Addressing Inpatient Nurse Staffing Issues to Improve Satisfaction and Avoid Last Minute Staffing Crisis by Utilizing In-House Data & Incorporating Predictive Modeling (NE-091913)

September 19, 2013
10:00 – 11:30 a.m. CDT

Target Audience: Nurse Managers, Hospital Leadership, Nursing Staffing Coordinators

Overview:

Nurse staffing is a constant variable in the hospital setting that affects multiple disciplines. Nurse staffing is a high cost within the organization and it also affects revenue with the limit of the number of patients that can be taken care of by a nurse. This webinar will look at University of Illinois Hospital & Health Sciences System (UI Hospital), a 490 bed academic medical center that staff more than 600 inpatient status nurses and how they addressed the nurse staffing issues related to lack of planning and transparency.

Last minute staffing decisions due to census fluctuations and acuity variations to staff burnout and staff dissatisfaction. Nurse staffing issues were resulting in the inability to transfer patients from various units, including the ED, OR and outside transfers. This webinar will discuss the solutions and action plans that UI Hospital put in place to improve the last minute staffing crisis by implementing a decentralization central staffing office. This process allowed for better coordination and control of staffing by front line management. The webinar will also discuss the utilization of a computerized scheduling, staffing and acuity model allowing nurse management to incorporate data into staffing decisions. The implementation includes a predictive modeling tool that creates staffing plans based on trends.

UI Hospital will share their experiences with the ongoing issues related to nurse staffing and how their plans for improvement reduced last minute pressures that adversely affected quality and satisfaction. The solutions, which include organizational teamwork and accountability, will also be discussed in this webinar.

Learning Objectives:

- Learn how a decentralized staffing model facilitates better decision making to the front line managers and nursing staff
- Identify how predictive modeling can utilize resources more efficiently
- Identify how a decentralization staffing model and a predictive staffing model can lead to a decrease in overtime and overall cost per patient day

Faculty:

Beena Peters, RN, MS, FACHE is the DON for Women and children’s Health Services, Nursing Finance and Administrator for the Children’s Hospital University of Illinois (CHUI) at the University of Illinois Hospital and Health Sciences System located in Chicago, Illinois. She is also a clinical instructor at UIC College of Nursing. Ms. Peters has provided leadership to Nursing Finance and the Division of Women and Children’s Health Services at the University for over nineteen years. Her dedicated leadership, forward thinking, and effective planning for the growth of the Women and Children’s population allowed the division to greatly expand while clinical care remains outstanding. Ms. Peter’s analytical ability and keen interest in data and developing decision support tools also extended her role as a leader in nursing finance and operational decision support areas. She collaborates with all nursing managers, directors,
and the finance department for the budgetary process and acts as a liaison to translate clinical care
needs and cost to the language of finance.

**Beena Mathew, MHA** works as an analyst in the Nursing Informatics & Decision Support department at
the University of Illinois Hospital & Health Sciences System located in Chicago, Illinois. She provides
nursing leadership the tools needed to manage budget and productivity within each patient care unit.
She works as the project lead in the acuity and predictive staffing model implementation project, which is
used by all inpatient nursing staff. Ms. Mathew has worked closely with nurse managers, directors,
hospital finance staff and hospital leadership for more than eight years. Her financial planning and
analytical experience assist leadership in making critical decisions related to staffing and patient care.

**Registration:**

There is a site fee of **$175.00** for NDHA **Member Hospitals** and **$300.00** for Non-members
for this course. **Member Hospital is referred to as an individual freestanding facility, not a
hospital system.** The registration fee provides you with one phone number, Web connection
and a downloadable handout. Numerous people at one physical site are encouraged to
participate in the Web Conference through one registration (utilizing the same telephone/Web
connection). If any additional locations or facilities are added into your connection, additional
registration fees will be charged. If participants at your site require more than one
telephone/Web connection, additional registration fees will be charged.

Prior to the program you will receive an e-mail containing instructions on how to connect to
the conference. This e-mail will also contain codes to access the conference call. Advance
registration by September 9, 2013 is required to ensure delivery of instructional materials. A
late fee of $25.00 will be charged for any registrations after this date. This fee is
necessary, as we are being charged a late fee for any last minute registrations that may
require an overflow line on the bridge. If you do not receive an e-mail from Linda Simmons
prior to the program with your handouts and dial-in information, please contact her at 701 224-
9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@ndha.org for further information.
You may register by fax (701) 224-9529, online at http://www.ndha.org under Education or by
mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual’s cancellation is received
at NDHA **five working days prior to the event**, in which case a cancellation fee of $50.00 will
be deducted from your registration fee. If notice of cancellation is received after this date, there
is no refund. You will be billed whether or not you attend the program.

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Minute Staffing Crisis 9/19/13**

Facility ______________________________________________________________

Contact Name/Title ______________________________________________________

E-Mail _________________________________________________________________

Phone Number _________________________________________________________