

FACT SHEET

Staffing Methodology

What

- The staffing methodology is made up of two tools, the FTE Calculation and the Work Analysis. Together these tools provide a method to determine the staffing FTE, the best work patterns and staff mix. The FTE is calculated from the required patient care hours, roster testing and available staffing hours (allowing for leave and study entitlements). The Work Analysis is derived from staff recording their activities over a minimum 2 week period. Staff also complete an end of shift survey on care rationing, missed breaks and staff satisfaction. The two tools are used together or at separate times. Results are then collated and analysed to inform roster patterns, budgeting and workforce planning.

Why

- The FTE Calculation and Work Analysis provides an opportunity to change the way things are done, by highlighting what is actually required to deliver patient care. The information collected helps identify where staffing (FTE and mix), work patterns or processes could be improved. This in turn will help ensure the budget reflects the current requirements for nursing care and that patients get the right care when they need it.

Who

- Completion of the FTE Calculation and Work Analysis is a team effort. The FTE Calculation requires input from the validated patient acuity system coordinator, unit and ward managers and business analysts. The Work Analysis is completed by nurses, health care assistants and has recently been piloted with allied health. All Care Capacity Demand Management (CCDM) tools and processes involve a collaborative approach from the health union and DHB partners.

When

- Determining when to conduct the FTE Calculation and Work Analysis occurs through a process of prioritisation and decision making by the CCDM Council. The FTE Calculation should be an annual process for all ward/units using the validated patient acuity data. The Work Analysis should be conducted at least once for every ward/unit and thereafter periodically on the basis of identified need e.g. significant change in service delivery. FTE Calculation and Work Analysis findings are reviewed by the Local Data Council and CCDM Council.

Where

- Where to next depends on the findings of the FTE Calculation and Work Analysis. The study team identify opportunities for improvement e.g. FTE, staff mix, work patterns such as shift start and finish times, or processes. Agreed recommendations are documented in an 30, 60, 90 day action plan that is monitored by the Local Data Council and reported to the CCDM Council.