Prescriber Workload Adjustments

Why Manage Workloads at Launch?

The degree to which prescriber productivity decreases at the time of Connect Care clinical information system (CIS) launch can be managed. It is not inevitable that service levels must suffer marked reductions. Moreover, the duration of any disruption is sensitive to advance planning and preparation.

Must Clinical Services be reduced at Launch?

Universal service reductions at launch are not recommended, and often not necessary. In many cases, services volumes cannot be controlled by the clinical service area. Experience of organizations like ours, implementing a CIS like ours, suggests that service volumes can be (mostly) sustained if prescriber training is optimized, especially personalization training, in conjunction with avoiding absences and maximizing supports, including backup prescribers on call.

What Workload Management Strategies Help?

Different clinical settings will be impacted differently and need to consider different mitigation mixes by:

1. **Reducing competing commitments**, avoiding any meetings, initiatives, or activities demanding extraordinary prescriber attention during the weeks immediately before and after launch.

2. **Full training and personalization compliance** can have a big impact on prescriber productivity by ensuring meaningful experience, mobile app use, in-system dictation and use of preference lists.

3. **Adjusting prescriber availability** for clinics, procedures, consultations and other professional services can increase capacity at launch with prescriber/patient ratios, on-call or backup prescribers, trainee availability protection, and avoiding team handovers at launch.

4. **Maximizing prescriber supports** so that well-prepared medical support staff, SuperUsers, PowerUsers, and informatics leads are deployed and organized optimally.

5. **Adjusting service loads** which may not be possible for clinical areas that have little control over incoming case-loads. Some redistribution of emergency loads within the zone may be possible, as well as adjustments to the number or type of scheduled clinic appointments, adjustments to the length of clinics, scheduling additional clinics, or re-distributing complex encounters.

Each clinical area should consider how CIS launch might uniquely affect productivity. Each should consider how the above, and other, disruption management strategies could be used to address their needs. Considerations like patient safety can help prioritize strategies within the mix.

How can Clinical Areas Prepare?

Connect Care works with clinical areas to optimize super user and other supports at launch. Clinical areas can increase clinical support staffing, align with zone-wide supports for just-in-time burden re-allocations and build resilience into prescriber schedules. Many areas are increasing assigned prescribers or time-allocations or adjusting things like trainee availability.

How can Prescribers Prepare?

The most important preparation is meaningful participation in training, especially personalization.

Where can more information be found?

- Backgrounder: CIS Launch Prescriber Workload Adjustments

Alberta Health Services