



OFFICE OF THE CHIEF NURSING & MIDWIFERY OFFICER NURSING WORKFORCE WORKSHOP



Healthy Workforce • Healthy Hospitals • Healthy Partnerships • Healthy Communities • Healthy Resources • Healthy Leadership



Why Did We Do It?

The Exceptional Matters Order 2002 required a model for:

- Multi Day Wards
- Inpatient Mental Health Units
- Emergency Departments
- Intensive Care Units
- Coronary Care Units
- Surgical Operating Theatres
- The time was right - industrially and politically!



Why Did We Do It?

- The ongoing management of nurses' workload is as per *the Nurses (WA Public Health Service) Agreement 2004*.
- In consultation with the Minister for Health, the Department of Health is committed to the ongoing implementation and monitoring of the Nursing Hours per Patient Day (NHpPD) model.
- Benchmarking measures for nursing work in wards or units



DRIVERS OF NURSING WORKLOAD IN ED

- Volume of attendances
- Australasian Triage Score
- Length of Stay (LOS) in department
- Size of department
- Size of Observation Ward (if any)



Business Rules

- The basis of the model is the Australasian (previously National) Triage Scores (ATS)
- The data sources are agreed for all sites:
- The ED Length of Stay is from Admit to ED until Discharge from ED (as per EDIS system requirement) or Hcare.
- Patients that are admitted to an observation ward will be allocated 5.75 NHpPD



Business Rules

- Clinical Nurse Managers [non-direct patient care] are in addition to direct patient care nurses

- Shift Coordinator Allocation

< 10,000 attendances - no shift coordinator

10,000 - 30,000 attendances - assumes that there is 1 shift coordinator already incorporated within the current roster format

30,000 - 60,000 attendances - one additional shift coordinator



The ED Nursing Hours per Patient Presentation (NHpPP) Model

$$\begin{aligned} & \boxed{\text{NTS Assessment Time}} + \boxed{\text{Ongoing care x ALOS of in Dept}} + \boxed{\text{Ongoing Care}} + \boxed{\text{Observation Ward (Where appropriate)}} \\ & = \boxed{\text{Total NHpPP (Nursing Hours per Patient Presentation)}} + \boxed{\text{Shift Coordinators}^*} \end{aligned}$$

(*only for sites with 30,000/ year)

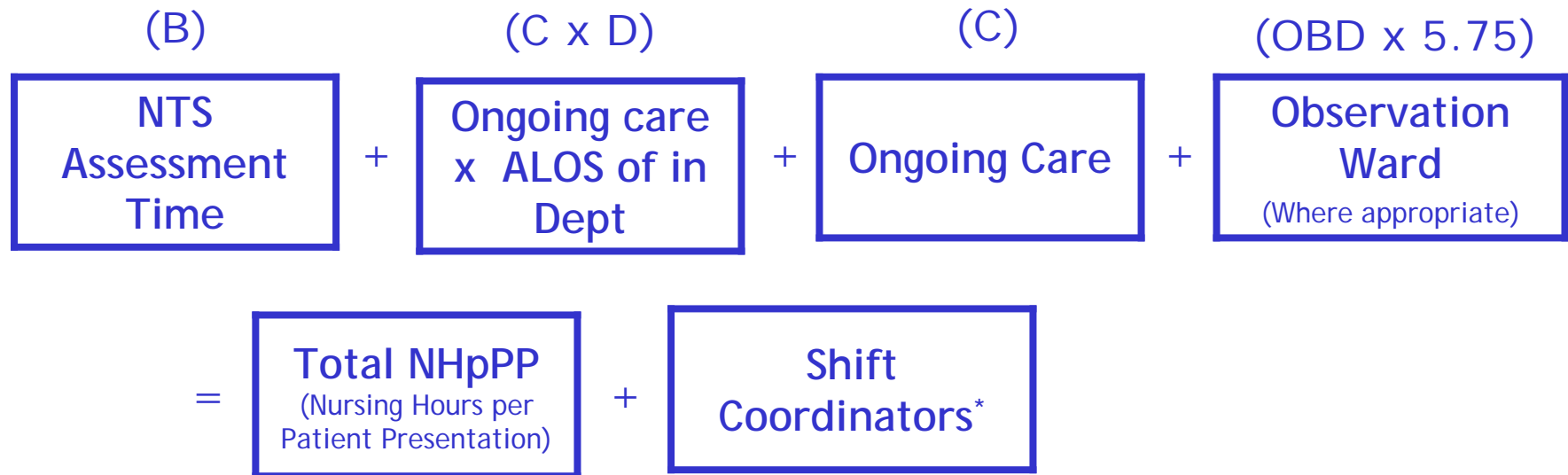


The ED NHpPP Model

$\text{NHpPP} = \text{Main ED Hrs} + \text{OBS Ward Hrs}$



The ED NHpPP Model



(*only for sites with 30,000/ year)



THE DATA



ED Model

	B	C	D	E	B+ (Cx D) +C	G	
TRIAGE	PATIENT ASSESSMENT	ONGOING CARE (hrs)	TRIAGE ALOS	TIME ALOS	TOTAL NH PER PATIENT (ASSESS+TIME ALOS)	CARE GIVEN DURING ALOS	#'S OF PATIENTS
Level 1	2	1	5.68	5.68	8.68	1.0 hr	20
Level 2	1	0.5	3	1.5	3	30 mins	456
Level 3	0.5	0.33	1.72	0.57	1.4	20 mins	1356
Level 4	0.5	0.25	1.33	0.33	1.08	15 mins	3411
Level 5	0.25	0.17	0.75	0.13	0.55	10 mins	5578
Observation Ward					5.75		120



The formula for calculating FTE is

$$\frac{\text{Nursing Hrs per week}}{1976} \times 52.16 = \text{FTE}$$

Add 20% for leave relief = Total FTE



Observation Areas

- Currently defined as a 'C' category unit or 5.75 NHpPD
- Based on high complexity Acute