

EMERGENCY RESPONSE TO LONG-TERM CARE STAFFING CHALLENGES

THE CHALLENGES



Schedules that are built with
gaps and overages

Sick time and overtime spikes

Lack of consistent priority
staffing processes

Disjointed staffing
functions

Site leader overloaded with
staffing problems

Lack of coordination of staffing
across sites or units

Stretched scheduling
resources

Poor quality schedules

Not enough staff
coverage over peak times
(weekends and surge)

THE SOLUTION



1 Prioritize staffing
environment analysis

2 Identify issues and
opportunities (rotations
and processes)

3 Design rapid response
processes and stabilize
schedules

4 Provide hands on
scheduling support and
coaching expertise

5 Implement stabilization
and improvement plan

THE BENEFITS



► Operational decision support
for leaders

► Optimized leading practice
scheduling processes with
operating procedures,
business rules and timelines

► Training of schedulers to
adopt consistent and
standardized practices and
workflow

► Balanced, compliant,
high quality and predictable
schedules

► Quality resident care

