



A DAY IN THE LIFE OF A NURSE MANAGER

Keeping your hospital staffed with the right people, at the right time, and at the right cost has—traditionally—never been an easy task.



Nurses report the

#1 reason for leaving is short staffing

"Why Good Nurses Leave the Profession", Minority Nurse, Magazine, May 2015



Temporary nurses cost up to

40%

more than the average employee

Price Waterhouse Coopers, Health Research Institute 2015

2:47 A.M. TEXT MESSAGE FROM LORRAINE.

She's sick and won't be able to work her shift.

3:15 A.M. STEVE AGREES TO FILL LORRAINE'S SHIFT.
He will be working a double shift today.

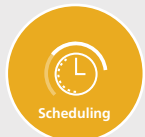
6:21 A.M. FLU SEASON HAS OFFICIALLY ARRIVED.
You're understaffed.

★★★★★☆☆☆☆
When nurses work more than 13 hours,
hospitals are more likely to score **6 or lower** out of 10 on the HCAHPS survey

Stimpfel, Amy, et al. The Longer The Shifts For Hospital Nurses, The Higher The Levels Of Burnout And Patient Dissatisfaction. Health Affairs, 31, no. 11 (2012): 2501-2509



7:18 A.M. CONTACT TEMP SERVICE.
Remaining shifts are filled.



Almost half

of nurses feel they have unmanageable levels of stress at work resulting from inadequate staffing, excessive workload or lack of control over working hours.

Towers Watson's 2014 Global Workforce Study, Hospital Review, Feb 2015



9:30 A.M. REWORK SCHEDULE.
Schedule is adjusted to reflect staffing changes.

1-in-4

nurse managers still use paper-based scheduling tools

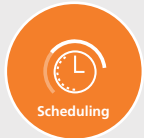
Becker's Hospital Review, "Nurse Staffing Scheduling Issues Continue to Afflict Hospitals", October 2016

11:17 A.M. STRESS LEVELS ARE HIGH.
The influx of patients has increased workload and patient wait time.

12:00 P.M. WORK THROUGH LUNCH.
Get caught up on your normal daily work responsibilities.

2:07 P.M. MARIA SUBMITS VACATION REQUEST.
Time to rework the holiday schedule.

3:15 P.M. STEVE HAS COME DOWN WITH THE FLU.
He needs to leave before his second shift is complete.



Clinical Managers spend up to

70%

of their time coping with common staffing problems

Towers Watson's 2014 Global Workforce Study, Hospital Review, Feb 2015

When nurses work more than 40 hours per week, there is **3X THE RISK** of a medication error or hospital-acquired infection

Bae, Sung-Heui. Presence of Nurse Mandatory Overtime Regulations and Nurse And Patient Outcomes. Nursing Economics. March/April 2013; 31, no. 2: 59-89



4:30 P.M. OVERTIME HOURS.
More than half the staff has over 40 hours for the week.

6:10 P.M. SHIFT CHANGE.
Chris requests a shift change for next Tuesday.

5:27 P.M. PHYSICIAN COMPLAINT.
Not enough qualified nurses to work the specialty unit.

5:00 P.M. BREAK TIME.
Time to regroup.

7:00 P.M. RUN REPORTS.
Staffing reports due to management in the morning.

60%

of nurse managers say advanced scheduling technology that can accurately forecast patient demand and staffing needs would be very helpful.

"Why Good Nurses Leave the Profession", Minority Nurse, Magazine, May 2015

What if You Could Solve Every Shift in Real-Time?

Optum® Real-Time Scheduler helps avoid the pitfalls that hospitals and health care systems face using a modern mobile solution. With it, care teams can deliver the highest level of patient care by delivering

the right staff, at the right time, and at the right cost. Fill shifts in real time, control overtime and contract labor costs, and achieve a work-life balance that attracts and retains top clinical talent.



RIGHT PEOPLE



RIGHT TIME



RIGHT COSTS

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