

# Getting our data right

As the Care Capacity Demand Management (CCDM) programme progresses we are focusing on making sure our data is completely accurate for both our patient acuity and staff activities.

CCDM uses data from many sources including payroll and SQUARE. FTE calculations are based on our TrendCare data so it is essential that it is accurate. An acuity-based staffing system regulates the number of nurses, midwives and healthcare assistants on a shift, according to patients' needs.

## The 'allocate staff' screen

This screen shows the activity of the staff on the ward. Nurses, midwives and health care assistants are not always available for a full eight hours to provide nursing care. They transfer patients between wards, to x-ray, from PACU, to NICU. They help with moving beds to accommodate more patients, assist with keeping the environment clean and tidy, carry out checks on equipment and drugs. It is important to record all of this 'extra' activity so

that the actual total hours required to keep the ward running and the total hours available to provide patient care are accurate.

The acuity of the patients comes from the 'inpatient shift data' screen. The 'allocate staff' and 'inpatient shift data' screens provide the overall picture of hours required and hours available for the ward.

## What does the allocate staff screen show?

"It helps the entire ward to demonstrate the activities, other than direct clinical care, that occur on a shift by shift basis. It provides a clearer picture for the whole of the hospital and managers as to what happens in our ward.

"There are clear benefits for the transparency and accuracy of reflective data.

"Improved use of the allocate staff screen has addressed the teams impression that TrendCare wasn't accurately reflecting the amount of work they do in a shift and demonstrates that there is more to nursing than 'clinical in department' (providing clinical care)."

**Stuart Whitaker,**  
Charge nurse manager ward 5 north.

POSITION	STAFF MEMBER	WS	Total Hours	Start Time	L/C	Days	Clinical In Dept	Clinical Admin	Clin Ad Supp	Shift Coord.	Consult Nurse	Pat Transfer	X-Ray	Pat. Dispt.	Environ	Restock	Clinical	House keeping	Ext. Drug	Client. Orient	Study Day Pd	Educ.	Sick	Comments	
RM	Redmond, Gabrielle	FT	8.00	7.00			2.00	8.00											0.30				8.00		
RHC	Coates, Wendy	PT	2.00	13.00					1.30																
RN	Albernice, Rindy	PT	8.00	7.00																					
RN	Basie, Ana	PT	7.00	8.00																					
RN	Can, Samantha	PT	8.00	7.00			6.00				1.00	0.30	0.30												
RN	Gale, Bronwyn	PT	8.00	7.00					8.00																
RN	George, Shij	PT	8.00	7.00																					
RN	Hamilton, Melony	PT	8.00	7.00																					
RN	Lange, Emma	PT	8.00	7.00																					
RN	Mangoosing, Mark	PT	8.00	7.00									0.30												
RN	Mathew, Patsy	PT	8.00	7.00																					
RN	Mai, Eve	PT	8.00	7.00																					
RN	Misael, Janet	PT	8.00	7.00																					
RN	Rant, Deleth	PT	8.00	7.00							4.30	0.30													
RN	Ridley, Denyse	PT	8.30	8.30																					
HCA	Ahmed, Rosaline	PT	8.00	7.00																					
HCA	Brown, Lotomulo	PL	8.00	7.00																					
CLA	Wilts, Lynette	PT	8.00	7.30																					

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A good example of an allocate staff screen

