

Reducing variables, Enhancing ownership: Solutions to a Messy Roster

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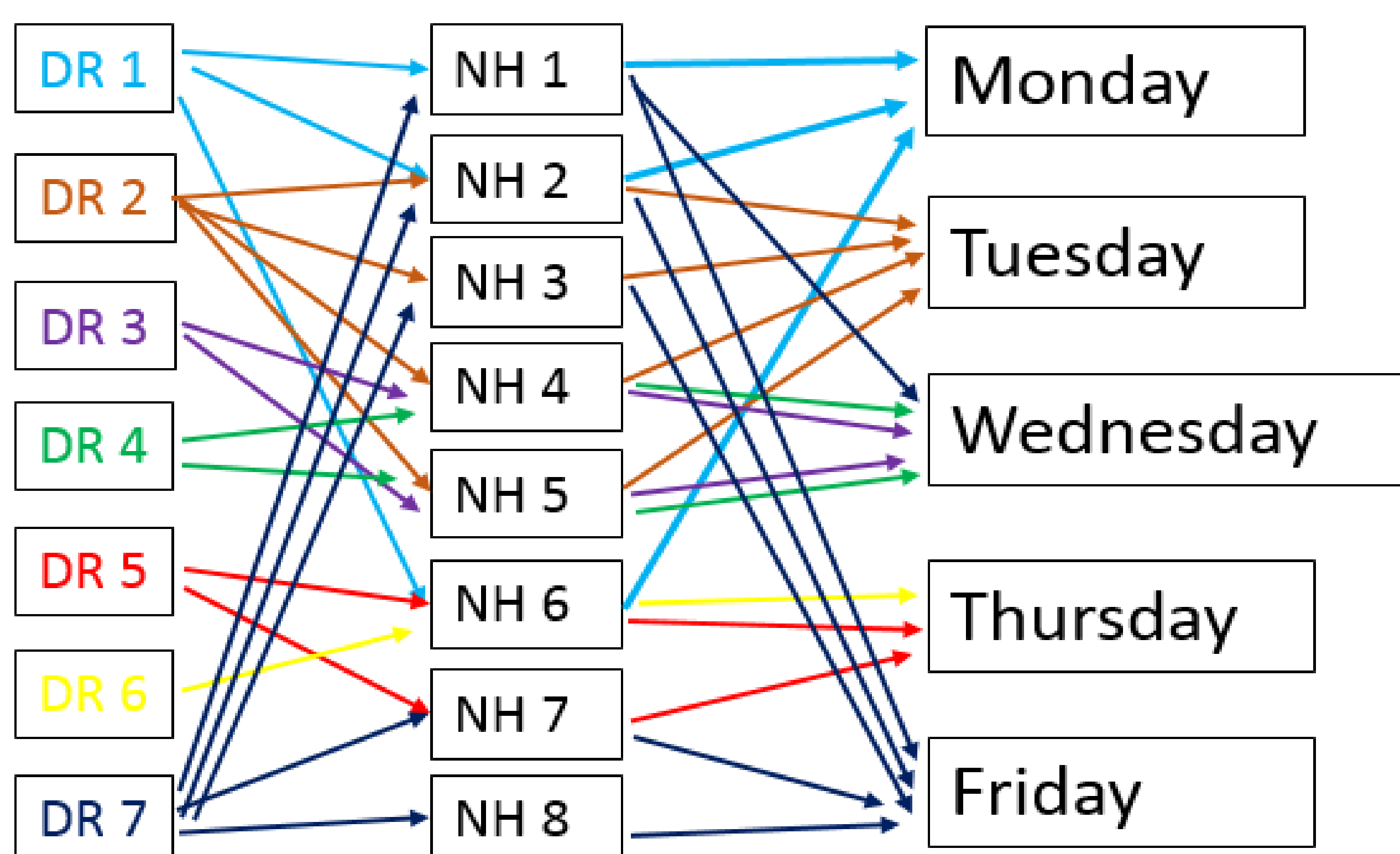
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Background

GeriCare provides telemedicine services and physical visits to 8 nursing homes (NH) so as to reduce emergency visits and length of hospital stay.

It was difficult to coordinate the monthly rosters due to different requirements from NHs and doctors' service days. To find a replacement doctor (Dr) for a sudden cancellation was time consuming.

A typical roster for the month will usually look like this:

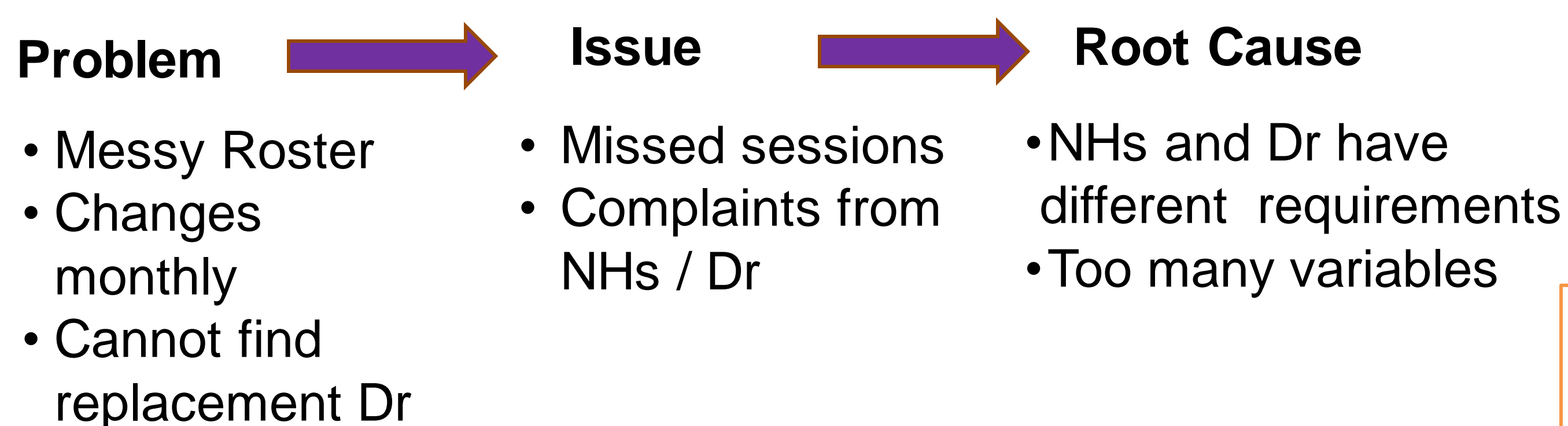


Aim




To create a roster that is **less time consuming to plan** and **easy for the NHs and Dr** to follow.

Methodology

Using a system analysis approach, feedback was collected from all stakeholders to define problems and identify solutions.



Solution

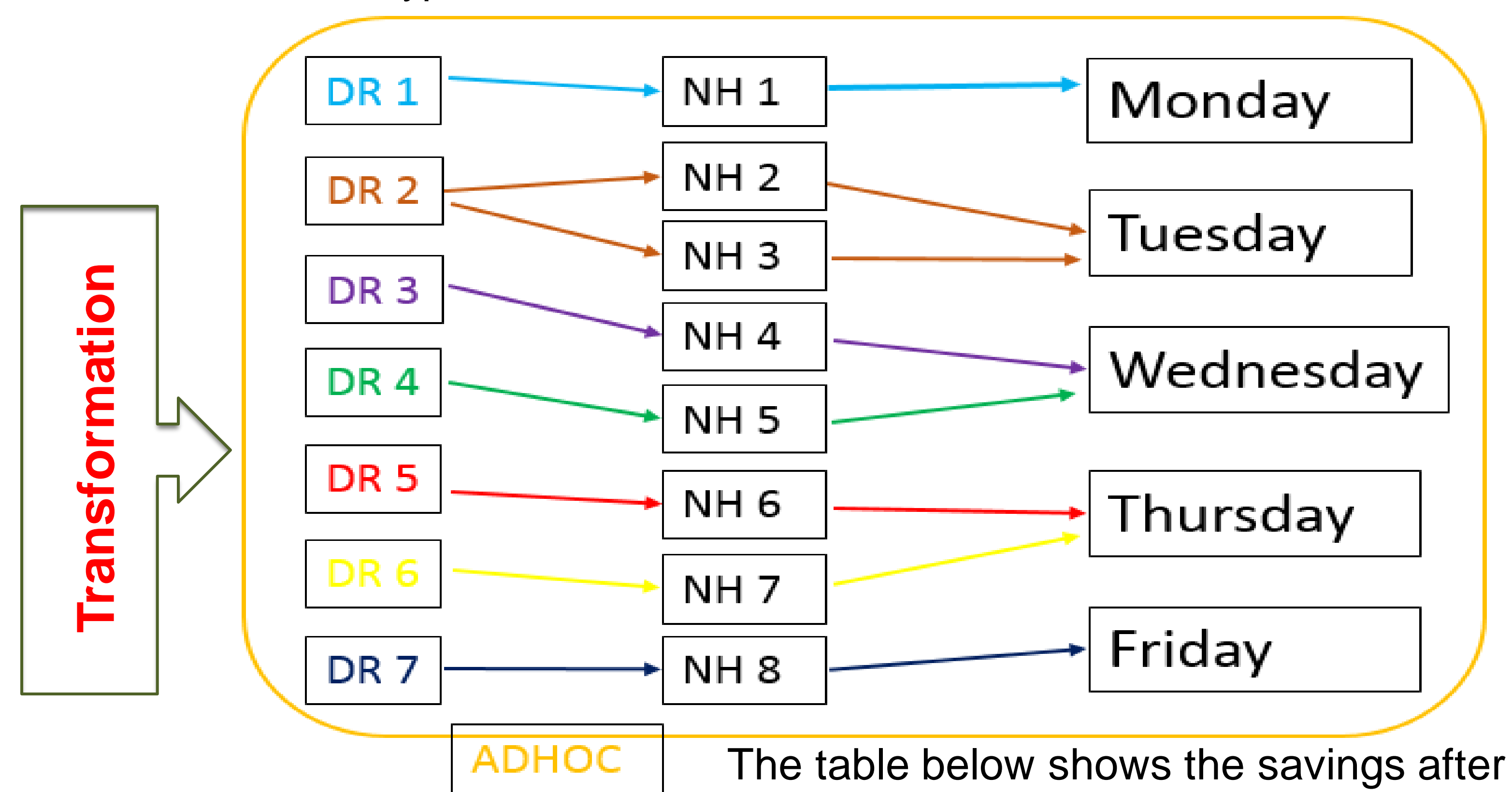
-  Fix a doctor to a NH on a fixed day to reduce the number of variables
-  Introduce Adhoc Teleconsultation sessions to manage last minute cancellations
-  NHs are to plan their rosters according to the agreed day

★ Conclusion ★

Overall, the new roster has benefited all stakeholders with a savings of 14.0 hours or \$600.00 per month!

Results

With the introduction of the initiatives wef September 2019, the **new roster** in a typical month will now look like this:



The table below shows the savings after implementation:

Time Spent (approx.) / month Task	Hours	
	Old	New
Request Dr's leave plans	1.0	1.0
Match Dr availability to NHs requirements	4.0	1.0
Find replacement doctor for sudden cancellations	3.0	0
Check NHs if agreeable to reschedule	8.0	0
Total	16.0	2.0
Savings in hours per month	14.0	
Savings in monetary terms per month (based on norm cost per month of an Executive)	\$600.00	



New roster is **easy to follow** and understand, resulting in **zero missed sessions** since implementation.

