» Provided insights that enabled proactive and informed decisions, resulting in more balanced staffing

More strategic utilization of nursing staff across their four hospitals, improving patient care and staff satisfaction which:

» Balanced system-wide patient care needs by leveraging core staff within their level of care

» Provided visibility to float history of core staff enabling more equitable float decisions

» Identified units of greatest need to prioritize float pool allocation across the health system