



# Developing Staffing Models That Work

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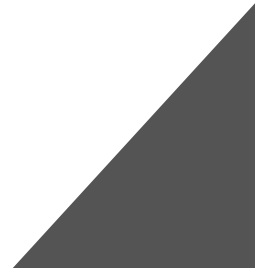




# Developing Staffing Models That Work

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- Determining the Right Role for the Right Work
- Establishing Accountability, Authority and Responsibility for Patient Care Workflow
- Elements of Consideration for Staffing Models Beyond “I’ll take 1 APP, 3 RNs, 2 MAs and 1 receptionist.”



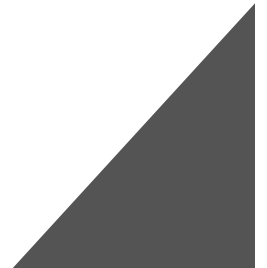


# The Right Role for the Right Work

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Determining the scope of work that needs to be completed:

- What are the outcomes you need to achieve?
- What competencies are required for this work?
- From which workforce pool are you able to recruit?
- What are the licensing and regulatory considerations to be considered for the scope of work to be completed?
- What are the “sensitivities” that need to be considered in allocation of workload?
- What are the budgetary constraints?
- What are the labor relations issues to be considered?





## Establishing Accountability, Responsibility and Authority

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### **The RACI Matrix**

A RACI matrix is a grid of activities mapped against the responsible, accountable, consulted and informed stakeholders. Its core purpose is to create clarity across roles.

Effective when developed by the team members who will be engaged in the workflows identified.

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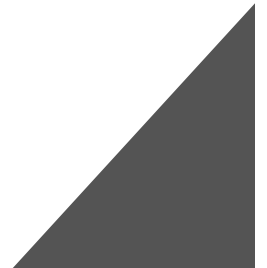




## Elements of Consideration for Staffing Model Development

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- Process Mapping with Quantification of Task Time
  - Simulation of Clinic Flow: <https://healthcare.flexsim.com>
  - Acuity Systems
  - Review of patient population characteristics
  - Benchmarking Tools:
    - Productivity Monitoring Comparisons (appropriately normalized)
    - Trade Association Resources
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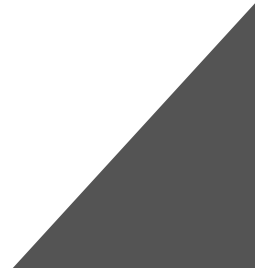




# Resources

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- Advisory Board Oncology Roundtable
- American Academy of Ambulatory Care Nursing
- Medical Group Management Association
- Oncology Nursing Society





# References

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