

Drive Operational Excellence Through Proactive Staffing



In nursing, adding numbers isn't always the answer. We want to be smarter and more efficient with our existing resources. Hospital IQ has given us **the ability to be proactive about our staffing needs** and helps us assign, or reassign, staff based on the actual demand.

Shawna Gunn
Manager of Operations 



50%

reduction in the utilization of premium pay-based shifts



80+

hours given back weekly to the staffing office for proactive staff planning



10+

hours given back weekly to each nursing leader to focus on patient care

Customer Overview

- » MercyOne Des Moines Medical Center has over 650 inpatient beds
- » Over 5,000 staff members
- » Longest continually operating hospital in Des Moines

THEIR PROBLEM

Managing in crisis mode daily due to staff shortages and manual staffing processes:

The manual staffing process was incredibly time intensive and laborious:

- » Staffing office spent 2 hours, 3 times a day, rounding on units to understand staffing needs
- » Unit leadership spent the majority of their day addressing staffing-related issues
- » No consolidated view of all available nursing resources

Daily challenges with efficiently allocating nursing staff due to:

- » Limited insight into patient demand and nursing staff availability
- » Unit protection of staff, limiting collaboration across nursing units
- » A regional nursing shortage and high rates of turnover

OUR SOLUTION

With Hospital IQ's Staffing solution, MercyOne Des Moines was able to:

Institute proactive staff planning based on the 7-day forecast, resulting in:

- » Improved utilization of staff by reallocating nurses from low census days to high census days
- » More strategic use of float staff and premium pay-based shifts
- » Improved patient care and staff satisfaction

Automate manual staffing processes and reduce time required to allocate staff daily:

- » Automated float staff assignment, reducing phone calls and interruptions
- » Unit leadership can focus their time on patient care-related activities and ensuring staff productivity
- » Staffing Office rounding reduced to 15 minutes, 3 times daily, enabling proactive staff planning