Electronic Solution for Low Census Requests

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

**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.

**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.

**Tools used:**
Combination of InfoPath, SharePoint, Excel and Task Scheduler

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