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Electronic Solution for Low Census Requests

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Low census definition:

- Day of staffing need to flex off due to being overstaffed.

Background:

- Low census Caregiver requests captured by lengthy phone voicemail only.
- Requests not captured due to errors:
 - Incomplete information.
 - Inaudible voicemail.
 - Incorrect name captured.
- Frequent Caregiver complaints of requests not being captured or captured inaccurately.
- 3 minute average time to listen and scribe each low census request (Regional Clinical Resources department).

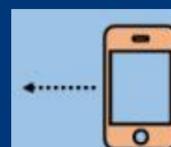
Project Plan:

- Develop and implement an electronic solution. Accuracy, transparency and ease of use as strategic requirements:
 - Caregiver able to complete an online form internally or externally.
 - Form controls to capture precise request information.
 - Automatically orders requests by electronic timestamp.
 - Requests visible to Caregivers and updated frequently (every hour).

Results:

- **56,806** low census requests were captured electronically from July 2019 to June 2020 (95.3% of the total).
 - 2,793 requests captured using voicemail (4.7% of the total).
- Annual time savings of 2,840 hours by capturing electronically instead of listening to voicemails.
 - Equivalent to 237 hours per month or 1.37 FTE.

An electronic solution for low census requests generated **2,840 hours** of time savings, improved accuracy, transparency and ultimately **increased Caregiver satisfaction.**



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Electronic solution for low census requests

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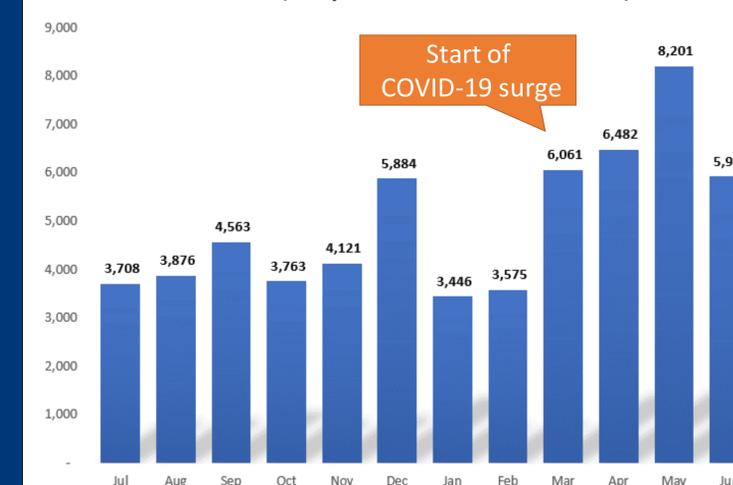
Outcomes:

- Anecdotal information indicates increase in customer satisfaction.
 - Zero Caregiver complaints in 2019 & 2020 year to date.
- Regional Clinical Resources department reduced FTE by 1.0.
 - Department increased capacity without adding new Staff.
- COVID-19 (March 2020). Electronic solution handled the sudden surge in low census requests with no issues.

Tools used:

Combination of InfoPath, SharePoint, Excel and Task Scheduler

Volume of low census requests submitted by month (July 2019 – June 2020)



Trend of requests (% of total) captured by voicemail each week (July 2019 – June 2020)

