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PART OF THE HEARST HEALTH NETWORK

You Don't Know, What you Don't Know: How to Utilize Staff Productivity Data

Agenda

- Introductions
- Challenges we face today
- What can we do to pivot for staff retention
- Data to show us clinician satisfaction

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Meet the Panelists

Teena Gosse, RN

Patient Care Manager
Trustbridge

Jon Higginbotham, RN, BSN

VP of Business Development & Clinical Analyst
Homecare Homebase

Staffing Challenges

- Nurses
  - Where are they?
  - Are they leaving the nursing profession & why?
    - American Association of Colleges of Nursing (AACN) reported that that in 2020 approximately 80,000 nurses left the workforce.
  - What are some reasons we think nurses are leaving the bedside today?
    - Working long shifts (12 hours)
    - Working too many days (5 days/week)
    - Inflexible schedules *(difficulties in having work/life balance)*
    - Physical and emotion demands of the job *(taking care of terminal ill patients can take a toll on anyone)*
    - Working 'short staffed' – burned out
    - Compensation

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Attacking the Problem

- Outsource Call Center
  - Call Center nurses accepted direct care positions
  - No longer had to compete for nurses –focus is now only on hiring/training bedside nurses
- Flexibility in Schedules
  - Sit down and **talk** to people about how we can help them for work/life balance
  - Changing hours/shifts for clinicians e.g. 4/10-hour shifts vs. 5/8-hour shifts
  - Works 4 hours increments
- Self Care
  - Offer a very generous PTO benefit
  - Encourage staff to take time off and use EAP benefits etc.
  - Debriefing at staff meetings for 'difficult' cases
  - Massage therapist/Stretch exercise

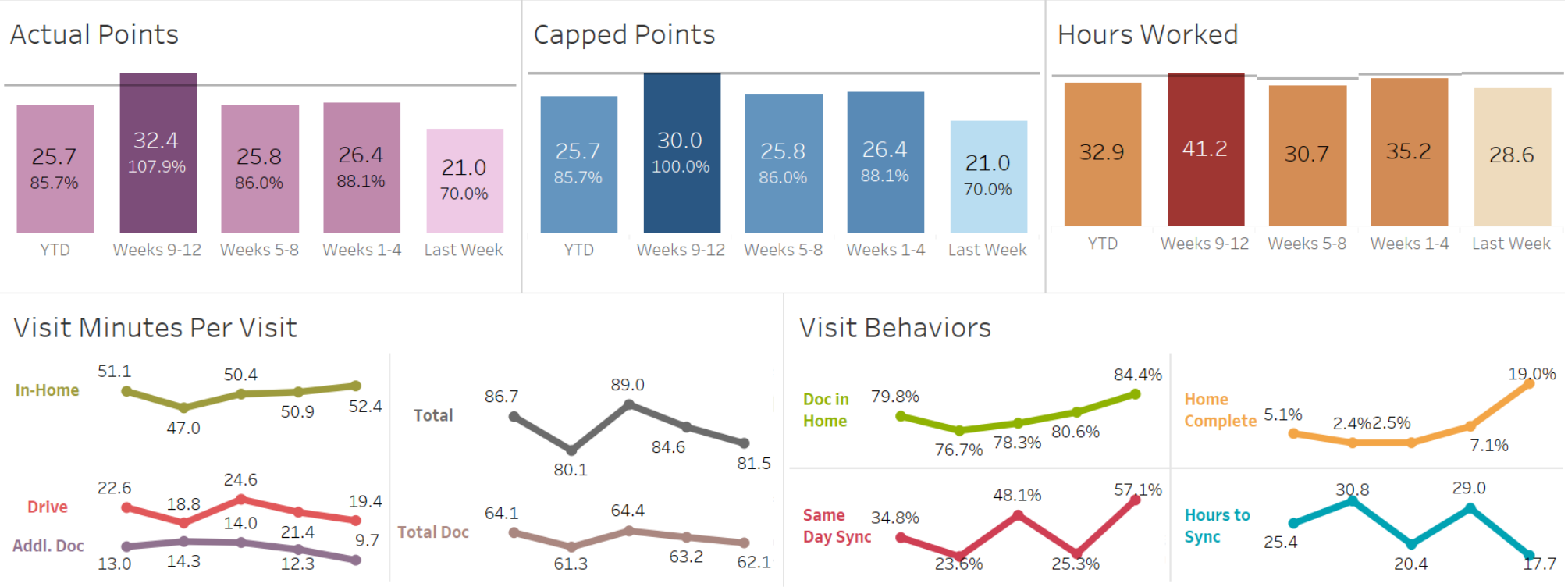
Attacking the Problem

- Off Loading Nurses' Responsibilities
  - Chaplains/Social workers complete death visits/live discharges
  - LPNs helping with wound care, emergent visits
  - Emergent nurses at nights helping with RN70 visits
  - ARNPs assistance as needed
- Using Technology
  - Schedule visits geographically which decreases drive time & improve efficiency
  - Monitor visit frequency and prioritize visits
  - IVR system similar to what Walgreens uses for meds refills
- Compensation
  - HR conducts market analysis and nurses received comparative salary
  - Bonus structure for additional shifts
  - Professional Development program—added income

Productivity

- Technology efforts to increase staff productivity
- Driving too much, documenting out of the home

Field Productivity - Clinician Scorecard for **BACZZZHMAN DARLENE L (PTA at IRU)**



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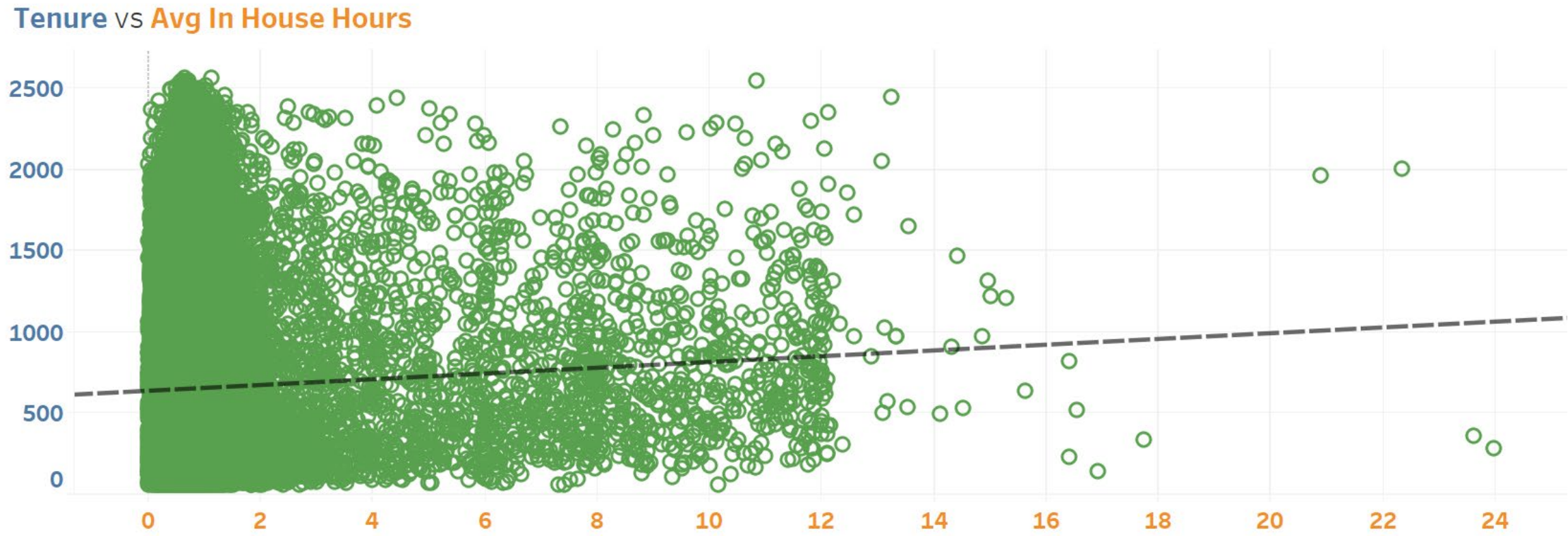
Retention Scatter Graph

Clinician Retention Metrics Scatter



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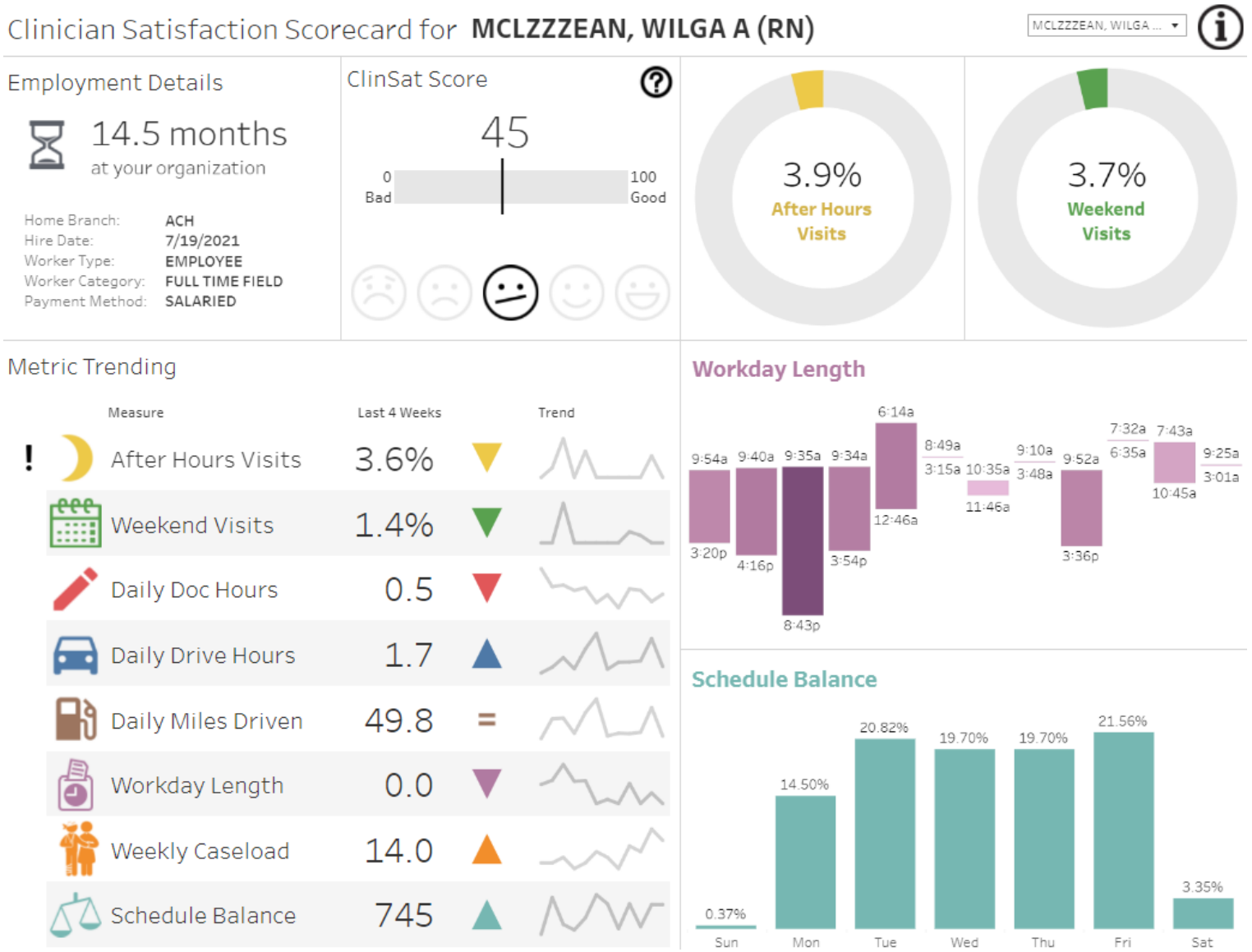
HCHB Analytics – Clinician Satisfaction Dashboard



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Analyzing Clinician Satisfaction Data

Clinician Satisfaction - Branch Compare

Home Branch	Weekly Volume	Clinician Count	ClinSat Score	After Hours Visits	Weekend Visits	Daily Doc Hours	Daily Drive Hours	Daily Miles Driven	Workday Length	Weekly Caseload	Schedule Balance
(All)	10,210	718	44	1.9%	4.2%	0.7	1.4	39.9	5.0	11.8	930
ACH	36	4	51	4.9%	10.7%	0.3	1.0	31.4	2.1	7.5	825
ACR	140	8	45	2.3%	0.7%	1.4	1.3	34.0	5.3	11.5	873
BAK	104	6	53	0.2%	1.5%	1.0	1.5	47.6	5.3	14.0	895
BOI	10	13	83	0.0%	0.8%	0.3	0.6	21.8	0.9	1.8	480
BTE	108	14	65	0.7%	0.6%	0.7	1.0	39.6	3.8	7.6	849
BTH	67	5	50	1.0%	0.8%	0.8	4.3	253.9	4.6	10.6	919
BZH	178	17	41	3.3%	4.0%	0.7	1.2	47.2	4.4	10.5	795
BZM	338	25	52	0.8%	2.7%	1.0	1.4	40.8	4.7	11.7	892
CHH	39	4	67	3.3%	2.9%	0.4	0.6	14.4	2.3	9.4	859
CHY	368	21	60	0.2%	3.1%	0.5	1.1	34.6	5.9	15.4	936
CPH	55	4	55	1.5%	2.0%	0.4	0.9	26.5	5.2	13.1	822
CPR	178	12	62	0.4%	0.7%	0.4	1.2	34.4	5.4	12.5	858
FRH	37	4	43	2.1%	2.2%	0.3	1.7	67.8	5.4	8.7	867
FRU	99	9	47	1.3%	0.0%	0.8	1.7	49.3	4.7	9.8	736
GLN	207	11	51	0.2%	4.5%	0.7	1.7	45.2	5.0	14.4	947
HCH	74	5	40	3.4%	4.6%	0.6	1.2	45.8	4.8	12.3	838
HEB	113	12	51	1.7%	5.2%	0.6	1.0	30.6	3.6	9.4	823
HLH	75	6	64	1.1%	4.5%	0.4	0.8	23.4	3.4	8.9	867
HLN	216	13	55	1.1%	0.8%	0.8	1.2	28.4	5.8	12.7	855
HND	510	34	60	0.1%	1.8%	1.0	1.3	30.8	4.9	13.7	881
IDF	443	27	34	2.2%	8.0%	0.8	1.4	36.4	5.8	13.6	907
IFH	167	10	48	7.8%	4.3%	0.5	1.2	34.7	5.0	10.5	902
KPH	32	5	84	0.0%	0.0%	0.2	0.7	22.1	2.5	7.2	799
LAH	55	5	58	1.1%	2.9%	0.9	1.2	32.8	3.5	10.6	943
LAN	133	15	55	0.8%	2.9%	1.3	1.3	44.5	3.8	8.5	925
LGR	87	8	42	0.7%	2.1%	1.4	2.3	107.2	5.0	12.4	893
LME	226	16	70	0.2%	3.7%	0.4	0.8	17.5	5.2	11.9	951
LOG	221	16	47	4.0%	4.6%	0.5	1.1	34.3	5.3	11.1	915
LOH	43	6	51	0.7%	4.7%	0.6	1.3	54.1	4.1	10.0	859

Branch Service Line
(All)

Home Branch
(All)

Job Code
(All)

Worker Type
(All)

Worker Category
(All)

Payment Method
(All)

Tenure Group
(All)

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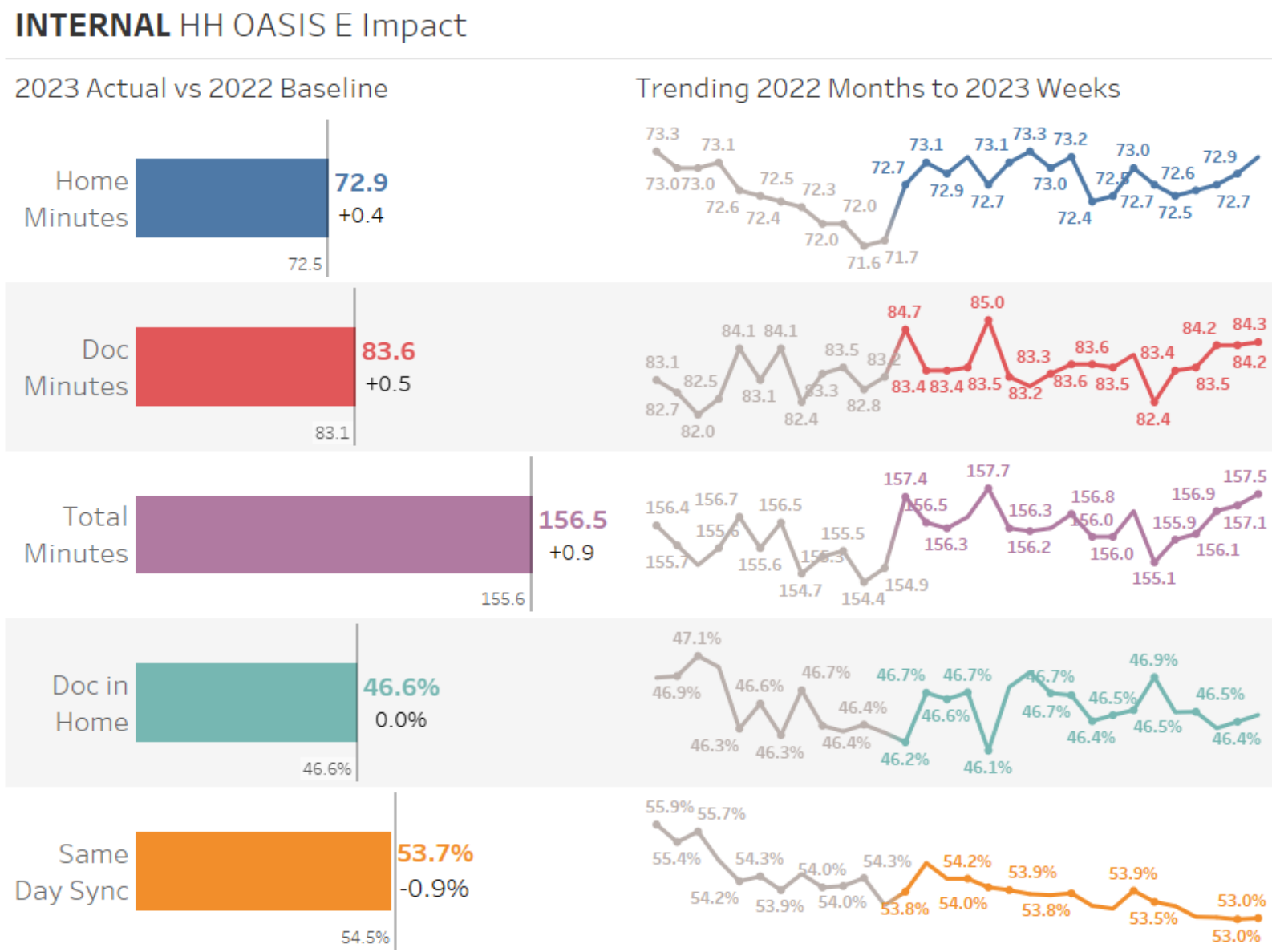
Productivity Is Fluid

- Productivity measuring needs to be fluid
- Regulatory items are continuing to increase the amount we document



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Staff Is Key

- Without staff, you would not have productivity
- Without staff, you would not be able to provide care
- Take care of your staff

Next Steps

- Evaluate where your pain points are
- Start the Conversation with HCHB
  - HCHB Customers: reach out to your Account Executive
  - Reach out to our Sales team 1-866-535-4242 (HCHB)

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Q&A