

HEALTHCARE STAFFING & BUDGETING

THE BUSINESS SIDE / THE PEOPLE SIDE

HEALTHCARE MANAGERS —

Managers who understand the link between the stethoscope and the calculator know that accomplishing cost-effective quality care is expedited with concurrent control of budget and staffing systems. Two different, but interdependent, perspectives on managing budget and scheduling responsibilities will be addressed in this workshop.

Objectives

The Business Side: Participants will gain hands-on knowledge of how to use quality-based standard service units to operate their department. Specifically:

- Develop a service unit, using department standards of care, to identify a desired level of quality and the corresponding employee time expenditure;
- Build a budget and compatible staffing pattern, based on a predetermined level of quality, that is flexible enough to respond to variations in volume, acuity, and employee scheduling preferences;
- Preschedule staff in a logical pattern that will facilitate staff reallocation—in response to variations in acuity and/or volume.

The People Side: Participants will have a working knowledge of how to manage the human aspects of staffing and budgeting decisions. Specifically:

- Apply objective decision aids and processes;
- Motivate employees to team up with management and contribute to staffing and budgeting decisions;
- Implement methods to facilitate staff involvement and input into staffing and budgeting decisions;
- Identify specific actions that will make them more proactive in their leadership style.

Program Content

The Business Side:

- Developing standard-based service units that support quality goals and using them for budget planning & calculation
- Staffing patterns: Planning for the unknown
 - Preparing staff schedules...and liking it!
- Daily reallocation decisions • Decision making

The People Side:

- The human side of staffing and budgeting decisions
 - Motivating employees to participate
 - Employee involvement in staffing
 - Building a solid team • Proactive style