

# **Help! I Need Somebody! - Solving the Call-in Conundrum**

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## Problem: Call-in → Find Bodies!

- PRN staff
- Staff members who are off for the day
- Pull from clinical services
- Pull a manager

## The Ideal Solution:

- Cover our “essential” functions
- Protect clinical services
- Protect management time
- Streamlined process
- Encourage teamwork

## Staffing Grid: Base 14

| TIME      |          |  |
|-----------|----------|--|
| 700       | Med 2    | Med 1 = Heme/Onc = 4H, heme/onc clinic                                     |
| 800       | CC1      | Med 2 = Med/surg lowers = 2H, 3H, 4S                                       |
| 900       | IP 1     | Med 3 = Med/surg uppers = 5H, 5S, 6H, dialysis                             |
| 1000      | IP 2     | Med 4 = OR = , PACU, RR  |
| 1100      | IP 3     | Critical care 1 = ICN = 3S   |
| 1200      | Med 3    | Critical care 2 = PICU 12's  |
| 1300      | Med 1    | Critical care 3 = PICU 8's   |
| 1400      | CC 3     | Critical care 4 = ER   |
| 1500      | CC 2     | IP 1 = IP 12 = Charge pharmacist   |
| 1600      | Med 4    | IP 2 = IP 12 = Order entry   |
| 1700      | CC 4     | IP 3 = IP 8 = IV room  |
| 1800      | Clean-up | K 1 = IP 12 = charge pharmacist  |
| 1900-0700 | K1/K2/K3 | K 2 = IP 12 = Order entry/ code response<br>K 3 = PICU 12 = PICU overnight |

## Staffing Grid: Base 13

| TIME      |          |               |
|-----------|----------|---------------|
| 700       | Med 2    | Med 2&3 in IP |
| 800       | CC1      |               |
| 900       | IP 1     |               |
| 1000      | IP 3     | Med 3 in IP   |
| 1100      | Med 4    |               |
| 1200      | Med 2    |               |
| 1300      | Med 1    |               |
| 1400      | CC 3     |               |
| 1500      | CC 2     |               |
| 1600      | CC 4     |               |
| 1700      | All help | Med 2&3 in IP |
| 1800      | Clean-up |               |
| 1900-0700 | K1/K2/K3 |               |