

Implementing a District & Community Nursing workload tool to determine benefits for workforce planning (Jackson 2016)

Inputs

Investment

Overall: £29,992.31

>Set up costs £4520.13

- Direct costs: £4,520.13
- Indirect costs: £0

>Running costs £25362.18

- Direct costs: £25062.18
- Indirect costs: £300

Resources

- Web platform set up and maintenance
- Staff training to use Cassandra workload activity software
- Staff recording their workload activity whilst delivering care to patients on mobile devices on daily basis
- Quarterly meeting with Band 6 Champions
- Quarterly meeting with Safer Staffing Board
- Administration, analysis and report production

The Service

History

- Lack of robust evidence for making decisions about safe caseloads, staffing and skill mix for district and community nurses in urban/rural settings
- Assumption that nursing is a task based profession that only performs number of tasks in time
- Existing workload tools are diary management systems e.g. Rio, System One only capture linear data
- Poor understanding of workforce demand, supply and capacity

Issues in Case Study site

- Caseload demand and capacity
- Staff recruitment and retention
- Agency spend and use of temporary staff
- Staff sickness and absence
- Incidence of pressure sores, complaints and SIRIs
- Staff wellbeing

Action

- 12 month full workforce Bands 1-8 workforce activity analysis using Cassandra software
- Identification of gaps and economic costs of missed care
- Impact different workforce interventions have on pressure points

Summary of Benefits

For Practitioners

- Enhanced staff job satisfaction scores reported through organisational staff survey results and FFT over 12 months
- Evidence of gaps and overlaps in caseload staff competence and skill mix across locality teams
- Evidence for CPD to be used for revalidation with the NMC

For Organisation

- Economic report outlining gaps in care and services detailing costs to organisation
- Potential for demonstrable improvements and cost savings over 12 months in
- Agency staffing spend
- Staff sickness and absence- staff well being
- Staff retention, staff satisfaction
- Staff competence across the locality teams
- SIRIs
- Incidence of Grade3/4 pressure sores
- Patient satisfaction and complaints reduction

For Wider Economy

(Cross ref Table 1 Case Study Page 15)

- Evidence base to enable more effective use and deployment of workforce according to context, services required and supply, demand and capacity
- Potential to redeploy existing workforce for more effective use and cost reduction