

DIGITIZING THE NURSING RESOURCE TEAM'S (NRT) SCHEDULE AT HUMBER RIVER HEALTH (HRH)

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DESCRIPTION

The Nursing Resource Team (NRT) at Humber River Health (HRH) is comprised of registered nurses and registered practical nurses trained to fulfill short-term staffing needs across the organization. NRT staff are assigned to medical and surgical inpatient units, and specialty areas such as intensive care, emergency department, mental health, and mother and baby units. Ensuring accurate schedules and shift allocation requires attention to detail to comply with employment and union laws and for precise documentation. The challenge of tracking HRH's NRT schedule is driven by the continuous growth of NRT staff numbers and unplanned acute staffing challenges such as the COVID-19 pandemic.

OBJECTIVE

Transitioning from paper-based scheduling to an electronic format to improve accuracy and accessibility of data.

ACTIONS TAKEN

The Staffing Resource Centre (SRC), responsible for managing the NRT schedule at HRH, shifted from paper-based to online scheduling in 2019 to mitigate issues, such as double-booked or missed shifts. The digitized NRT schedule utilizes a spreadsheet to capture information including staff names, phone numbers, staff skills, schedules, and unit assignments. This tracking system enables SRC assistants to oversee:

- NRT schedules
- Insights into daily activities (i.e. number of staff on leave and available to be reassigned)
- System issued warnings for staff scheduled for overtime.

SUMMARY OF RESULTS

The digitization of the NRT schedule enabled the SRC to ensure accurate data documentation practices, increasing capacity to make accurate data-driven and informed decisions. It simplified SRC assistants' tasks by identifying staff ready for assignment and has also improved the accuracy of payroll information. Additionally, the system benefits the organization by eliminating issues like double bookings and staff no-shows for shifts. This is achieved by enabling the tracking of staff notifications regarding their scheduled shifts.

LESSONS LEARNED

Accurate staff schedule tracking and documentation are essential for preventing productivity issues and supports data driven decision making and enhanced fiscal accountability.



Figure 1. Online Scheduling System for the Nursing Resource Team at HRH: This digital platform offers data on NRT staff, their trained work areas and restrictions, shifts reassignments, and their scheduled shifts. In accordance with the collective agreement, a 6-week schedule is published, and after each bi-weekly pay period, it automatically computes the total hours worked. If a staff is scheduled for overtime, the system notifies staffing assistants to ensure correct payroll coding.

Click the box below to go to the job class of the staff

RN

RPN

Toal Available Staff:	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
RN	18	19	20	21	22	23	24	25	26	27	28	29	30	31
TD	6	6	6	5	7	8	8	8	8	10	9	10	10	10
TN	12	14	8	9	15	15	14	8	8	12	12	8	8	8
RPN														
TD	7	8	7	7	7	8	6	7	7	5	5	7	7	7
D	1	0	2	2	1	0	2	1	1	1	1	1	1	1
E	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N	0	0	0	0	0	1	0	1	1	0	2	3	1	1
TN	1	2	7	8	1	0	1	7	8	3	2	5	7	7
TOTAL														
TD	13	14	13	12	14	16	14	15	15	15	14	17	17	17
D	1	0	2	2	1	0	2	1	1	1	1	1	1	1
E	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N	0	0	0	0	0	1	0	1	1	0	2	3	1	1
TN	13	16	15	17	16	15	15	15	16	15	14	13	15	15

Figure 2. Summary of Available NRT Staff to be Reassigned: This information presents the overall count of available staff members available for reassignment on a daily basis. Staffing assistants can promptly furnish the count of NRT staff who have not yet been scheduled for a specific unit. This offers a more streamlined means to determine whether the NRT has sufficient staff to fulfill organizational requests and to assess the feasibility of granting requested vacations, taking into account the number of unassigned NRT staff members.