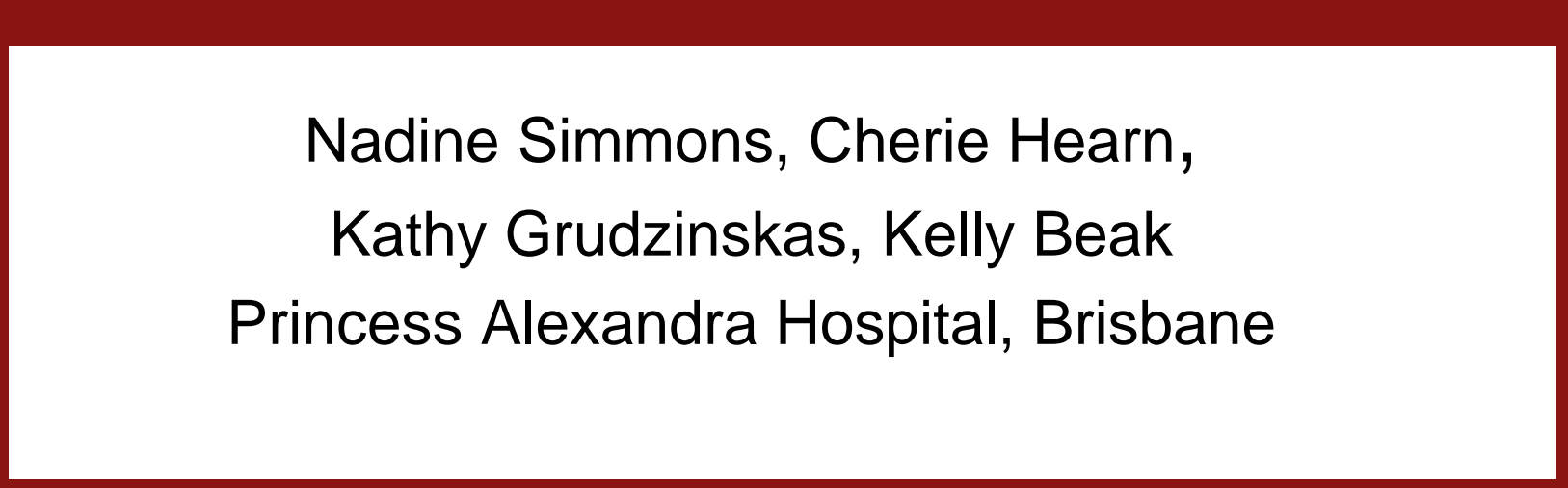




Workload Allocation Model

Can We Get the Workloads Right?



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Why Workload Allocation Models?

- Determine, Monitor and Evaluate Workloads
- Manage Demand on services
- Improve Job Satisfaction, Retain and Develop AHPs

Purpose of Study

- Develop and Trial an Allied Health Workload Allocation Model
- Incorporate the NAHCC Health Activity Classification (IPA,NPA,CSM,TT,R)
- Across Disciplines and Settings
- Make Recommendations regarding further implementation

Allied Health Activity Classification

- IPA: *Individual Patient Attributable Time*
- NIPA: *Non Individual Patient Attributable Time*
- CSM: *Clinical Services Management*
- TT: *Teaching and Training*
- R: *Research*

Proposed Outcomes

Allied Health Professionals able to:

- Quantity and Evaluate Workloads
- Prioritise Clinical and Non-Clinical Care Time
- Accurately Plan for New Services
- Benchmark Workloads

Benefits

Improved:

- Job Satisfaction
- Ability to Balance Patient, Professional and Service Responsibilities of Role
- Recruitment and Retention of AHPs

Methods- Development of Tool

- Workload Mapping Tool Form
- Guidelines for Completing Form
- Data Analysis Spreadsheet (excel)
- Training Modules for Staff and Managers

Name:		Profession:	
Date:		Work Area:	Classification Level:
Health Activity Classification	Task/Role	Time Spent (to nearest 10 minutes)	
Clinical Services Management Activities (CSM)	Email Management		
	Staff Meeting & Professional D ^e velopment		
	Meeting with Senior Staff		
	Mandatory Training		
	Service Improvement		
	Statistics/Data Inputting		
	Clinical Mentoring		
	Quality Activities		
	Workload Planning		
	Other (please detail)		
Teaching & Training (TT)	Interactions with students, institutions		
	Prep ⁿ & delivery of lectures, inservices		
Research (R)	Research activities		
	Consultation on a research activity		
NP	Total Non-Patient Time: (CSM + TT + R)		
Non-Individual Patient Attributable (NPA)	Case Meetings, ward rounds		
	D/C planning meetings		
	Triaging		
	Caseload handover		
	Other (please detail)		
Patient Time (IPA)	Travel associated with patient care		
	No of New pt:		
	No of Review pt:		
	Total no. of attendances:		
P	Total Patient Care Time: (NPA + IPA)		
	Total Minutes Worked:		

Methods - Trial

- 30 AHPs participated-
 - Occupational Therapists
 - Physiotherapists
 - Speech Pathologists
- Level of Staff
 - 25 HP3 level
 - 5 HP4 level

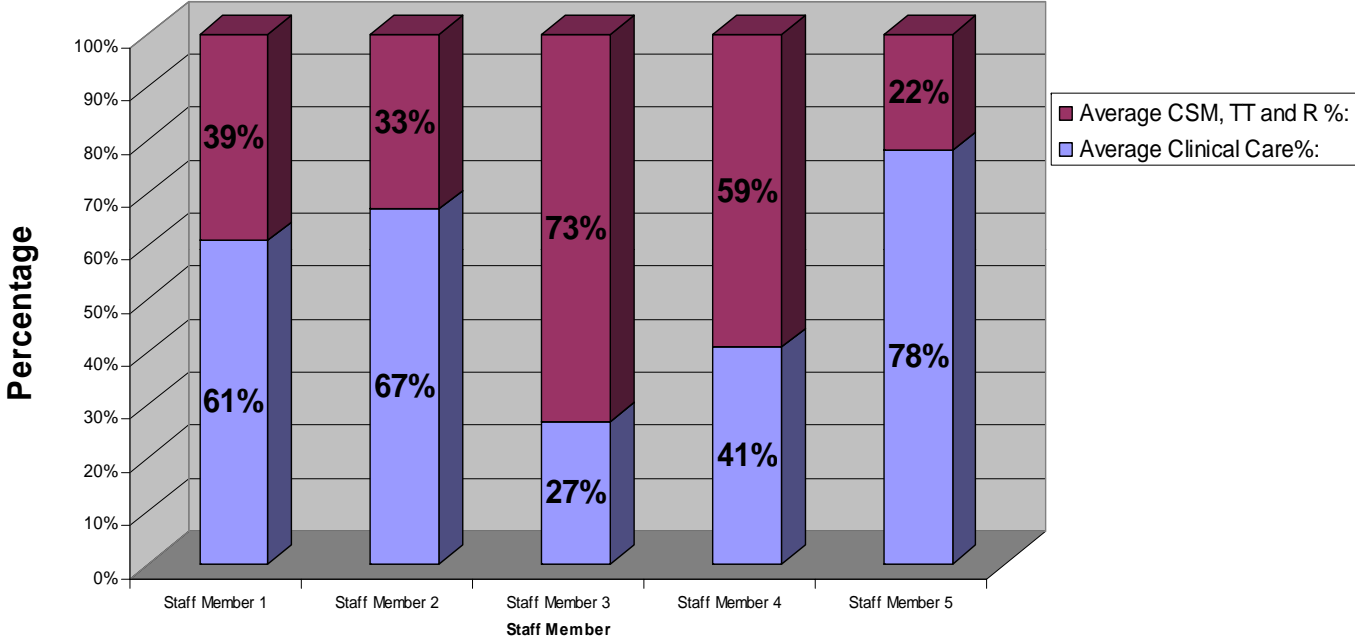
Where & When?

- Inpatient, Outpatient and Community Settings across PAH Brisbane and Toowoomba
- Completed tool over 4 week period in April/May 2008
- Post Trial Survey for AHPs & Managers

What Can The Data Tell Us?

- Clinical Care Ratios
- Amount and Frequency of Unpaid Overtime
- Tasks unable to be done in paid hours

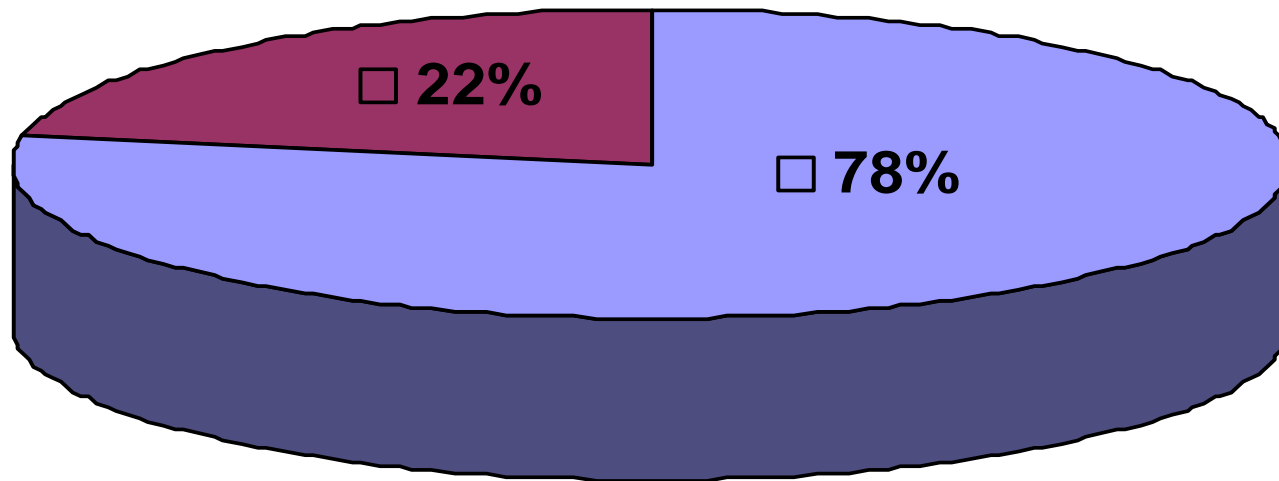
Clinical Care Ratios



	Range	Average
Senior AHPs	34:66 - 73:27	60:40
Clinical AHPs	7:93 – 59:41	71:29

Individual CCR

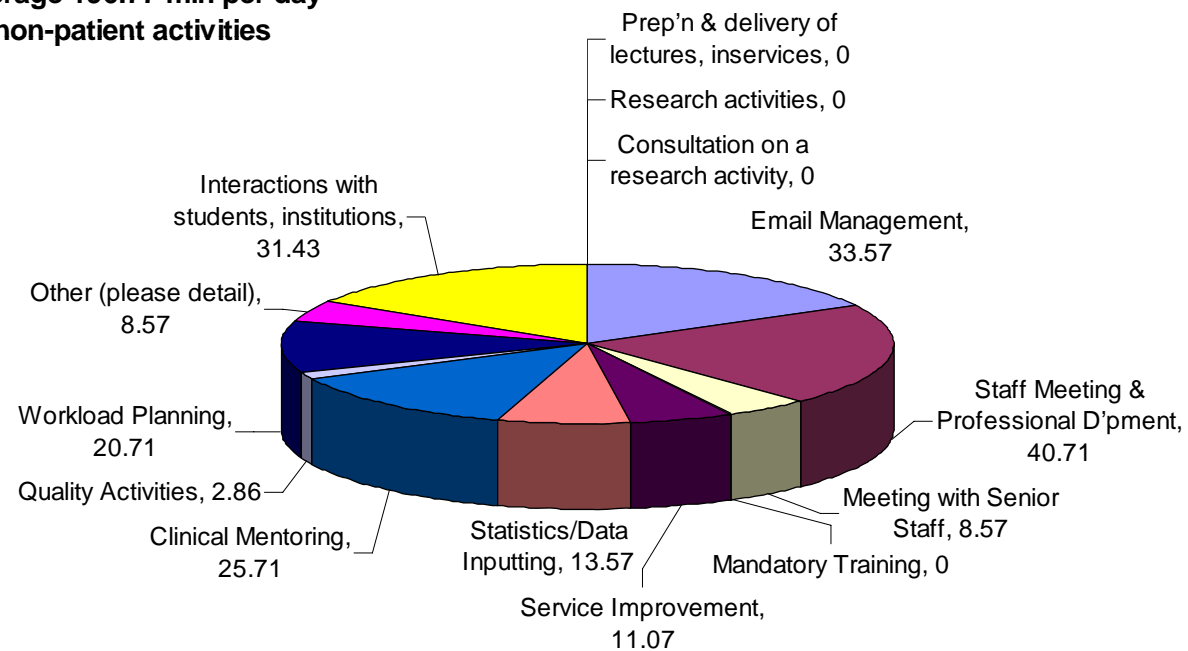
**Clinical Care Ratios: Staff Member 5
HP3**



■ Average Clinical Care%: ■ Average CSM, TT and R %:

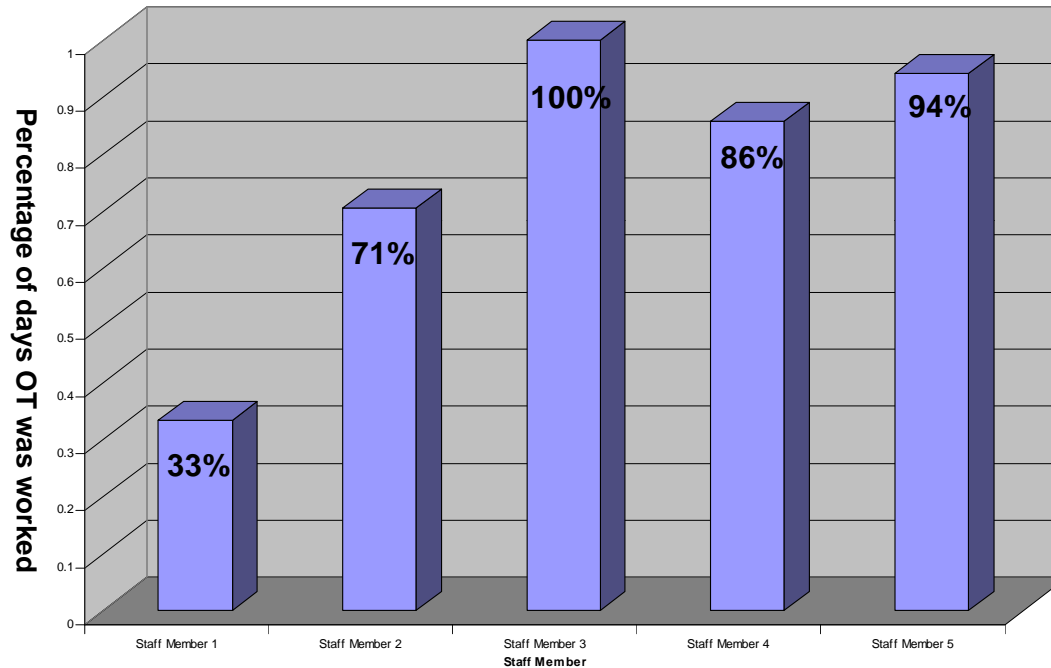
Non-Patient Activity

**Average 196.77 min per day
on non-patient activities**



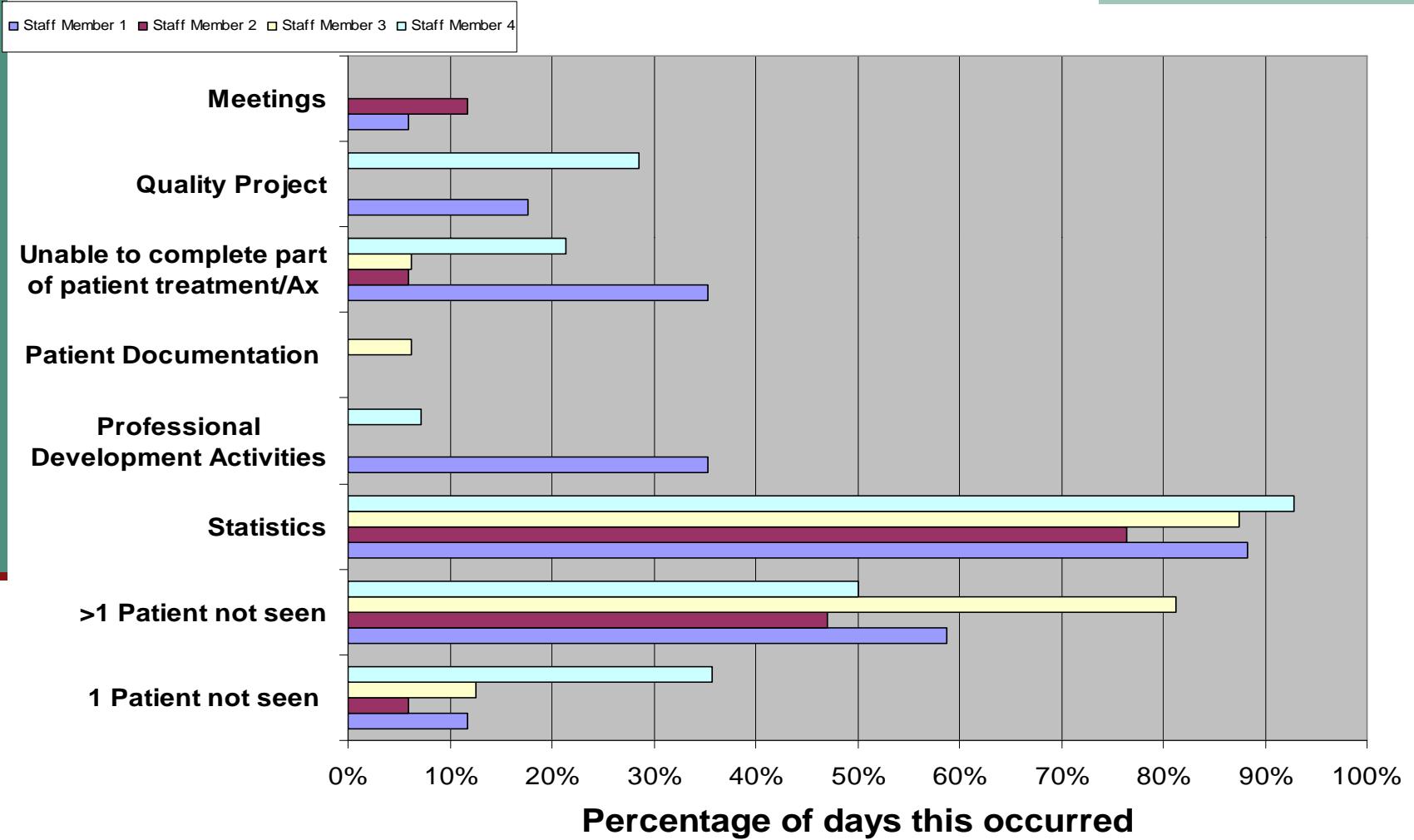
Unpaid Overtime

Frequency Unpaid Overtime (OT)



	Range	Average
Senior AHPs	25-154 mins/day	74.4 mins/day
Clinical AHPs	2-42 mins/day	23.4 mins/day

Tasks Not Able to Be Done



Findings

- Users liked Mapping Tool
- Model useful for:
 - Evaluating, Quantifying and Managing Workloads
 - Preparing Business Cases
 - Benchmarking Workloads

Advice For Further Use of Tool

- 17-20 working days of data collection needed
- Results shouldn't be interpreted in isolation
- Is used to collect snapshots and doesn't replace statistics systems
- More space on form for:
 - Overtime
 - Tasks not able to be done
 - Groups section
- Clear Definitions

What Happened Next?

- Workload Allocation Tool was revised
- A Full Resource Kit was developed for statewide implementation
- Planned Review of Tool and Implementation in 2010

Conclusion

- Use of Workload Allocation Models can:
 - Accurately Quantify Workloads
 - Identify when need to implement workload management strategies
 - Assist in planning new services and benchmarking workloads
- Used Across Disciplines & Service Contexts
- Used in Conjunction with Existing Demand Management Strategies

Acknowledgements

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