Using Workforce Planning Tools to Support Safe Staffing

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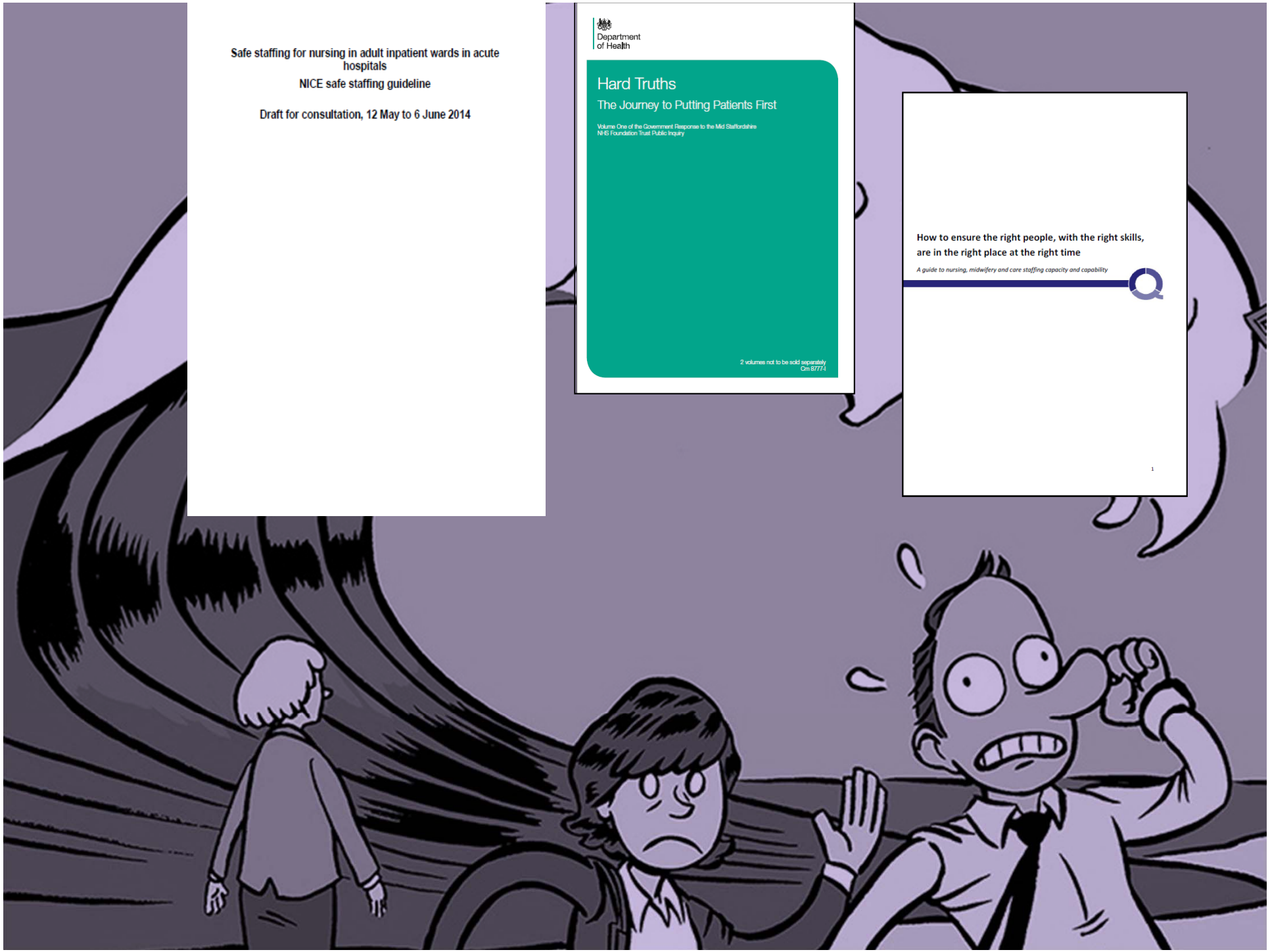
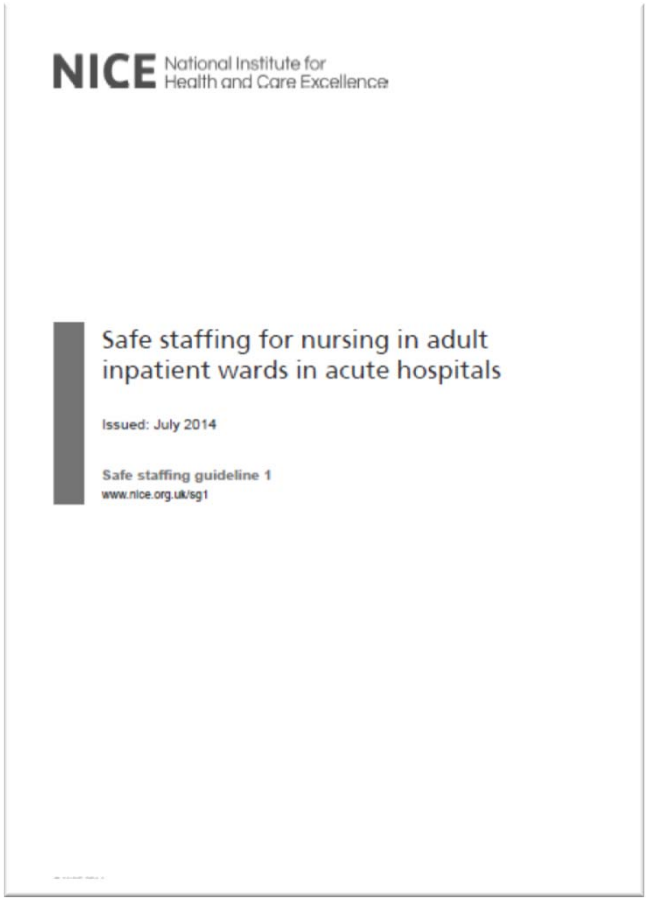

Safe staffing for nursing in adult inpatient wards in acute hospitals
NICE safe staffing guideline
Draft for consultation, 12 May to 6 June 2014
Department of Health
Hard Truths
The Journey to Putting Patients First
Volume One of the Government Response to the Mid Staffordshire NHS Foundation Trust Public Inquiry
2 volumes not to be sold separately
Cm 8777-I
How to ensure the right people, with the right skills, are in the right place at the right time
A guide to nursing, midwifery and care staffing capacity and capability
1

NICE Guidelines

Staff Staffing Guidelines


NICE National Institute for Health and Care Excellence

Safe staffing for nursing in adult inpatient wards in acute hospitals

Issued: July 2014

Safe staffing guideline 1
www.nice.org.uk/sg1

Decision Support Toolkit NICE Endorsement

NICE endorsement programme

The guideline will also be of interest to people involved in developing decision support toolkits and resources for assessing and determining safe nursing staff requirements. NICE will offer a separate endorsement process to assess whether submitted decision support toolkits for informing nursing staff requirements comply with the guideline recommendations. An endorsement mark, which is a seal of approval, will be awarded to toolkits that meet the endorsement criteria. Further information about the NICE endorsement programme, including details on the endorsement assessment process, endorsement assessment results and the review process for endorsed decision support toolkits can be found on the NICE website.

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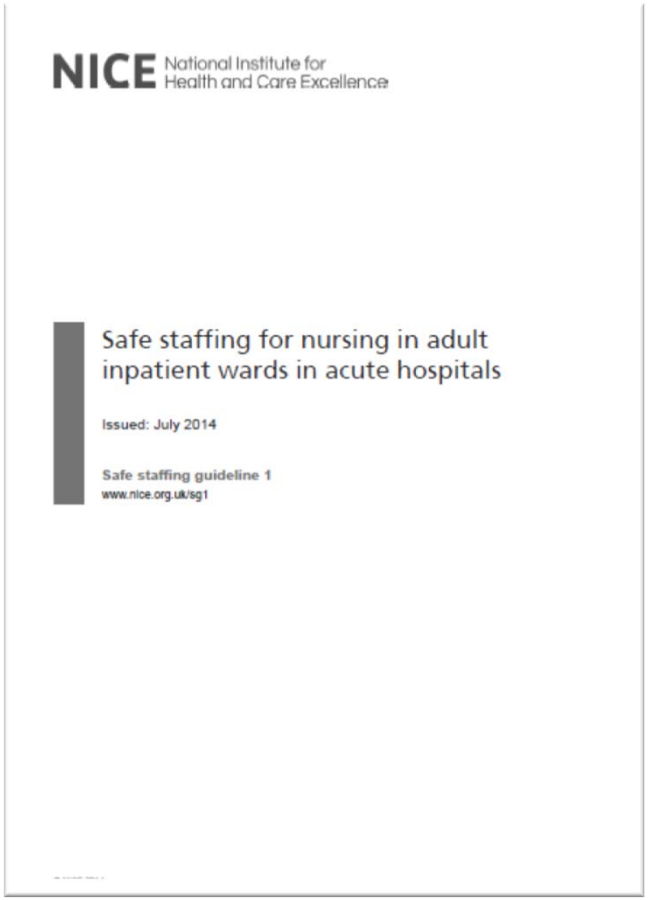
Which areas will have guidelines?

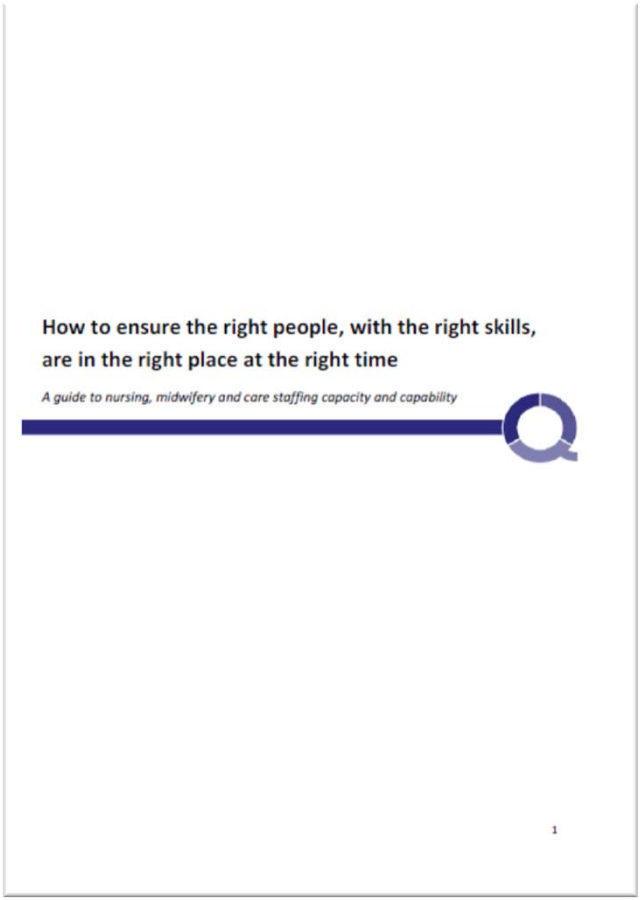
Title	Expected date of publication
Safe nurse staffing of adult wards in acute hospitals	July 2014
Safe Midwifery Staffing for Maternity Settings	January 2015
Accident and emergency settings	May 2015
Acute in-patient paediatric and neonatal wards	TBC
Community nursing care settings	TBC
Learning disabilities in the community	TBC
Learning disabilities in-patient setting	TBC
Maternity settings	TBC
Mental health community settings	TBC
Mental health in-patient settings	TBC

NICE Extends the NQB Requirements

NICE



NQB



Patient Centred Care

"Assessing the nursing needs of individual patients is paramount when making decisions about safe nursing staff requirements"

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Compliments but Extends NQB Requirements

Establishment Report	• Every 6 months
Daily Reviews & Escalation	• Every shift

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4 Main Recommendations

1. Factors that should be systematically assessed at ward level to determine **the nursing staff establishment**
2. **On-the-day assessments of nursing staff requirements** to ensure that the nursing needs of patients are met **throughout a 24-hour period**
3. Track **Red Flag events** that trigger staffing changes, and inform establishment reviews
4. **Monitor adequacy** of ward nursing staff establishments ensure that there are procedures for systematic **monitoring of safe nursing indicators**

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Taking Action

*The guideline also makes recommendations for **monitoring and taking action** according to whether nursing staff requirements are being met and, most importantly, to ensure patients are receiving the nursing care and contact time they need **on the day***

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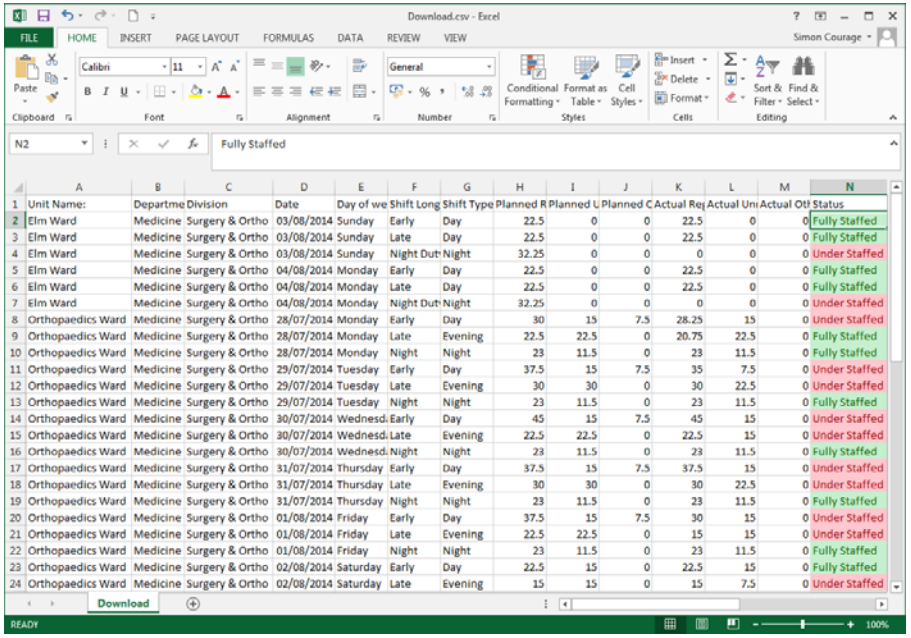
Operational Task, not Historic Reporting Task



Download.csv - Excel

N2: Fully Staffed

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Unit Name:	Departme	Division	Date	Day of we	Shift Long	Shift Type	Planned R	Planned U	Planned C	Actual Re	Actual Un	Actual Ot	Status
2	Elm Ward	Medicine	Surgery & Ortho	03/08/2014	Sunday	Early	Day	22.5	0	0	22.5	0	0	Fully Staffed
3	Elm Ward	Medicine	Surgery & Ortho	03/08/2014	Sunday	Late	Day	22.5	0	0	22.5	0	0	Fully Staffed
4	Elm Ward	Medicine	Surgery & Ortho	03/08/2014	Sunday	Night Dut	Night	32.25	0	0	0	0	0	Under Staffed
5	Elm Ward	Medicine	Surgery & Ortho	04/08/2014	Monday	Early	Day	22.5	0	0	22.5	0	0	Fully Staffed
6	Elm Ward	Medicine	Surgery & Ortho	04/08/2014	Monday	Late	Day	22.5	0	0	22.5	0	0	Fully Staffed
7	Elm Ward	Medicine	Surgery & Ortho	04/08/2014	Monday	Night Dut	Night	32.25	0	0	0	0	0	Under Staffed
8	Orthopaedics Ward	Medicine	Surgery & Ortho	28/07/2014	Monday	Early	Day	30	15	7.5	28.25	15	0	Under Staffed
9	Orthopaedics Ward	Medicine	Surgery & Ortho	28/07/2014	Monday	Late	Evening	22.5	22.5	0	20.75	22.5	0	Fully Staffed
10	Orthopaedics Ward	Medicine	Surgery & Ortho	28/07/2014	Monday	Night	Night	23	11.5	0	23	11.5	0	Fully Staffed
11	Orthopaedics Ward	Medicine	Surgery & Ortho	29/07/2014	Tuesday	Early	Day	37.5	15	7.5	35	7.5	0	Under Staffed
12	Orthopaedics Ward	Medicine	Surgery & Ortho	29/07/2014	Tuesday	Late	Evening	30	30	0	30	22.5	0	Under Staffed
13	Orthopaedics Ward	Medicine	Surgery & Ortho	29/07/2014	Tuesday	Night	Night	23	11.5	0	23	11.5	0	Fully Staffed
14	Orthopaedics Ward	Medicine	Surgery & Ortho	30/07/2014	Wednesd	Early	Day	45	15	7.5	45	15	0	Under Staffed
15	Orthopaedics Ward	Medicine	Surgery & Ortho	30/07/2014	Wednesd	Late	Evening	22.5	22.5	0	22.5	15	0	Under Staffed
16	Orthopaedics Ward	Medicine	Surgery & Ortho	30/07/2014	Wednesd	Night	Night	23	11.5	0	23	11.5	0	Fully Staffed
17	Orthopaedics Ward	Medicine	Surgery & Ortho	31/07/2014	Thursday	Early	Day	37.5	15	7.5	37.5	15	0	Under Staffed
18	Orthopaedics Ward	Medicine	Surgery & Ortho	31/07/2014	Thursday	Late	Evening	30	30	0	30	22.5	0	Under Staffed
19	Orthopaedics Ward	Medicine	Surgery & Ortho	31/07/2014	Thursday	Night	Night	23	11.5	0	23	11.5	0	Fully Staffed
20	Orthopaedics Ward	Medicine	Surgery & Ortho	01/08/2014	Friday	Early	Day	37.5	15	7.5	30	15	0	Under Staffed
21	Orthopaedics Ward	Medicine	Surgery & Ortho	01/08/2014	Friday	Late	Evening	22.5	22.5	0	15	15	0	Under Staffed
22	Orthopaedics Ward	Medicine	Surgery & Ortho	01/08/2014	Friday	Night	Night	23	11.5	0	23	11.5	0	Fully Staffed
23	Orthopaedics Ward	Medicine	Surgery & Ortho	02/08/2014	Saturday	Early	Day	22.5	15	0	22.5	15	0	Fully Staffed
24	Orthopaedics Ward	Medicine	Surgery & Ortho	02/08/2014	Saturday	Late	Evening	15	15	0	15	7.5	0	Under Staffed

Can we meet the reporting needs?

What is safe?

Are we safe **now**?

How do I know?

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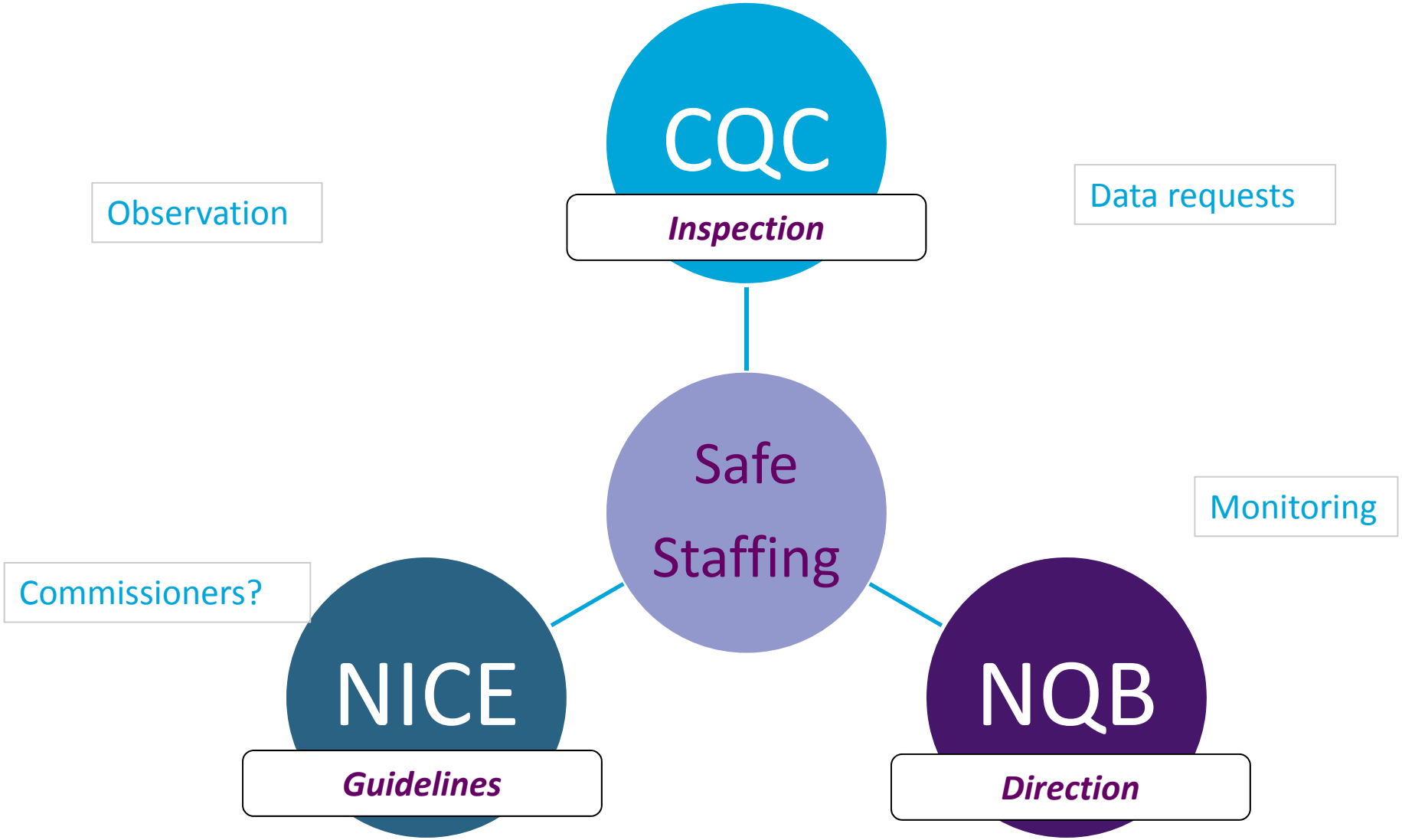
It’s just a guideline. Do Trusts *have* to implement it?

Comply or explain


CQC
Inspection
Observation
Data requests
Safe Staffing
Monitoring
Commissioners?
NICE
Guidelines
NQB
Direction

Intelligent Monitoring – Internal Assurance

The Concern

NICE Field Testing

NICE National Institute for Health and Care Excellence

Safe staffing for nursing in adult inpatient wards in acute hospitals

Report on field testing the draft guideline

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11.07.14

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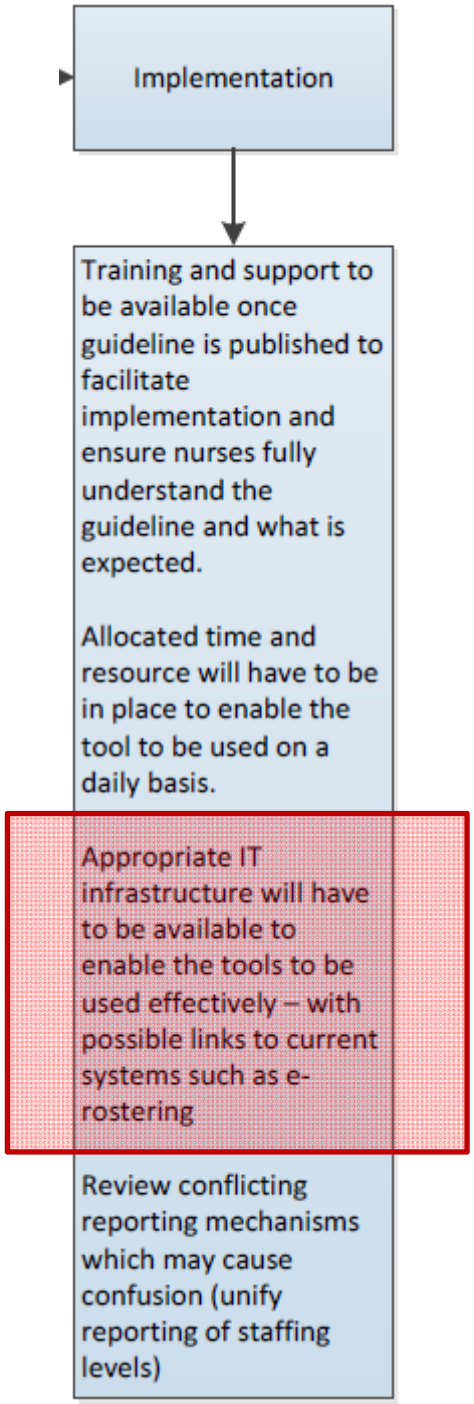

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Use a Tool!

1.2.2 Use a decision support toolkit endorsed by NICE to facilitate the systematic approach to determining the nursing staff requirements

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5 Ways to Tools can Help

1. Leverage what you have

What data is needed to answer “Am I Safe Now?”

Roster & Staff Data

Substantive staff bookings

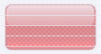
Bank staff bookings

Agency staff bookings

HealthRoster V.10

Granular duty time

Non-clinical time


Planned staff requirement

Skill requirements / skill actual

“Nursing Staff Requirements”

Census times

Patients by classification

Nursing Staff Factors
e.g. admissions/discharge

Census data

HealthRoster SafeCare

Red Flags

NICE red flag types

Custom red flag types

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2. Simplicity

Simple

- Need to reduce admin overhead to bare minimum
  - Reduce data entry required
  - Simplify the data entry that is required

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Reduce Data Entry needs

- Rosters can be very fluid especially with temporary staff changes
- A tool based on e-rostering removes an entire category of data entry:
  - E-rostering has a large number of users – nurses, bank office etc – constantly updating the system
  - Changes automatically impact safe staffing calculations – now and in the future

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Simplify Data Entry – UI Approach

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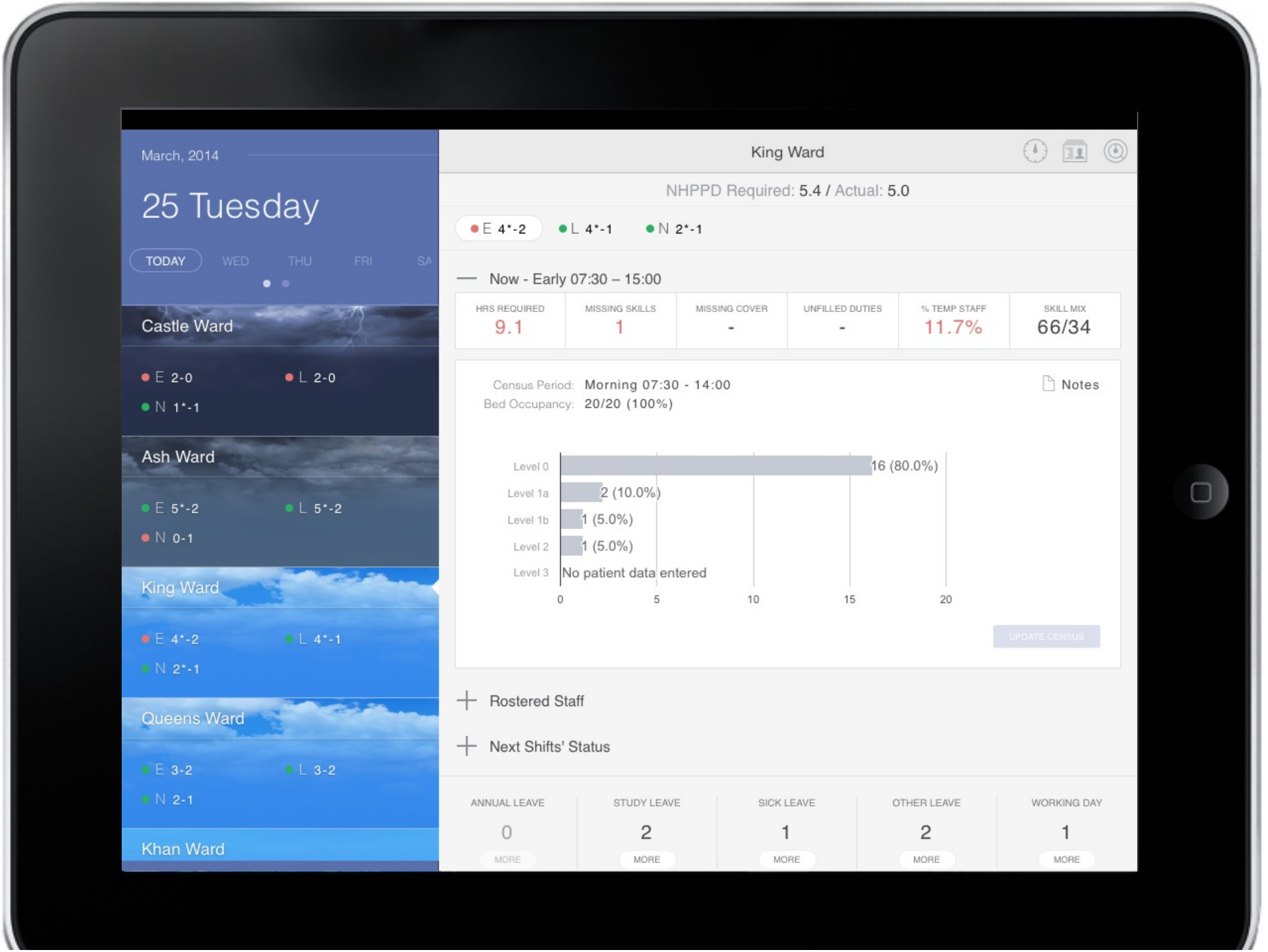
March, 2014
25 Tuesday
TODAY
WED
THU
FRI
SA
Castle Ward
E 2-0
L 2-0
N 1*-1
Ash Ward
E 5*-2
L 5*-2
N 0-1
King Ward
E 4*-2
L 4*-1
N 2*-1
Queens Ward
E 3-2
L 3-2
N 2-1
Khan Ward
King Ward
NHPPD Required: 5.4 / Actual: 5.0
E 4*-2
L 4*-1
N 2*-1
Now - Early 07:30 – 15:00
HRS REQUIRED
9.1
MISSING SKILLS
1
MISSING COVER
-
UNFILLED DUTIES
-
% TEMP STAFF
11.7%
SKILL MIX
66/34
Census Period: Morning 07:30 - 14:00
Bed Occupancy: 20/20 (100%)
Notes
Level 0
16 (80.0%)
Level 1a
2 (10.0%)
Level 1b
1 (5.0%)
Level 2
1 (5.0%)
Level 3
No patient data entered
0
5
10
15
20
UPDATE CENSUS
Rostered Staff
Next Shifts' Status
ANNUAL LEAVE
0
MORE
STUDY LEAVE
2
MORE
SICK LEAVE
1
MORE
OTHER LEAVE
2
MORE
WORKING DAY
1
MORE

SafeCare Mobile – Data Entry

1. Update roster
   - Record attendance
   - Record absence
   - Redeploy
2. Entry Patient Census info
   - Patients by classification, tasks, census notes
3. Record Red Flags
   - Via phone too

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3. Operationalise

Auto Email Notifications

Subject: Safecare Problem - Cambridge Ward

Hello,

For patient census 'Afternoon' on 04/03/2014 the entered data indicates you have a SafeCare problem

Census Period Details:

Patients: **26**	Utilisation: **115.0 %**	Hours Short: **4.7**
Required Hours: **36.2**	Actual Hours: **31.5**	
Required HPPD: **5.4**	ActualHPPD: **13.6**	

Allocate Software right people. right place. right time

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Auto Email Notifications – Red Flags

From: <HealthRoster_Allocate_Software@allocatesoftware.com>
Date: Mon, Aug 4, 2014 at 5:42 PM
Subject: New 'Delay in providing pain relief' red flag on Orthopaedics Ward
To: simoncourage@gmail.com

Hi Richard

A new 'Delay in providing pain relief' red flag has been created on Orthopaedics Ward for the Night shift, by Shade, Kyra (10001456).

You have been assigned as the owner of this red flag.

It is your responsibility to either mark it as resolved or escalate appropriately.

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●○○○○ vodafone UK 10:56 81%
MARCH, 2014
TUESDAY 25
TODAY
WED
THU
FRI
King Ward
E 5*-2-2
L 5*-1
N 2*-1
A&E Paediatrics
DP 1-0
P10 1-0
P2 1-0
NP 0-0
Morton Suite
LD 19-5
N 3-0
Thorpe Postnatal

4. Powerful Analysis & Reporting

Scope of Data

Roster & Staff Data

Substantive staff bookings

Bank staff bookings

Agency staff bookings

Granular duty time

Non-clinical time

Planned staff requirement

Skill requirements / skill actual

"Nursing Staff Requirements"

Census times

Patients by classification

Nursing Staff Factors
e.g. admissions/discharge

Census notes

Red Flags

NICE red flag types

Custom red flag types

HealthRoster
SafeCare

Allocate Software

Powerful Reporting Toolset

- Detailed, flexible granular reports
- KPI reporting at all levels
- KPI email notifications
- Internal & External Benchmarking
- Assurance

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How Allocate can help

SafeCare All the Time

Reporting and automated alerts

HealthRoster

Plan your staff rosters to effectively deliver safe care within budget, for all staff groups including temporary staff. Used by 160+ NHS organisations

HealthRoster-Nursing
HealthRoster-BankStaff
HealthRoster-NHSP
HealthRoster-Skills Compliance

SafeCare

Understand how actual patient volume , acuity & dependency impacts your planned rosters and make alterations as needed. Flexibly apply any acuity/dependency model.

SafeCare-Ward
SafeCare-Community
SafeCare-Connect

SafeCare-Live

Place live staffing information in the hands of staff through phones and tablets, and display staffing levels to patients on electronic white boards. Manage changes quickly including tracking attendance.

SafeCare-Mobile
SafeCare-Wardboard
SafeCare-Attend

SafeCare-Assure

Audit and drive improvement plans to assure continued safe care. Identify best practise and risk areas with benchmarking both inter-ward and compared with other Trusts.

SafeCare-Benchmark
SafeCare-Policy
SafeCare-BoardAssure

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