

# The importance of responsive staffing

A significant amount of time and effort goes into staffing our hospitals' units to meet our patients' needs and support our care teams.

## WHY IS RESPONSIVE STAFFING IMPORTANT?



**Patient  
Experience**



**Team  
Satisfaction**



**Quality  
Care**



**Stewardship**

## HOW STAFFING WORKS

Staff schedules are based on historic and present-day patient and facility data.

### Core Staffing Plan

Our core plan creates a baseline for our anticipated day-to-day needs.

### Day-of Staffing Plan

Nurses help to ensure proper resourcing in our day-of staffing plan. These practices focus on adjusting resources based on patient needs. We re-evaluate staffing needs at least every four hours and more frequently as needed.



## ROLE OF THE CHARGE NURSE

Charge nurses work in collaboration with the staffing office and patient flow team. They discuss and understand the severity and complexity of their patients' conditions, make staff assignments for the next shift, and continuously assess and adjust assignments to maintain safe, appropriate care.

**With this process we see quality patient outcomes, as demonstrated by our excellent 4- and 5-star CMS hospital ratings in Duluth.**

## Addressing changing and unexpected patient needs

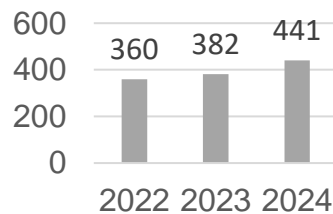
Examples:

- **Floating:** Moving RNs between areas/floors based on skill match.
- **Float pools:** Nurses trained to work in various areas, offering responsive staffing.
- **Sitters and tele-sitters** provide personalized attention to patients.
- Our **Behavioral Emergency Response Team (BERT)** and **Rapid Response Team** step in when needed.

**We appreciate our highly skilled “SWOT” nurses who support new nurses, assist during medical codes and behavioral emergency situations, and educate staff.**

***There are several float pools to assist with fluctuating patient needs in Duluth: ICU, Med/Surg, Behavioral Health and Maternal Child Health.***

## SUPPORT STAFF



Nursing assistants and HUCs employed at the end of each year in our Twin Ports hospitals

We continue to recruit support staff to help our RNs focus on more complex patients and ensure efficient, comprehensive patient-focused care.

