

POOLING STAFF TO DEAL WITH SHORTAGES OF ED NURSES IN THE REGION

MANON BRUENS MSC. – ACUTE ZORG EUREGIO

Acute Zorg Euregio

Manon Bruens – Manager Acute Zorg Euregio (AZE)

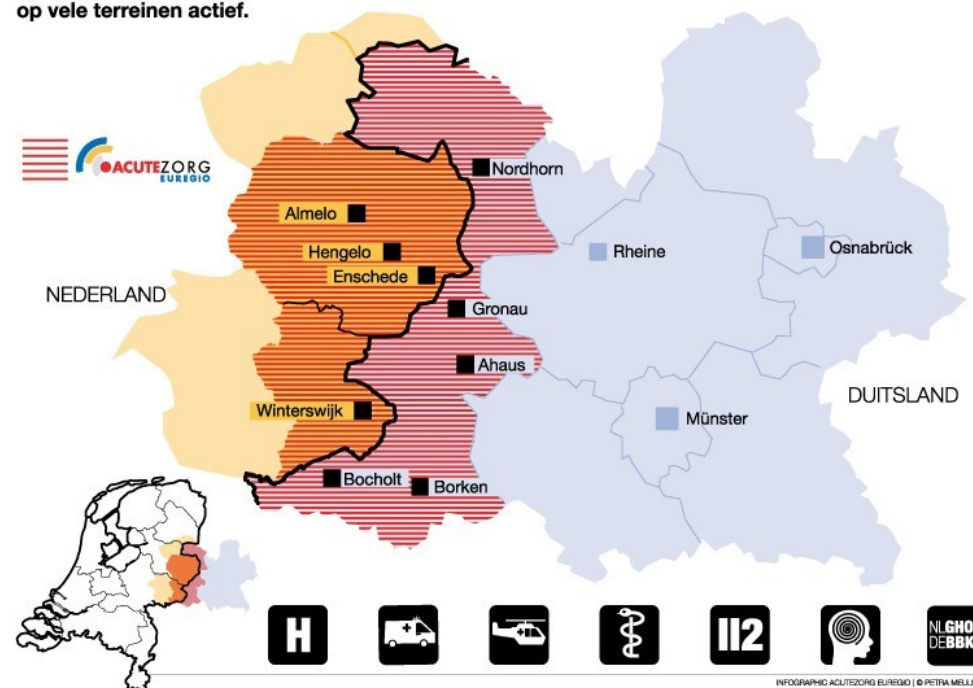
Network organisation (ROAZ) with a coordinating function with regard to accessibility and availability of acute care both for individual patients as in crisis situations

Main tasks

- Facilitating cooperation
- Coordinating
- Training
- Research

ZORGGEBIED IN DE EUREGIO

Acute zorg stopt niet bij de landsgrens. In Twente, de Oost-Achterhoek en een deel van Duitsland is Bureau Acute Zorg Euregio op vele terreinen actief.



Regional hospitals

Ziekenhuisgroep Twente – ZGT

Level 2 hospital

24 ED places

3 – 10 ED nurses



Medisch Spectrum Twente – MST

Level 1 hospital

23 ED places

3 – 10 ED nurses

Streekziekenhuis Koningin Beatrix – SKB

Level 3 hospital

12 ED places

2 – 5 ED nurses



Shortages of nurses in the Emergency Department

- National problem
- Stress
 - Extra hours
 - Work pressure
- Freelancers



GEZONDHEID

NL ^

Groot personeelstekort op spoedeisende hulp: UMC vraagt andere afdelingen bij te springen

31 mei 2023, 11:55 uur · Aangepast 31 mei 2023, 13:04 uur · Door Robin Antonisse & Maarten Westerduin

Het Amsterdam UMC kampt op de locaties AMC en VUmc met een groot tekort aan verpleegkundigen op de spoedeisende hulp voor aankomende zomer. Dat blijkt uit een interne e-mail aan medewerkers die in het bezit is van A75. In de mail wordt aan het personeel gevraagd om extra diensten te draaien. Medewerkers van andere afdelingen moeten bijspringen om de gaten in de roosters op te vullen.

Float pool

- Unfilled shifts
- Job enrichment
- Care load
 - Variable
 - Hard to predict
- Responses
 - Buffers
 - Extra capacity → pressure

Opportunity: move decision making closer to demand realisation

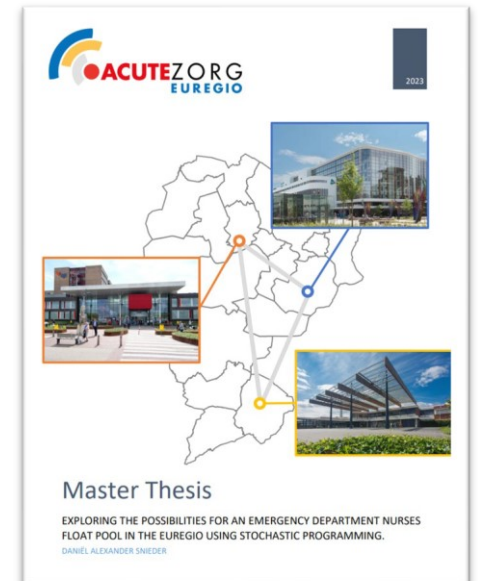
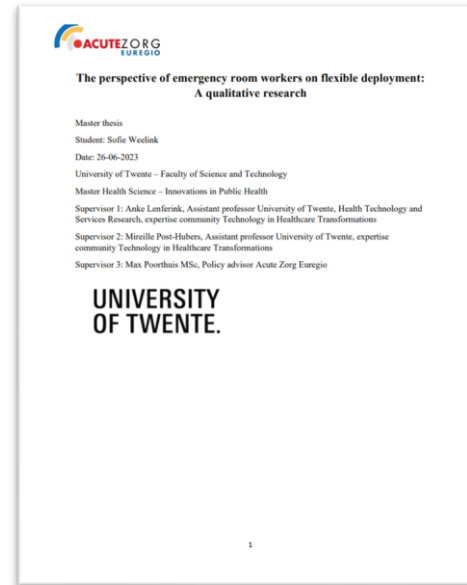
Two Master thesis

1. Qualitative research:

Opinions of nurses regarding a regional float pool

2. Quantitative research:

Creating a simulation model to underpin the added value of a regional float pool



Study 1


The perspective of emergency department workers on flexible deployment: A qualitative research –
Sofie Weelink (Master Health Sciences)

Aim of this study was to identify the impeding and facilitating factors expected by emergency department workers related to flexible deployment in the hospitals MST, ZGT and SKB.

Link to thesis: <https://purl.utwente.nl/essays/94488>



Method

- Semi-structured individual interviews (n=16)
 - Interview schemes based on the Social Cognitive Theory (SCT) and Job Characteristics model (JCM)
 - Interview data was transcribed and coded (open, axial and selective)
 - Topics (main subjects) were created
 - The impeding and facilitating factors were conducted based on different topics
- 


Results I

Topic	Facilitating factors	Impeding factors	Impeding and facilitating factors
Attitude to a float pool	Positive attitude	Negative attitude	
Importance of own team			
Cooperation in region			
Freelancer			
Influence of home			
Knowledge			

Results II

Topic	Facilitating factors	Impeding factors	Impeding and facilitating factors
Skills	Need time to settle down	Language	Experience as nurse Practicing skills
Personal experience as float pool worker			
Personal factors			
Schedule and peripheral matters			

Advice

1. Provide adequate knowledge about the hospitals and protocols used in the hospitals
 2. Create a buddysystem
 3. Give nurses a voice in a regional float pool
 4. Make use of a role model
 5. Increase travel allowance
 6. Provide a good management team
 7. Create balance between de amount of float workers and the other nurses
 8. Start with a regional float pool during internships
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Study 2 quantitative research

‘Exploring the possibilities for an emergency department nurses float pool in the Euregio using stochastic programming’ – Daniël Snieder (Master Industrial Engineering & Management)

Aims to answer the main research questions:

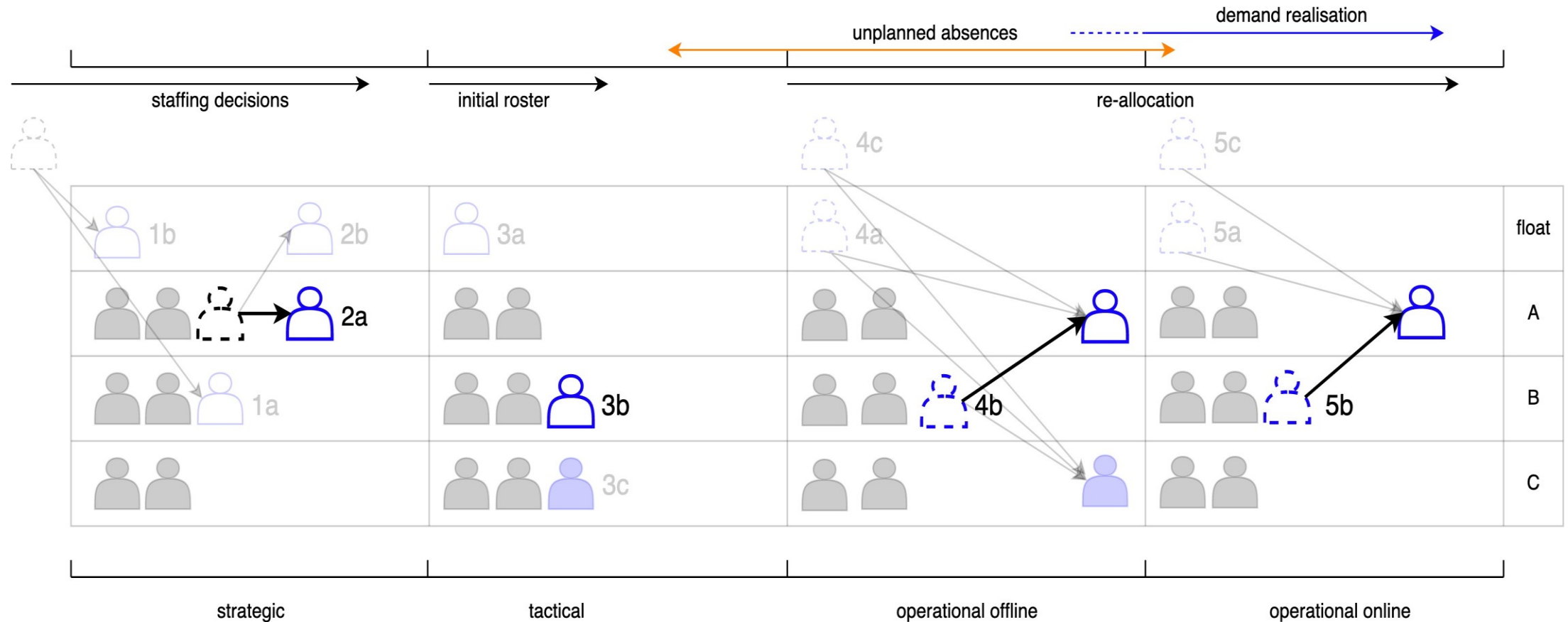
‘At which planning level and with which design choices will instating a float pool be beneficial for the Emergency Departments (EDs) that are part of AZE?’

Link to thesis: <https://essay.utwente.nl/97156/>



What options do we have?

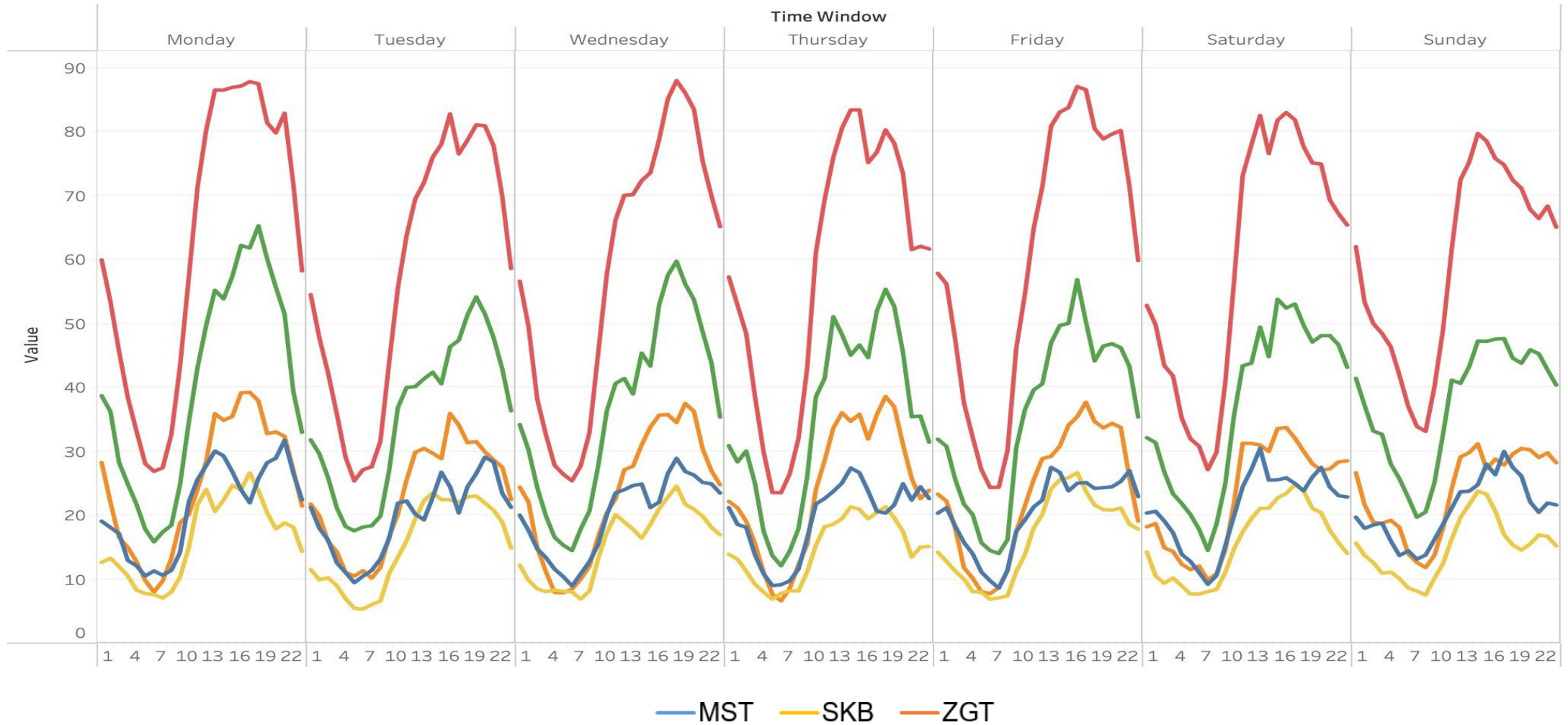
(Literature)



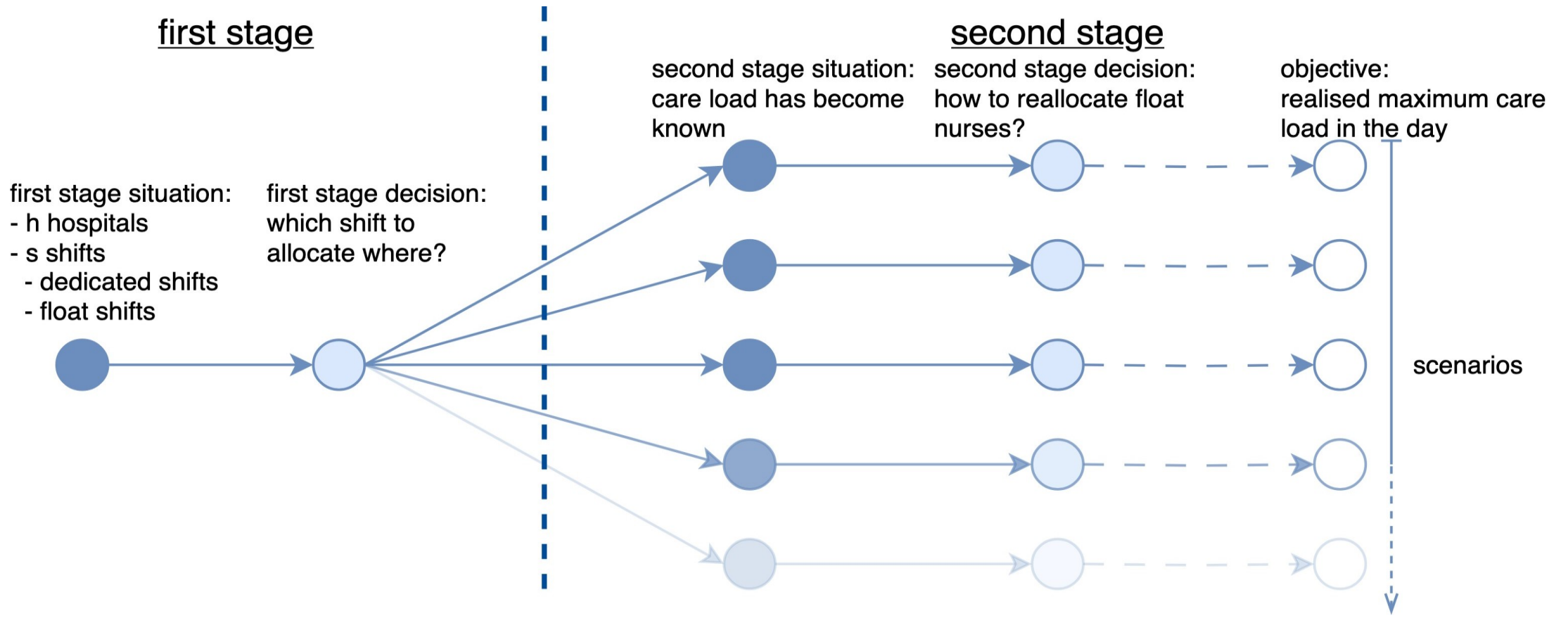
Flexibility ratio (5-15%)

Where would we need it?

(Data Analysis: variability)

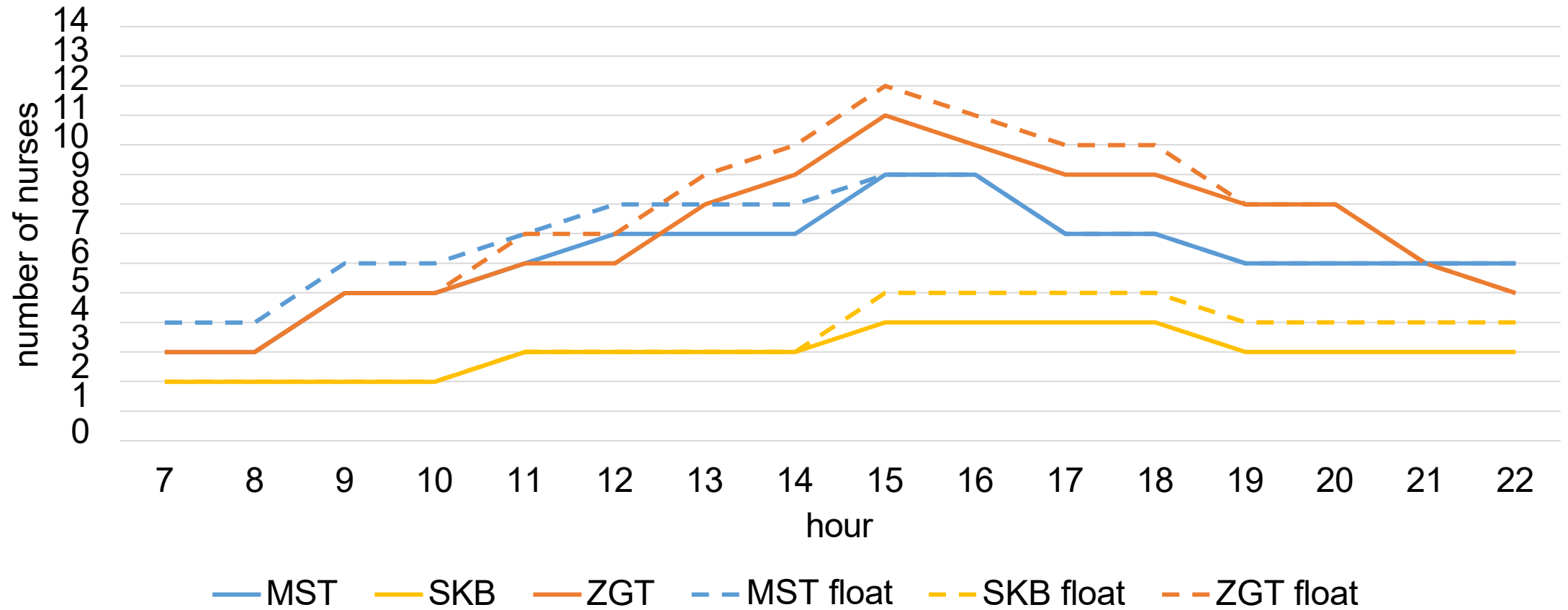


Two-Stage Stochastic Programming



Results

Full cross-training, 3 float nurses (spread out)



Follow-up

- Currently exploring regional possibilities, workgroup with delegates from the 3 hospitals
- Preferable: start with ED students in all hospitals

Future research

- Schedule generation

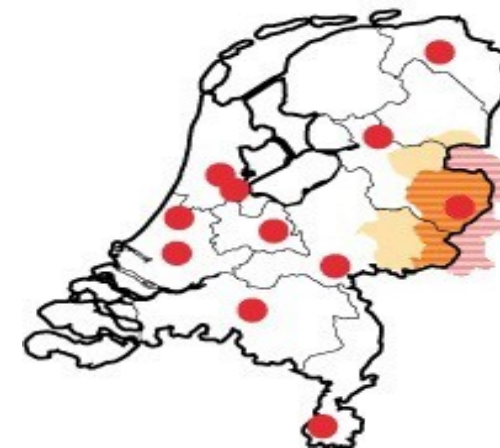
How should the actual schedules look in detail?

- Operational functioning

How should the float pool function on a day-to-day basis?

- Qualitative aspects

How should we organise it all?



Thank you for your attention

Postbus 50000
7500 KA Enschede

Haaksbergerstraat 55
T (053) 487 20 97

info@acutezorgeuregio.nl
www.acutezorgeuregio.nl