



Come Together

Enhancing Employee Wellness through the Staff Scheduling Eco-System



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*Difficulty to Achieve Intended
Baseline & Care Model Coverage*

- **For such a strategic function it is funny how we sometimes tend to accept it as being chaotic**
- **The environment can be very emotional**
- **Links from the stability-quality to wellness**

*Unfilled
Shifts*

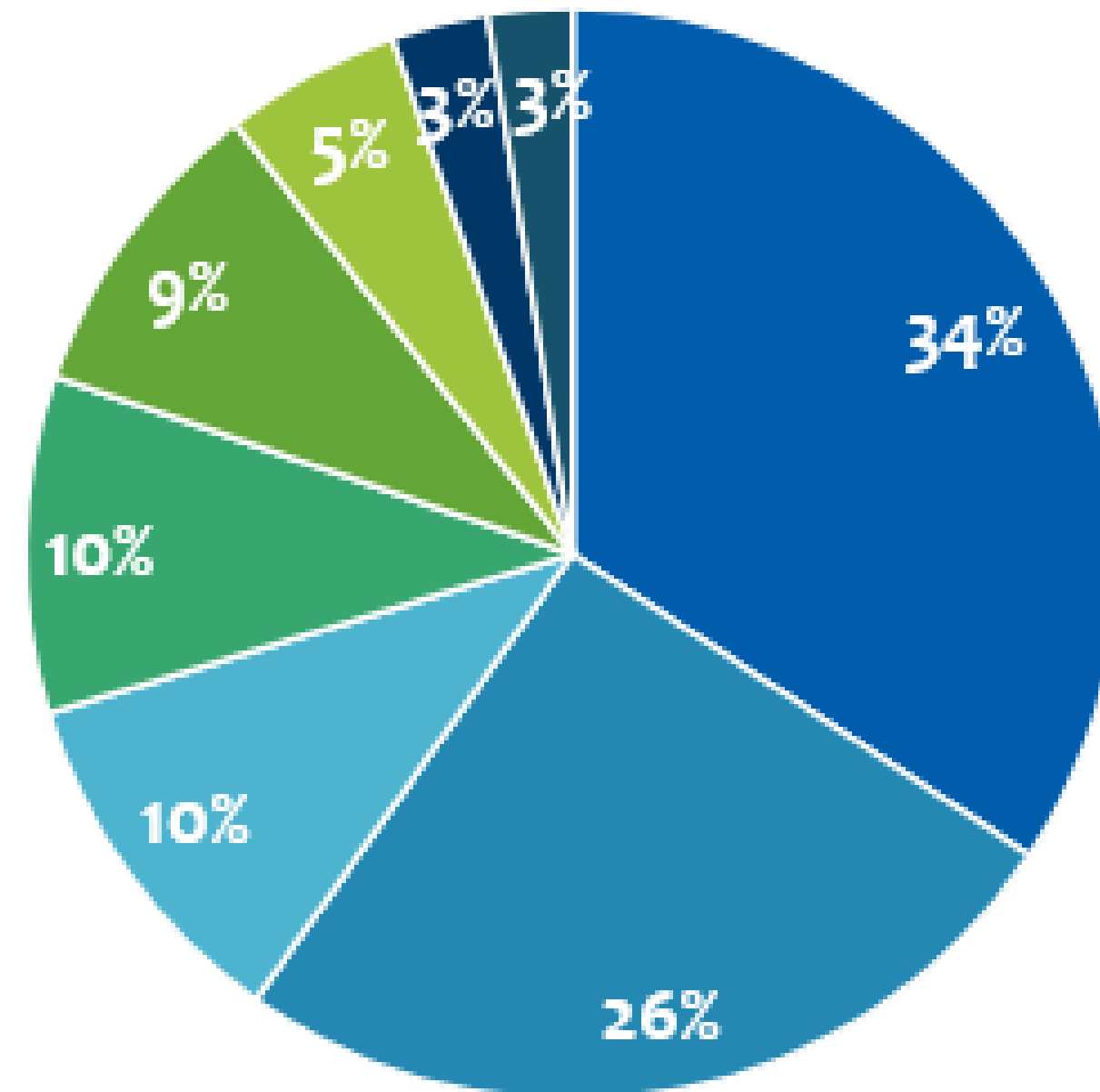
Chronic Overtime

Labour Disputes

Reliance on Agency

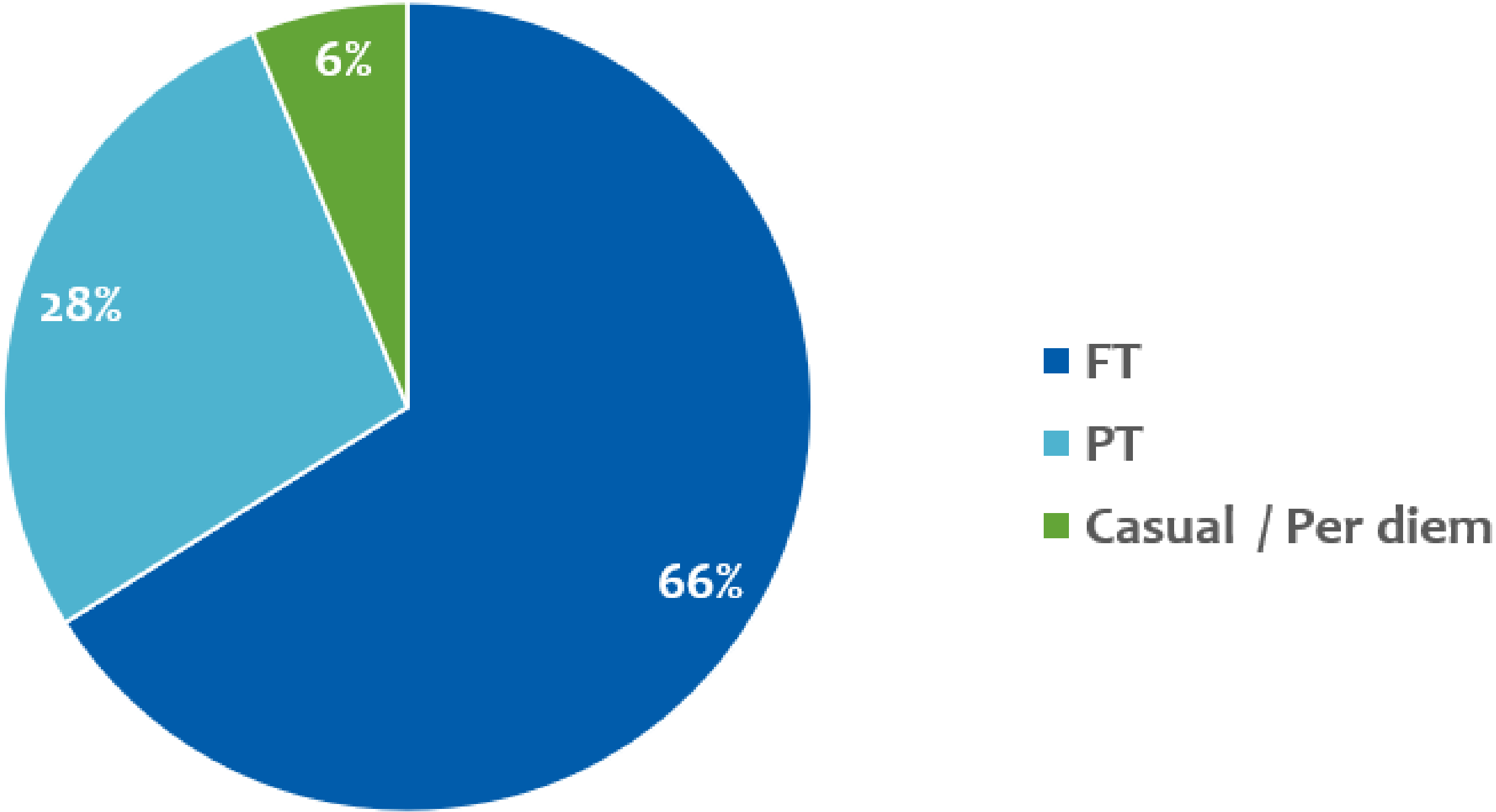
Occupation

n = 5,372



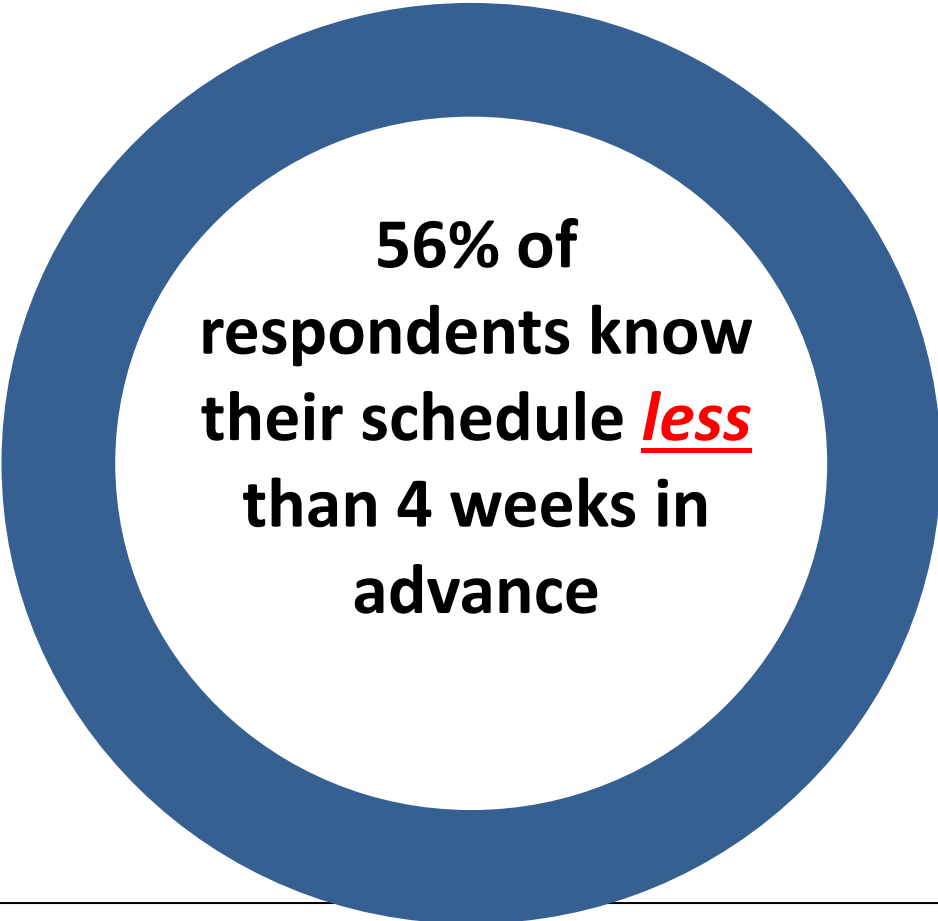
- RN
- LPN
- Allied Health
- Other
- NA/HCA
- (blank)
- Unit Clerk
- HSK/Foods

Position Mix



How far in advance do you know your schedule?


n = 2,714



56% of respondents know their schedule ***less*** than 4 weeks in advance

How far in advance would you like to know your schedule?

n = 4,075

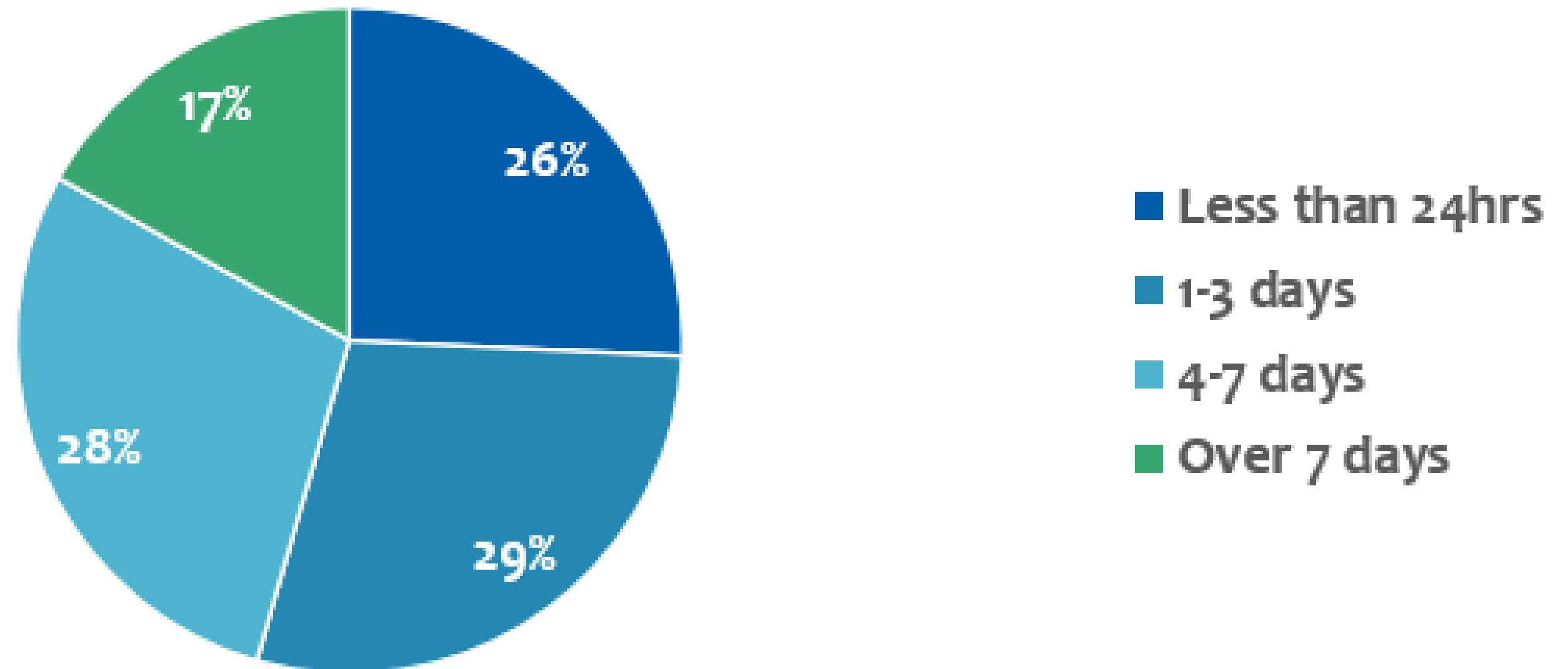


84% would like to know their schedule ***more*** than 4 weeks in advance

Notice of Schedule Change

Cumulative
n = 1,775

> half of respondents (55%) are advised of schedule changes with 3 days or less of notice.

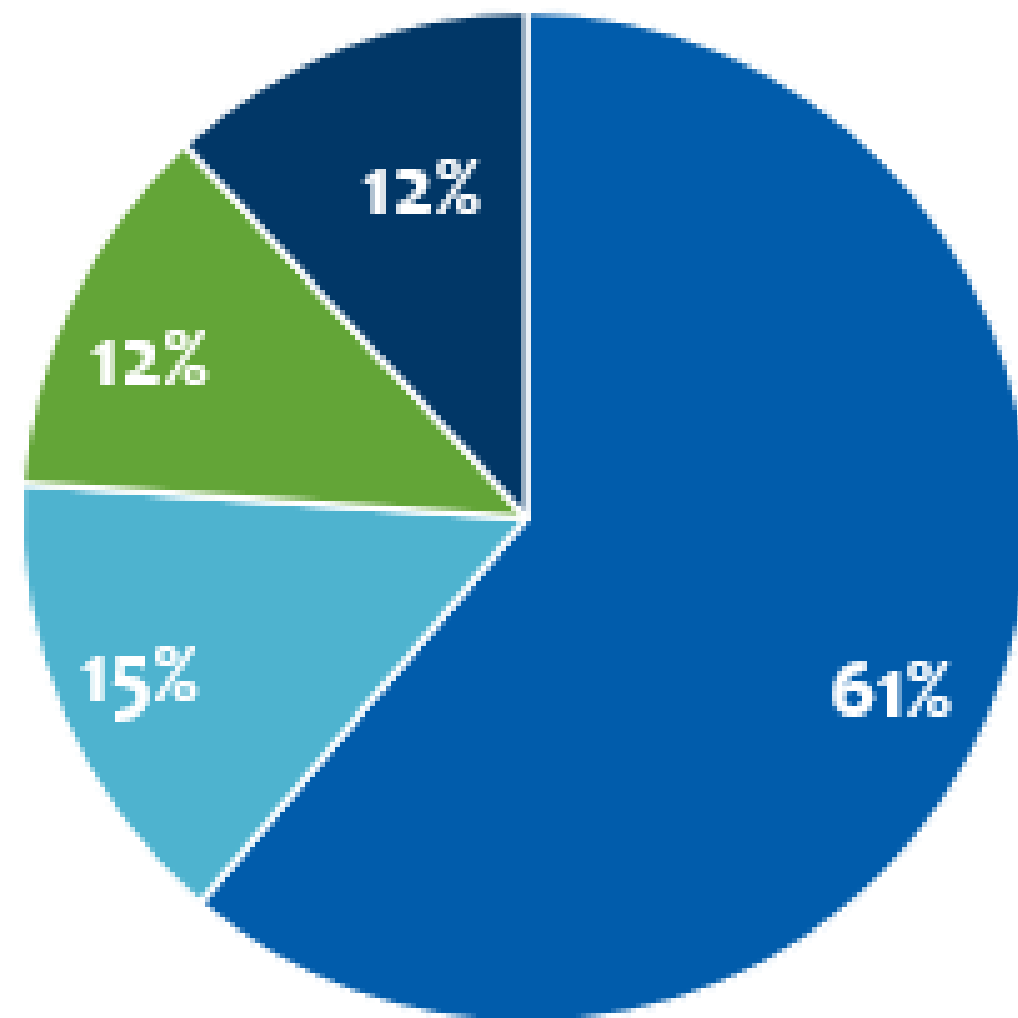


When your schedule is changed how much notice do you receive?

Notice of Shifts Offered

61% of respondents claim that they are offered shifts the day of!

Cumulative
n = 1,716

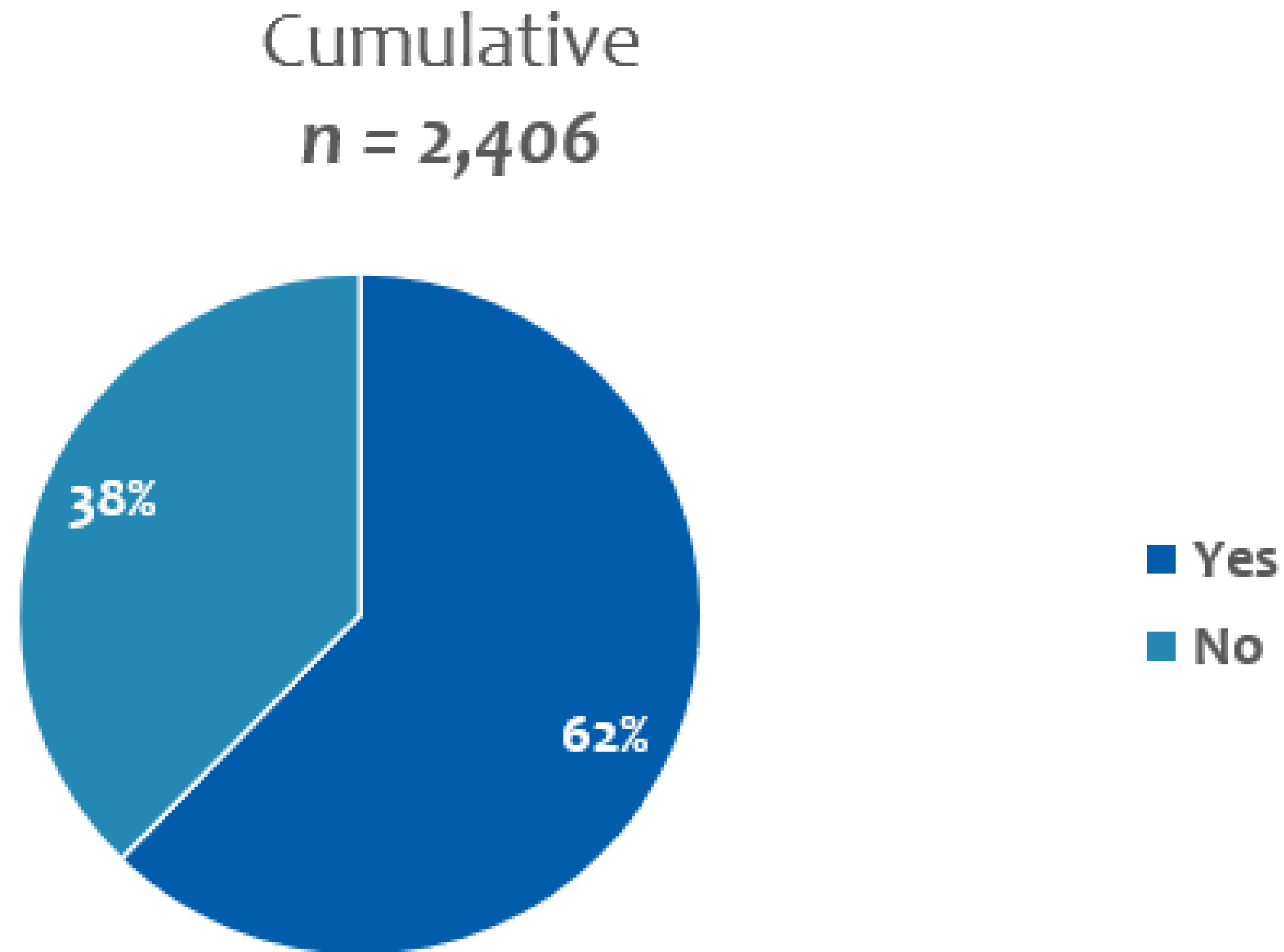


- Same Day
- 1-3 Days in Advance
- 3-7 Days in Advance
- More than 1 Week

How far in advance do you get called/notified of the extra shifts you can pick up?

Re-deployment

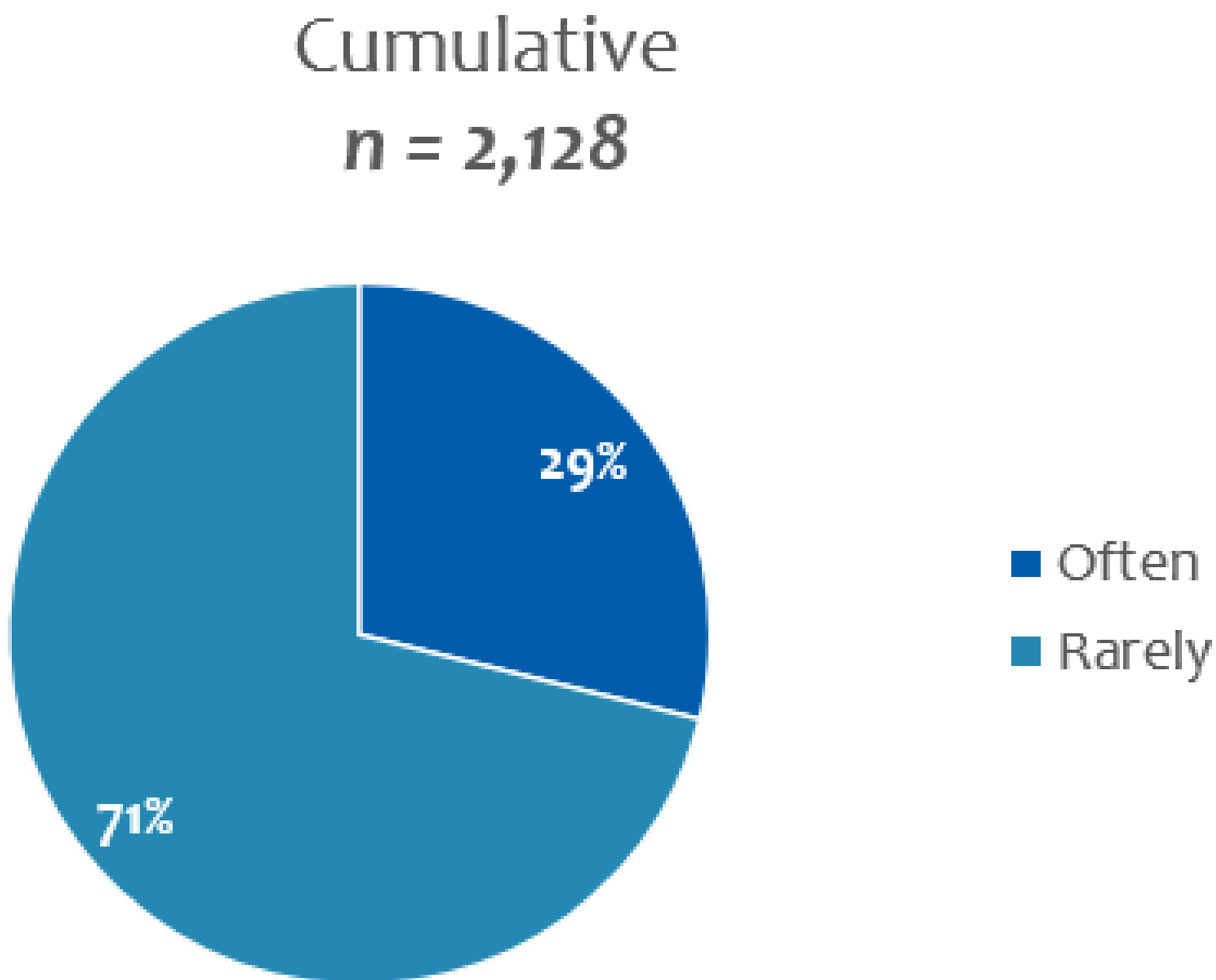
62% of respondents say that they are re-deployed to units where they are not regularly scheduled.



When I am re-deployed, I am sent to units that I am unfamiliar with.

Frequency of pay and or coding errors

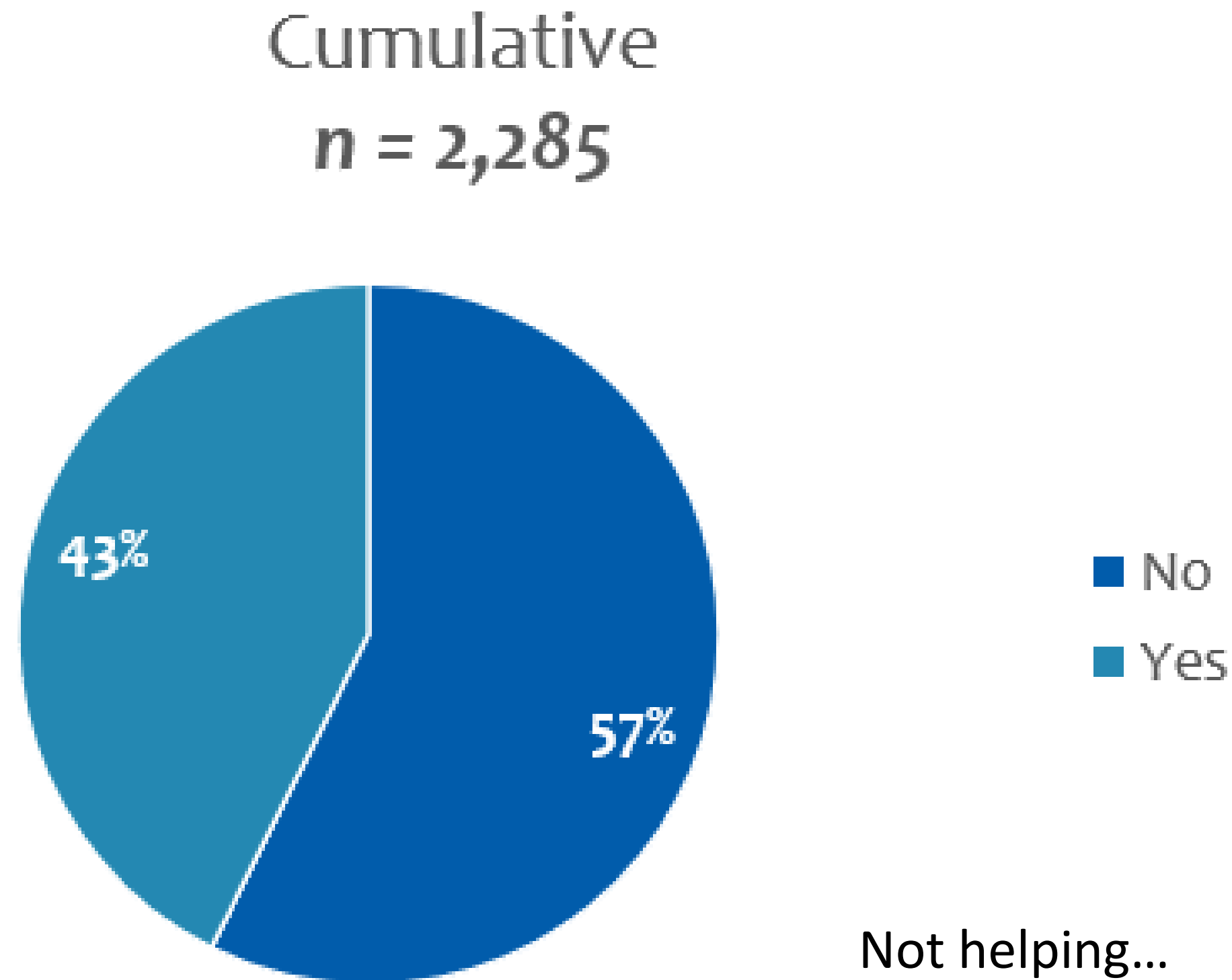
Almost a 1/3 of respondents point out that pay errors are frequent.



At what frequency do pay errors occur?

Identification of pay or coding errors

57% of respondents do not believe it is easy to identify pay errors.



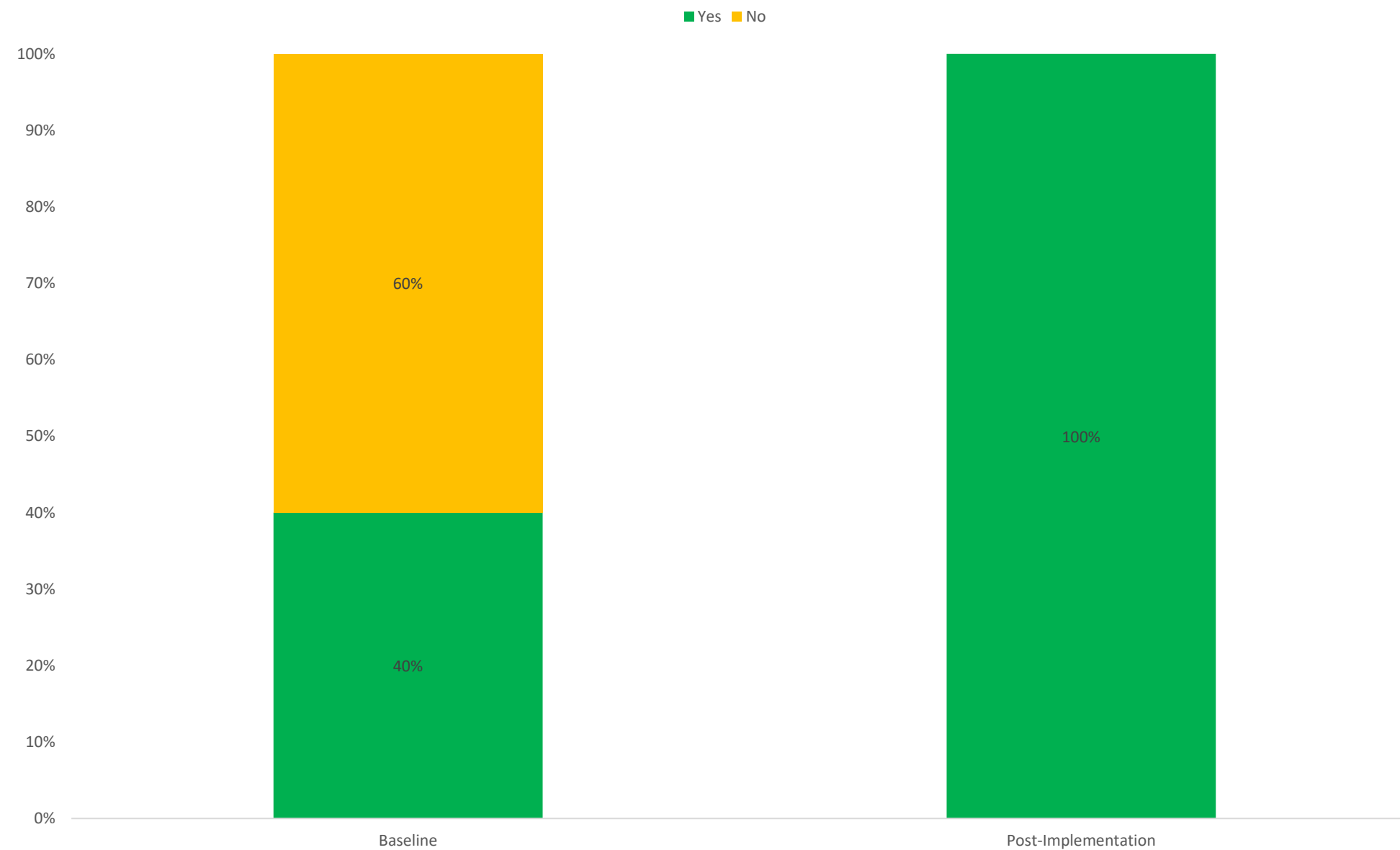
When pay errors occur, are they easily identified?

TIPS FOR HEALTHCARE ORGANIZATIONS: WHERE TO LOOK TO IMPROVE *EMPLOYEE WELLNESS*



EXAMPLE OF HOW FOCUSING ON EVEN ONE OF THOSE COMPONENTS, CAN IMPROVE **EMPLOYEE WELLNESS**

Do you perceive the schedule to be fair and equitable for everyone?



Do you perceive the schedule to be fair and equitable for everyone?

Baseline = prior to new RN rotation schedules

Post-implementation = 1-month post-implementation of new RN rotation schedules

Impact of Employee Engagement to Create Optimized Schedules – *Personal Impact*



Ability to have the rest and vacation time you need



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Level of energy at work



Negative to Very Negative Impact

No Impact

Positive to Very Positive Impact

Impact of Employee Engagement to Create Optimized Schedules -- *Patient Care Impact*



BENEFITS OF LOOKING AT *EMPLOYEE WELLNESS*, THROUGH THE LENS OF STAFF SCHEDULING

Financial

1.78-3.57 FTE per unit savings to budget

25-35% reductions in OT

87% reduction in mandatory OT

40% reduction in known pay errors

Retention

30% reduction in vacancies

100% of nurses reported that schedules were fair and equitable after implementation (40% prior)

25% reduction in clinical safety concerns/grievances

Quality


87% of surveyed employees were satisfied with the new processes

94% of surveyed employees satisfied with new forms and business rules

50% of surveyed nurses said new processes have a positive impact on patient care

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