The LTC Administrator's Perspective:

Assessing and Analyzing Healthcare's Workforce Crisis

In residential, long-term, continuing care, and home health, labor is a significant budget item, making up over 70% of costs. The scheduling function, often overlooked, is a **crucial part of operations as it impacts quality** of care, resident and family satisfaction, and staff morale. This is especially true given current challenges like resource shortages. Scheduling plays a key role in creating **a work-life balance** for frontline staff. Scheduling is more than just routine tasks; it has become a vital, strategic, operational function.

In truth, the workforce planning, scheduling, and deployment ecosystem is a strategic domain like no other. **When executed effectively, strategic scheduling can foster continuity, predictability, and equity for the workforce.** It not only aids in attracting the best and brightest but also supports **retention of your frontline teams, and their leaders**. Scheduling practices underpin staff engagement, as much as they influence the experience of residents. Prioritizing excellence in staff scheduling ultimately results in dissatisfied families and dwindling revenues, and the revolving door of recruitment.

Introducing Workforce Edge.

- cost avoidance,
- reduced total spending, and
- budget adherence.

Workforce Edge has harnessed our ***Workforce Deployment Maturity Model©*** and methodology to assist LTC Administrators worldwide, in creating a Roadmap forward. We can help you define your local plan to improve the quality of your staff scheduling environment.

Our framework, developed over two decades, forms the basis for short-term and long-term transformative improvements. An initial step in this process is to assess:

- the current state of scheduling tactics, schedule quality, relief/replacement capacity, and their impacts on costs,
- data transparency,
- workload management,
- staff satisfaction,
- process consistency,
- governance, and
- scheduling tool utilization.

Our approach engages stakeholders across the organization, generating significant momentum for change.

The Opportunity Assessment Model

The Workforce Edge Opportunity Assessment method is illustrated in Figure A, comprising **five primary workstreams**:

Figure A

This first step is your **comprehensive assessment to creating a profound understanding of the root causes** of existing planning, scheduling, and deployment issues. This helps to **focus interventions**, quick wins, and longer range strategies. From this vantage point, we undertake series of opportunity analyses to assess the maturity of current operational components, such as:

- PTO/vacation smoothing practices,
- relief workforce strategy,
- team composition, and
- untapped or wasted workforce capacity.

We go deeper, e.g., we look at daily care hours per resident day to determine if hours are aligned and verified against staffing models, the budget, and authorized roles. We **pinpoint opportunities** where time and managerial effort can be conserved by refining business processes and procedures. Our evaluation further includes assessment of **current system/software use**, configuration, and requirements recommendations.

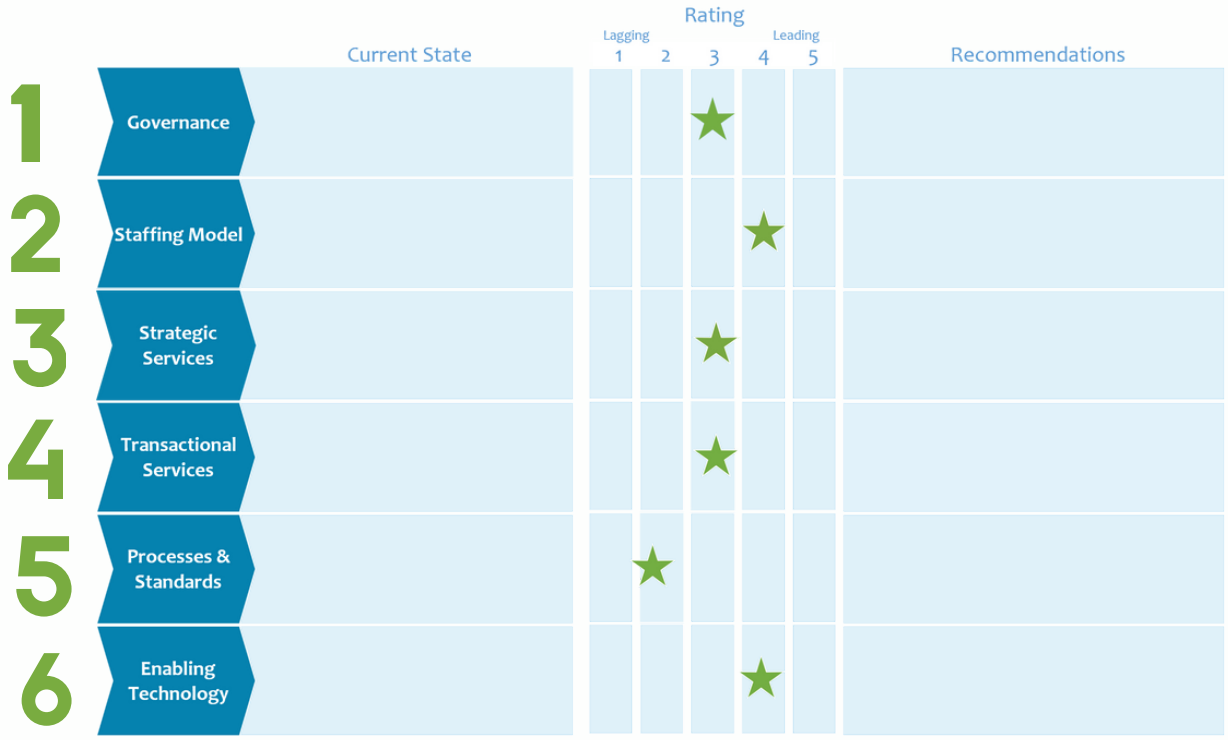
The information collected throughout these modules is then synthesized into our **Workforce Deployment Maturity Model©**. This model highlights the degree of fit or gap compared to leading practices, highlighting the **most pressing targets** for improvement across the various dimensions of the model.

It considers **six key elements:**

1. Governance,
2. Transactional Services,
3. Strategic Services,
4. Staffing Models,
5. Processes & Standards, and
6. Enabling Technology.

A representation of the model's output is depicted in Figure B.

Figure B



If you're interested in exploring how to become **the leading healthcare organization for scheduling** and deployment in your region, please contact us for a collaborative discussion: **info@workforce-edge.com.**

Empowering Healthcare for a Better Future.

www.workforce-edge.com

Vancouver, BC - #300-1275 W 6th Ave / New York, NY - 4th Floor, 535 5th Avenue

© 2024 Workforce Edge Consulting Inc. | All Rights Reserved