

# Flexible Work Scheduling

**PURPOSE** | As the nursing shortage continues, early workload-related retirement increases, the demand for flexible schedules grows, and we see an increasingly aging workforce. We must consider ways to create more flexibility and support for our nursing care teams. Much of the demand on our teams is exacerbated by high churn, as admissions and discharge consume significant time in the day, and nurses are not getting breaks or lunches.



## RN PROCESS

1. Determine the time of day with the highest churn.
2. Assess the hours needed to create efficient movement and support breaks or meals.
3. Create new roles and build into the schedule 4-6 hours on the heaviest churn dates. The role is designed to perform:
  - o Settling of patients (transfers)
  - o Admissions
  - o Discharges
  - o Patient education
  - o Relief for lunch
  - o Mentor/support skill vs. acuity gap
4. Tasks performed, then patient hand off.
5. Hire individuals to work shorter shifts (i.e., mothers who left the workforce or retired/near retirement nurses). HR can supply a list of those who left the organization for maternity LOA, retirement, flexibility in work, family needs, and school.
6. Send a letter from the CNO inviting them to rejoin the team in a new, flexible role tailored to meet their needs.

## TECH PROCESS

1. Identify barriers to achieving quality outcomes or staff support needs.
  - o Bath team
  - o Mobility team
  - o Lunch support
  - o Feeding of patients
  - o Transporting of patients

## OUTCOMES

- o Leveraging core staff to assist with the heaviest times of the day.
- o Support time for meals and breaks, helping decrease clinician burnout.
- o Increase staff's day-to-day satisfaction.
- o Support for those who need more flexibility and continue to keep them employed.