

## Nurses Scheduling Improvements Team

**Purpose:** To evaluate the factors that has lead to an increased use of agency nurses in facilities with infirmaries and submits solutions.

**Outcome:** To submit solution suggestions to decrease the need for agency nurses.

**Agenda:** To analyze the factors causing the need for agency nursing. Correcting this problem will increase the revenue for the medical units in each of these facilities, which could be used for needed equipment and/or supplies. Improving the work environment will improve morale.

**Time:** 3 Months

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**Initial Problem Statement:** To decrease the use of agency nurses in facilities with infirmaries.

**Revised Problem Statement:** To establish a timeline for a trial period to allow each facility to remodel their schedules to eight hour shifts and plot areas where overtime is needed and implement self scheduling for this need. Encourage team-building exercises for Psychology Service and Medical staff to build morale.

## Nurses Scheduling Improvement Team

### Narrative Solution

We have four recommendations for a solution. The first is to allow each facility to choose their own Allied Health Personnel. This was the number one request from the Qualitative Nursing Analysis. We suggest changing the Department of Corrections requirement for this position to include Certified Medical Assistants and Certified Nurses Aides. This requirement will include a 12 week deadline for the Certified Nurses Aide to complete a, Department of Corrections approved, Certified Medical Assistants course. Including the Certified Nurses Aide to this position will increase the hiring potential for this need.

The second recommendation is to implement a trial period for the Nursing Directors to plot out the eight hour shifts for nurses and the post a needs list for the nurses to schedule their own overtime from the needs list.

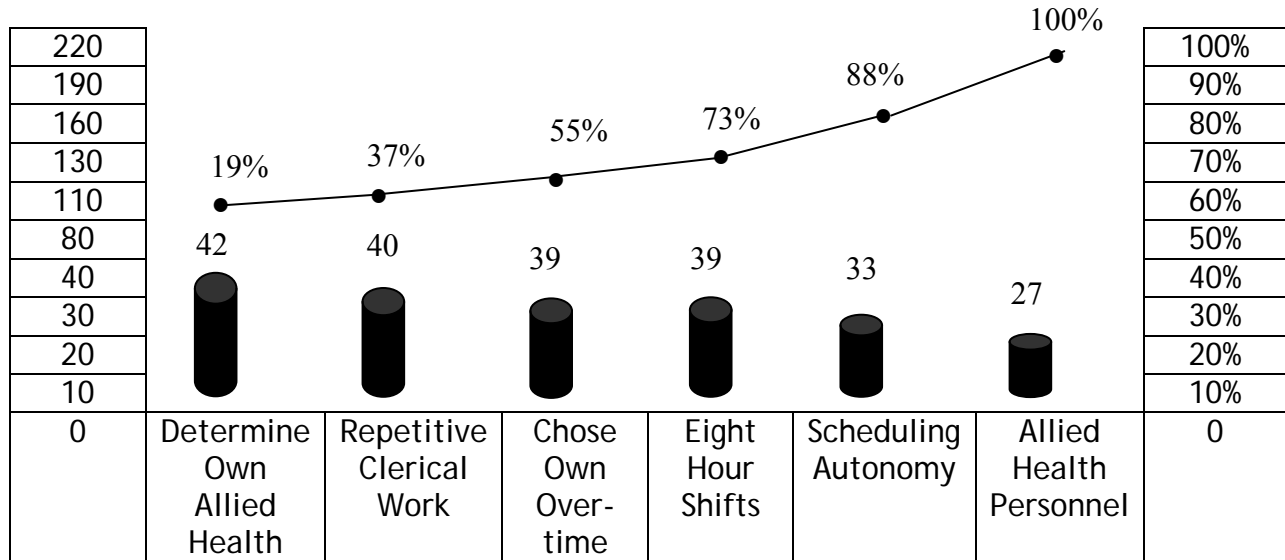
The third recommendation is to implement team-building exercises for Medical staff and Psychology Services to increase morale and bring the groups together as one team.

The final recommendation is to advise another committee is currently revising the repetitive clerical work. This issue will soon be completely solved with implementation of the paperless medical record, which is to go into effect by the end of fiscal year 2008.

All recommendations were gathered from the Qualitative Nursing Analysis. The results were plotted out in the Pareto Analysis.

## NUSRES SCHEDULING IMPROVEMENTS TEAM

### PARETO ANALYSIS



**Allied Health Personnel** - This category is the sum of the results from the Qualitative Nursing Analysis for Pharmacy Technician, Lab Technician, Clerical Person, X-Ray Technician, and Certified Medical Assistant, which was then averaged.

**Results From  
Needs Assessment Survey**

QUESTIONS	MBCC	DCCC	OSP	LARC	TOTAL
1. Determine own shifts	5	6	9	5	25
2. 8 hour shifts	9	6	15	9	39
3. 10 hour shifts	6	3	6	6	21
4. 12 hour shifts	3	4	5	3	15
5. 16 hour shifts	3	3	4	3	13
6. Having nursing schedule online	6	2	4	6	18
7. Choose own overtime	8	8	15	8	39
8. Work 7 on 7 off	2	0	1	2	5
9. Staggering shifts	5	8	6	5	24
10. Pharmacy Technician	7	10	12	7	36
11. Lab Technician	6	10	13	6	35
12. Administration Technician	5	10	14	5	34
13. X-ray Technician	3	9	13	3	28
14. Certified Medical Assistant	5	10	14	5	34
15. Repetitive clerical work	8	10	14	8	40
16. Each facility have scheduling autonomy	7	8	11	7	33
17. Each facility determines own Allied Health Personnel	9	10	14	9	42