

# 3½ Tips to Exceptional Workforce Planning

Two sides to our EPIC story





NANCY W. GADEN, DNP, RN  
SVP/Chief Nursing Officer

&

JANET ELKIN  
President & CEO



**315,000**  
Member Health  
Plan

**More Than**  
**5,000**  
Employees

**Network of**  
**14** Community  
Health Centers

**482**  
Bed Teaching  
Hospital



Largest Provider  
of **TRAUMA &  
EMERGENCY**  
Services in NE

**860,000**  
Outpatient Visits  
PER YEAR

Primary  
**Teaching**  
Hospital for BU

**Largest**  
Safety-Net  
Hospital in NE

**1984**  
Buffalo  
New York

**3,500+**  
Employees

**62** Local  
Offices

**Travel**  
Nursing Division

  
Supplemental  
Health Care<sup>SM</sup>  
WORKFORCE SOLUTIONS

**Travel** Allied  
Division

**Diverse**  
Workforce  
SOLUTIONS

Supplemental  
Physicians

**Advanced**  
Practice





# AN EPIC **conversion** & A GREAT **story**

# The EPIC project



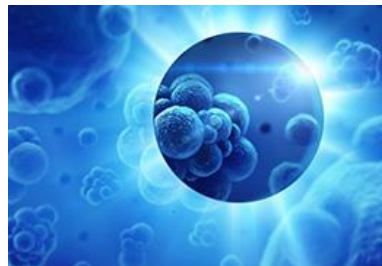
Bedtime – Med Records & Bed Management



CLIN DOC – Nurses/Allied Health



STORK – OB/Neonatology



BEACON - Oncology

OUTPATIENT  
(coming to all our  
clinics in June 2015)



OPTIME – Peri/Intraop



CPOE - Provider

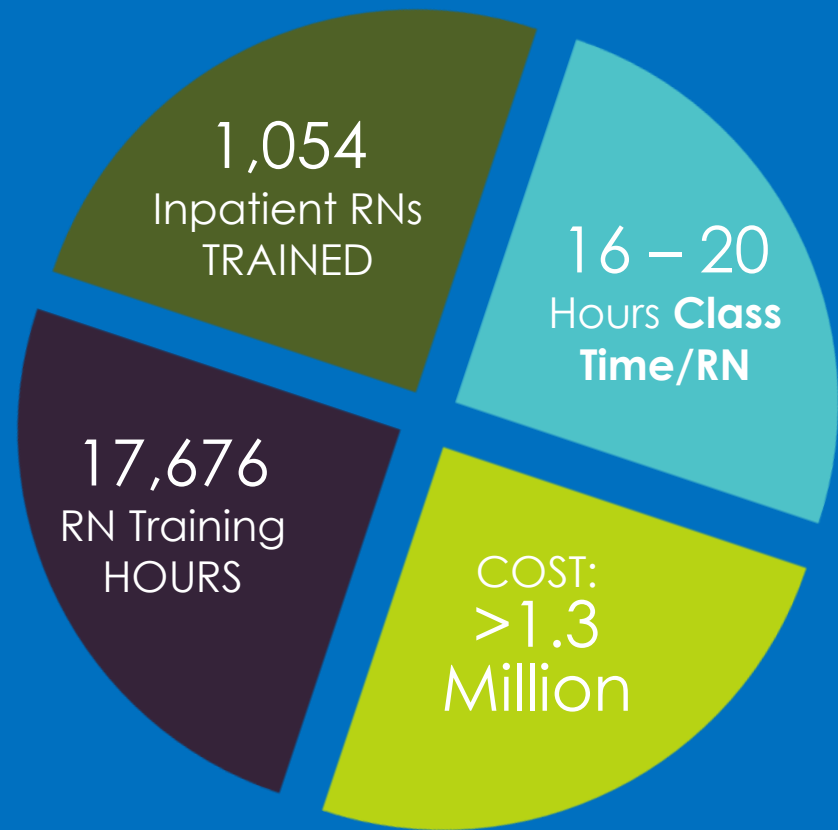


WILLOW - Pharmacy

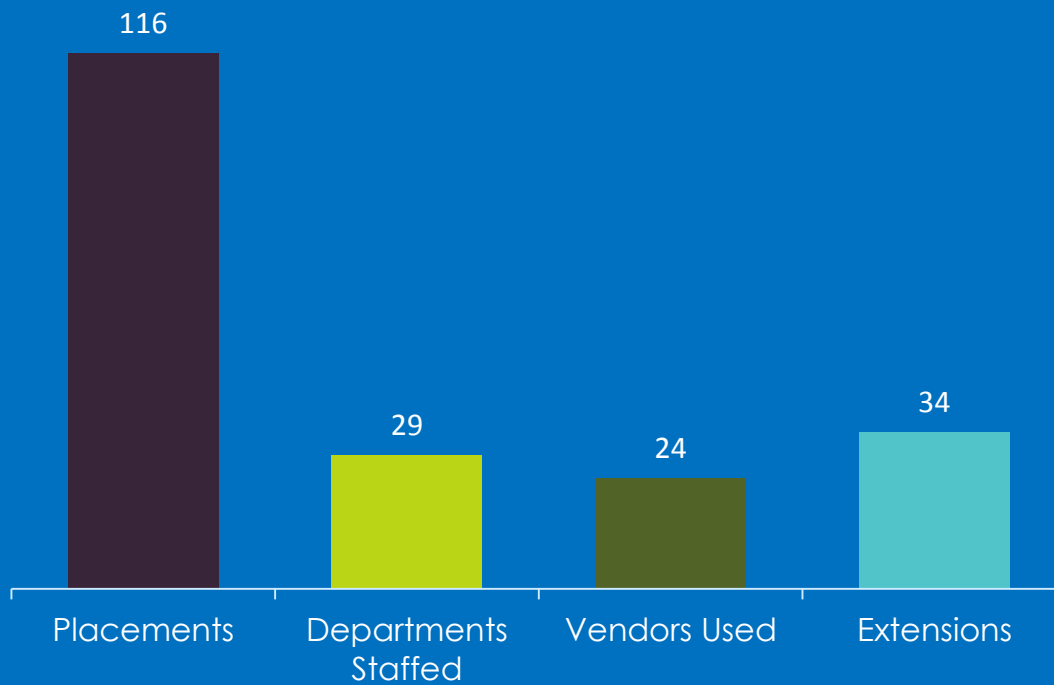


ASAP – The ED

# BMC BY THE numbers



# SHC BY THE numbers





3½

TIPS TO  
**exceptional**  
workforce  
PLANNING

Plan, **plan** AND **plan**



Scheduled RNs by Shift - Hours (Excludes Incidental Overtime)																							
	Sunday			Monday			Tuesday			Wednesday			Thursday			Friday			Saturday				
	5/18/2014			5/19/2015			5/20/2015			5/21/2015			5/22/2015			5/23/2015			5/24/2015				
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3		
Cath Lab	0	0	0	8	4	0	24	0	0	15	0	0	8	0	0	16	0	0	0	0	0		
Emergency	8	24	4	16	32	17	24	36	16	12	40	12	8	16	8	24	28	28	20	20	28		
ICU	16	12	8	22	33	32	8	24	40	16	24	40	16	24	32	20	24	24	17	8	24		
MedSurg	32	52	73	48	44	49	32	32	40	32	32	40	16	40	81	20	44	65	16	56	72		
OR	0	0	0	28	10	0	44	4	0	38	4	0	28	4	0	54	4	0	8	4	0		
PACU	0	0	0	29	0	0	9	0	0	34	6	0	39	6	0	37	6	43	0	0	0		
Pediatrics	16	12	8	8	12	16	8	8	8	8	12	16	8	8	8	24	24	24	8	16	24		
Perinatal	0	8	16	0	4	8.5	0	4	8	0	12	24	0	4	8	0	8	16	8	8	8		
Scheduled RNs by Shift - FTE (Excludes Incidental Overtime)																							
	Sunday			Monday			Tuesday			Wednesday			Thursday			Friday			Saturday				
	5/18/2014			5/19/2015			5/20/2015			5/21/2015			5/22/2015			5/23/2015			5/24/2015				
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3		
Cath Lab	0	0	0	1	0.5	0	3	0	0	1.9	0	0	1	0	0	2	0	0	0	0	0		
Emergency	1	3	0.5	2	4	2.1	3	4.5	2	1.5	5	1.5	1	2	1	3	3.5	3.5	2.5	2.5	3.5		
ICU	2	1.5	1	2.8	4.1	4	1	3	5	2	3	5	2	3	4	2.5	3	3	2.1	1	3		
MedSurg	4	6.5	9.1	6	5.5	6.1	4	3.9	5	4	4	5	2	5	10	2.5	5.5	8.1	2	7	9		
OR	0	0	0	3.5	1.3	0	5.5	0.5	0	4.8	0.5	0	3.5	0.5	0	6.8	0.5	0	1	0.5	0		
PACU	0	0	0	3.7	0	0	1.1	0	0	4.3	0.8	0	4.9	0.8	0	4.6	0.8	5.4	0	0	0		
Pediatrics	2	1.5	1	1	1.5	2	1	1	1	1	1.5	2	1	1	1	3	3	3	1	2	3		
Perinatal	0	1	2	0	0.5	1.1	0	0.5	1	0	1.5	3	0	0.5	1	0	1	2	1	1	1		





# Process with a **purpose**





**Inspect** WHAT YOU **expect**.  
EXPECT **everything**.





Leverage  
what  
you  
Learn



# WHAT we **learned**

1. Plan for decreased patient assignments 24/7
2. Plan to support your super-users being pulled out of direct care
3. Consider innovative ways to use supplemental staff
- 3½. It's not over when it's over

# ANY questions?

