Meyersdale Medical Center: Acuity Based Nurse Staffing

Overview
Meyersdale Medical Center (MYMC) is seeking an acuity based nurse staffing model that is sustainable and maintains their current operating quality and capacity. Currently, MYMC is considering acuity through the use of an acuity form filled out after each patient visit. The complexity of implementing the acuity level derived from this information into MYMC’s staffing model has caused MYMC to exceed their budgeted RN full time equivalent (FTE) count by two.

Objectives
The objective of this project was to determine whether MYMC could operate with two less FTEs without hindering patient safety and care. It also involved developing a tool that could manage MYMC’s nurse staffing using an acuity based approach.

Approach
- A 3-level acuity patient rubric was created and customized to Meyersdale’s requirements, allowing them to categorize patients accordingly
- Labor hours generated from acuity rubric were used to develop a sustainable Excel acuity based staffing model with scheduling capabilities
  - Allows users to reassign tasks by nurse type, add job tasks, or update process times to see effect on overall monthly labor hours and per nurse type
- Validated Excel tool by creating models in Arena and PlanStaff Manager which incorporated acuity
  - Developed original and acuity incorporated models within Excel, PlanStaff, and Arena
  - Generated and compared FTE counts in Excel, Arena, and PlanStaff Manager
- Evaluated existing staffing software packages for a permanent commercial scheduling solution

Outcomes
- Developed Excel Acuity Based Nurse Staffing tool
- Excel tool allows MYMC to perform analyses on various patient demands and effectively schedule as well as reassign staffing duties amongst nurses to meet FTE budget
- Results suggest that even at the highest monthly patient volume, MYMC can perform with 2 fewer RN FTEs and 1 additional NA FTE
- If MYMC decides to move forward with the implementation of a commercial staffing software, OnShift was found to be the most adequate selection