



Where Research, Staffing  
and Technology Meet



## Research on staffing

For well over a decade, experts in healthcare have recommended using the evidence from staffing research to inform staffing strategies, models, budgets, practices and approaches. Yet, progress has been frustratingly slow due to pushback from different factions and interest groups, along with the fact that the healthcare industry is notorious for being slow to change.

Still, a shift is taking place. Advanced staffing technologies, designed with an awareness of how staffing can affect outcomes, are starting to have a positive impact on the industry.

# The impact of poor staffing

Inadequate staffing hurts patient safety, quality of care, financial performance and workforce outcomes.

## PATIENTS

-  Falls
-  Medication errors
-  Length of stay
-  Pressure ulcers
-  UTIs
-  Failure to rescue

## STAFF

-  Needlesticks
-  Illness or injuries
-  Absenteeism
-  Job dissatisfaction
-  Turnover
-  Leaving the profession

**Bottom line:** Poor staffing opens your organization up to lawsuits, damages your facility's reputation, and drives talented staff away. The costs are too high to ignore.



## What influences staffing outcomes?

The following factors play a part in the overall success of your staffing strategy:

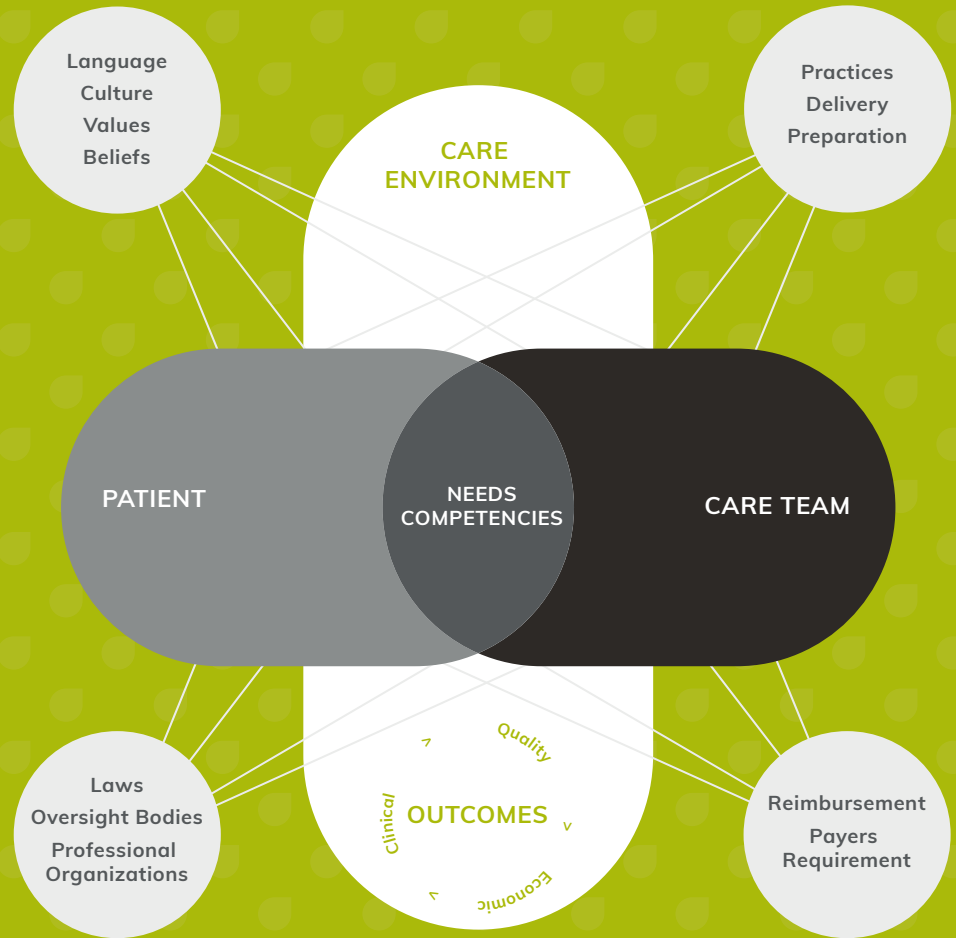
- Staff-to-patient ratios
- Skill mix
- Qualifications
- Experience levels
- Environment
- Culture
- Engagement
- Overtime
- Fatigue

As you work to improve staffing outcomes, adopt processes and tools that positively impact each of those factors.

# Bridging the gap between research insights and staffing practices

The first staffing model grounded in evidence debuted in the 2008 whitepaper, “Excellence and Evidence in Staffing.” For the first time, a national group of thought leaders thoroughly defined excellence in healthcare staffing.

The model highlights the influences and considerations that make staffing so complicated, serving as a reminder that the answers won’t be simple.



# Industry support for staffing changes

One of the groups helping raise awareness around the importance of rethinking and improving our approach to staffing is the American Association of Critical Care Nurses (AACN).

The organization has developed a set of principles which it describes as “essential to charting a clear course toward new staffing solutions.”

## THE AACN PRINCIPLES

- 1 Nurses are essential to the successful delivery of healthcare.
- 2 Appropriate nurse staffing is crucial for optimal patient care.
- 3 Appropriate staffing is inextricably linked to healthy work environments.
- 4 Higher nurse job satisfaction, which leads to lower staff turnover, is closely tied to appropriate staffing.
- 5 The creation of appropriate staffing plans requires a nimble, comprehensive approach.
- 6 Progress on appropriate staffing advances national patient safety and quality goals.
- 7 The complex challenge of appropriate staffing will require bold and innovative solutions.
- 8 A new paradigm is needed that reflects the full value nurses bring to patient care and recognizes nurse staffing as an investment.





## Advanced technologies support progress

Healthcare technology providers are pushing forward and working with stakeholders to develop solutions that improve staffing.

Healthcare experts with a deep understanding of staffing operations and the daily challenges of staffing have offered insight that tech partners can apply to their solutions.

As a result, healthcare providers now have tools that offer real-time, accurate and meaningful data, enabling staffing leaders to make the most informed decisions.

### ENABLING DATA-DRIVEN DECISIONS



The data needed to make informed staffing decisions is difficult to access, often buried in retrospective reports in filing cabinets or in email inboxes. Technology – and specifically software – provides easy and quick access to data.

# Technology improves staffing outcomes

Advanced scheduling technology allows you to minimize overtime and prevent fatigue-related issues, while boosting engagement, collaboration and morale.

## CONSIDER THESE BENEFITS:



### Unlimited access

View the schedule from your mobile phone.



### Optimized communication

Text and email messaging can replace phone calls.



### Increased transparency

Managers and staff can see staffing needs and respond to them quickly.



### Collaborative scheduling

Managers and staff share responsibility for staffing and filling shifts faster.



### Modern tools

Attract and retain today's talent with more efficiency and improved communication.







### Advanced reporting

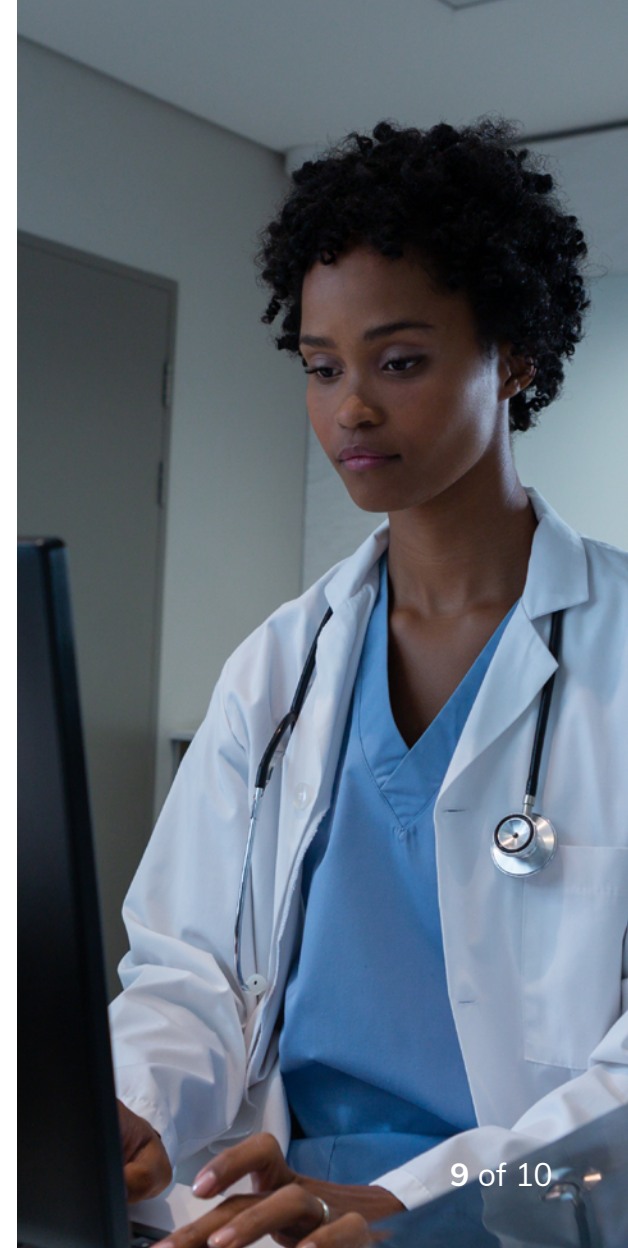
Easily collect data and organize it in a way that enables you to make a business case for staffing budgets and staffing models.



## Real-time data and overtime avoidance: A real-world scenario

Julie must fill a shift for a nurse who called out sick, without putting anyone into overtime. Armed with ABILITY SMARTFORCE® Scheduler, she follows these steps:

-  **1 Checks availability.** With a click of a button, she gains full visibility across the organization to see who is available.
-  **2 Clicks the “Avoidable Overtime” button.** Instantly, she sees a list of staff members who are qualified to work the shift without going into overtime.
-  **3 Communicates with staff.** With another click, she sends a text to see who is interested in the shift and receives three responses.
-  **4 Fills the shift fast.** Because she can quickly see staff details – including seniority, last called, license/certification expirations and future schedules – she can immediately make the right choice. Then she notifies the person and updates the schedule with a final click.



# Barriers and opportunities

No doubt, you are under immense pressure to control costs, while also addressing insurers, changes in payer rules, unions, legislation, labor shortages, rising labor costs and more.

Despite everything that is competing for your attention, don't overlook the value of more efficient and effective staffing enabled by today's advanced scheduling technology.

Learn more about **ABILITY  
SMARTFORCE® Scheduler**

Contact us today >



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