

## Synthesizing diverse data sources to achieve a well-supported staffing framework

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### The ask:

Develop a clinical staffing model for two inpatient psychiatric facilities that would meet the demand for beds, accommodate recent budget cuts, and improve operations.

### The context:

Budget cuts resulted in the downsizing of clinical and support staff at the facilities. Losing staff impacted work culture and the ability to adapt to rapid change. The facilities lost federal certification and were struggling with their reputation in the community.

### Our unique approach:

Our consultants conducted stakeholder interviews, listening sessions, a SWOT analysis, and site visits to understand “a day in the life.” They studied the efficacy of interdisciplinary teams and conducted an evaluation of the barriers to recruitment and retention. They also assessed responsiveness to patient needs and the ability to create a culture of wellness and safety.

Our recommendations included an emphasis on patient acuity; thinking about the level and severity of illness and how to shift resources based on that rather than the number of patients.

### We delivered:

A data-driven report for state agencies and legislative committees that included the following:

- A nationally recognized acuity model for end-of-shift patient evaluation and discussion.

- Customized solutions for specific units that emphasized patient needs and acuity.
- Reorganization recommendations for key clinical disciplines.
- Remediation recommendations of physical plant issues.
- A public relations campaign to enhance standing in the community.

### Client results:

*The Select Committee on Quality Improvement in State Hospitals recommended to the Governor to adopt an acuity-based staffing model informed by our recommendations.*

**What's next for your organization? We'd love to be a part of it.**

Contact us at (360) 280-6735 or [info@firstrulegroup.com](mailto:info@firstrulegroup.com)

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