

An Interdisciplinary Panel Discussion about Staff Changes and Workload Management

A Staffing and Workload Webinar

Brook Calton, MD, MHS, Associate Professor of Clinical Medicine, Director, Home-Based Palliative Care, University of California, San Francisco (UCSF)

Stephen Howell, DNP, ANP-BC, ACHPN, Lead Nurse Practitioner Palliative Medicine
University of Alabama at Birmingham

Tom Gualtieri-Reed, MBA, Partner
Spragens & Gualtieri-Reed

Colleen Mulkerin, MSW, LCSW, ACHP-SW, APHSW-C, Director Palliative Care
Hartford Hospital

December 12, 2019

Join us for upcoming CAPC events

Upcoming Webinars

→ **More on Messaging: What You Need to Know**

January 21 at 2pm ET

→ **I Was Never Taught These Things: Leadership Skills for Running a Successful Palliative Care Program**

January 28 at 1:30pm ET

Upcoming Virtual Office Hours

→ **Improving Team Effectiveness**

December 16 at 12pm ET

→ **Ask Dr. Diane Meier: Open Topics**

December 18 at 2:30pm ET

An Interdisciplinary Panel Discussion about Staff Changes and Workload Management

A Staffing and Workload Webinar

Brook Calton, MD, MHS, Associate Professor of Clinical Medicine, Director, Home-Based Palliative Care, University of California, San Francisco (UCSF)

Stephen Howell, DNP, ANP-BC, ACHPN, Lead Nurse Practitioner Palliative Medicine
University of Alabama at Birmingham

Tom Gualtieri-Reed, MBA, Partner
Spragens & Gualtieri-Reed

Colleen Mulkerin, MSW, LCSW, ACHP-SW, APHSW-C, Director Palliative Care
Hartford Hospital

December 12, 2019

Learning Objectives

- Identify factors that determine which discipline or role is needed for the next new hire
- Identify criteria that can be used to establish daily thresholds for peak periods
- Describe strategies for balancing workload during a period of staff transition

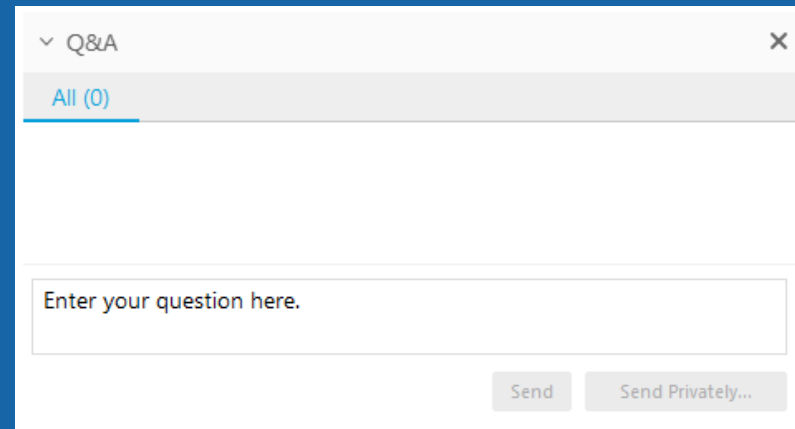
Today's Format

- An interdisciplinary discussion on making staffing and workload trade-off decisions
- Facilitated discussion using three (3) common scenarios

Please submit questions and contribute your “tips for success” via the chat box throughout the session!

How to Submit Questions or Comments

Please type your question into the Q&A pane on your WebEx control panel.



The image shows a screenshot of the WebEx Q&A pane. At the top, there is a header with a dropdown arrow and the text "Q&A" and a close button "X". Below the header, there is a tab labeled "All (0)". The main area is a large empty text box with the placeholder text "Enter your question here." At the bottom right of the text box, there are two buttons: "Send" and "Send Privately...".

Scenario 1: Replacing or Hiring New Positions

Your program's volume has hit a point where you need to recruit for and hire new staff. Should you request funding for a 2nd dedicated social worker and RN coordinator or 1 physician?

Discussion topics:

- How do you assess whether or not you need more or different staffing?
- What factors do you consider when deciding which role(s) to recruit?
- How might these factors differ by setting (e.g. home, inpatient, etc.)?

Scenario 2: Making Daily Trade-offs

Your team is stressed as your panel just grew by 20% over the weekend. What do you do?

Discussion topics:

- Do you have daily thresholds or ranges you use to monitor volumes?
- What staffing or triaging adjustments do you make on a daily or weekly basis to manage spikes?
- What strategies do you have in place to communicate changes in response times to referring providers during peak periods?

Scenario 3: Managing Turnover

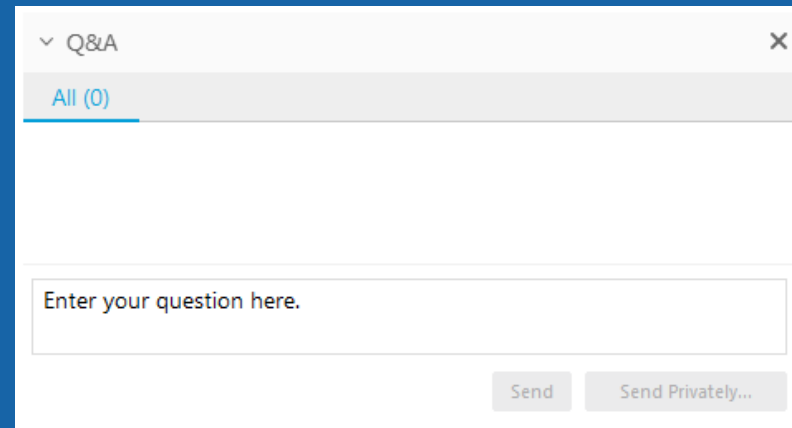
Your physician on the team just left and it will take 9-12 months to recruit and hire. How does the remaining team recalibrate and adjust workload to minimize burnout and also ensure quality?

Discussion topics:

- What strategies do you have in place to *proactively* manage expected or planned turnover?
- What staffing or triaging adjustments do you make while you are recruiting?
- What strategies do you have in place to communicate changes in response times to referring providers while you are short-staffed?

How to Submit Questions

Please type your question into the questions pane on your WebEx control panel.



The image shows a screenshot of the WebEx Q&A interface. At the top, there is a header with a dropdown arrow, the text 'Q&A', and a close button 'X'. Below the header is a section labeled 'All (0)'. The main area contains a text input field with the placeholder text 'Enter your question here.'. At the bottom right of the input field are two buttons: 'Send' and 'Send Privately...'.