Staff reallocation guideline

# Purpose

The purpose of the staff reallocation guideline is to provide a standard approach for managing staff reallocation. It supports staff to move between wards by

* providing an orientation
* setting expectations
* considering scope, skills set and clinical experience
* incorporating feedback for improvement.

# Scope

This guideline applies to all registered nurses (RN), enrolled nurses (EN) and health care assistants (HCA). Professional clinical judgment is to be exercised at all times.

This guideline also applies to the integrated operation centre, duty nurse managers and clinical managers. Staff reallocation is a negotiated process and shared decision.

The term patient applies in this guideline to all inpatients. This includes all inpatients entered in the patient management system for the ward/unit.

# Procedure

## Shift coordinator of area receiving staff member

* Welcome the staff member
* Provide a brief orientation to the ward/unit. Include the following:
* Establish how long the staff member is reallocated to the ward/unit for
* Introduce key staff e.g. clinical manager, shift coordinator
* Show around the ward – point out emergency equipment, exits, storeroom, clean store, medication room and access, sluice room, emergency procedure and location of staff amenities
* Include any other area specific information
* Discuss TrendCare and if the staff member will need to/is able to complete categorisation and actualisation
* Discuss expectations
* If the staff member is reallocated for part shift, provide a task list
* If the staff member is reallocated for a full shift allocate an agreed patient load
* Allocate an appropriate workload based on the following factors – knowledge and role of the staff member, environment familiarity, skill set and current ward staff mix
* Provide a handover if assigning patients
* Assign the staff member a named RN for direction and delegation
* The named RN will be the primary contact for queries and assistance
* The named RN will check in with the staff member on a regular basis
* Complete staff administration
* Add the staff members name to the allocate staff screen in TrendCare (or equivalent system)
* Enter the number of hours they are present on the ward/unit
* Notify the integrated operations centre when they arrive/leave
* Reassess variance indicator score

## Reallocated staff member

* On arrival to the ward/unit make yourself known to shift coordinator and orientate
* Communicate how long you are reallocated for
* Find out key staff members e.g. Clinical manager, shift coordinator, designated RN
* Orientate to the ward and make sure you know the following – Location of emergency equipment, exits, storeroom, clean store, medication room and access, sluice room, emergency procedure and location of staff amenities are located
* Access card/pin number for access to locked areas
* Ask questions about area specific information
* Discuss TrendCare and if you are able to/need to complete categorisation and actualisation
* Discuss expectations with the shift coordinator and named RN assigned for the shift
* Discuss your skill set, scope of practice and familiarity to the environment
* Follow the SMART 5 task list (Appendix 1) if you are there for a part shift
* Negotiate an agreed patient load if you are there for the full shift
* Receive a handover of patients, if taking a patient load
* Find out who your named RN is and speak to them (or shift coordinator) if you feel unsafe, unsure about anything or if you require assistance
* Follow these general guidelines
* All documentation (including TrendCare) is as per DHB policy
* All medication administration is as per DHB and ward specific policy/procedure
* Communicate with your designated RN frequently – patient activity i.e. care requirements, change in patient status and ward staff activity i.e. meal breaks, updated task list, include the clinical manager or shift coordinator
* Negotiate meal breaks and rest periods on arrival
* Feedback on your experience using the evaluation form below
* Complete staff administration
* Make sure your hours have been moved in TrendCare (or equivalent system)
* If reallocated for a full shift note this on your time sheet

# Appendix 1 – Guides for RN or HCA assistance

|  |  |  |
| --- | --- | --- |
| **Guide for RN assistance – part shift** | | |
| Welcome to our ward**.**  Thank you for coming, we appreciate you and your help. | | |
| **Date:** | **How long are you here for? (hrs)** | |
| **Shift coordinator is:** | **Your designated RN is:** | |
| **Orientation (shift coordinator to complete)** | | **Tick (✓)** |
| Introduce them to their designated RN | | 🔾 |
| Go over task list – SMART 5s (if applicable)F | | 🔾 |
| Handover sheet with patient details and nurse assignment | | 🔾 |
| Swipe card access/combination numbers | | 🔾 |
| Ward layout | | 🔾 |
| Resuscitation/emergency equipment | | 🔾 |
| Medication & treatment room/s | | 🔾 |
| Sluice room | | 🔾 |
| Linen room/s | | 🔾 |
| Storage area/s | | 🔾 |
| Staff room, toilet/lockers | | 🔾 |
| **SMART 5s (reallocated RN to complete)** | | **Tick (✓) as applicable** |
| 1. Cover breaks, answer phones and call bells | | 🔾 |
| 1. Undertake patient observations and recordings, as requested | | 🔾 |
| 1. Assist with essential patient cares and mobilisation | | 🔾 |
| 1. Assist RN with medication and IV antibiotics, as appropriate | | 🔾 |
| 1. Undertake specific tasks, as agreed | | 🔾 |

**Please complete staff feedback form over page.**

|  |  |  |
| --- | --- | --- |
| **Guide for HCA assistance – part shift** | | |
| Welcome to our ward**.** Thank you for coming to help.  We appreciate you and your help. | | |
| **Date:** | **How long are you here for? (hrs)** | |
| **Shift coordinator is:** | **Your designated RN is:** | |
| **Orientation (shift coordinator to complete)** | | **Tick (✓)** |
| Introduce them to their designated RN | | 🔾 |
| Go over task list – SMART 5s | | 🔾 |
| Handover sheet with patient details and nurse assignment | | 🔾 |
| Swipe card access/combination numbers | | 🔾 |
| Ward layout | | 🔾 |
| Resuscitation/emergency equipment | | 🔾 |
| Medication & treatment room/s | | 🔾 |
| Sluice room | | 🔾 |
| Linen room/s | | 🔾 |
| Storage area/s | | 🔾 |
| Staff room, toilet/lockers | | 🔾 |
| **SMART 5s (reallocated HCA to complete)** | | **Tick (✓) as applicable** |
| 1. Patient hygiene care, comfort care, mobilisation and toileting | | 🔾 |
| 1. Assist with meal trolley , tea trolley, menus, feeding of patients needing assistance | | 🔾 |
| 1. Tidy the ward, restock linen trolleys, refill hand gels, empty rubbish bins as required | | 🔾 |
| 1. Answer phones and call bells | | 🔾 |
| 1. Specific tasks as delegated by RN | | 🔾 |

# Appendix 2 – Staff evaluation form

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| Reallocated staff evaluation form | |
| ***Please complete this form and return to your ward/unit manager. Your feedback will be used to help us improve on providing safe staffing and healthy workplaces.*** | |
| **Date:** | **Ward/unit reallocated to:** |
| **Reallocated for (circle):** Part / full shift | **Allocated (circle):** Patients / tasks |
| **Role (circle):** EN / HCA / RN | **Your home ward/unit:** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat agree** | **Neutral** | **Somewhat disagree** | **Disagree** |
| I felt welcomed by the team | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| I received orientation to the area when I arrived | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| The patient cares allocated to me were within my scope of practice / skillset / experience | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| It was clear what tasks I was expected to undertake | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| When I had any concerns, questions or issues the staff helped me | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| I was able to take breaks as planned | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| Overall I felt supported to do a good job | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |

What went well?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What could have been better?

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