Purpose: Investigate methods to increase staff satisfaction and work life balance to retain employees.

Motivation: Current 1-5 year nurse turnover rate is equal to or greater than 30%. Staff spending hours on self scheduling template after ideal schedule was submitted leading to management changing staffs ideal schedule to meet the unit needs.

Team: The team consisted of three nurses from our workforce development subcommittee, developed to increase staff satisfaction.

Task: The team was tasked with completing a literature review on scheduling and the affect it has on work life balance. After review Pattern schedules were made for a unit to trial into as a trial.

Development & Implementation

The workforce development subcommittee worked with leadership from a 24 bed medical/surgical unit. Who reported the current scheduling process was too time consuming and not meeting the unit needs.

Development:
• Evaluated the current time commitment to generate a schedule
• Notified staff of upcoming change to scheduling process in staff meetings
• Created desirable patterns

Implementation:
Draft day was set on the unit, staff came in and saw patterns for the first time
• Unit management set rules
• Top three lines were selected
• Final line assignments were based on seniority if multiple staff wanted the same line
• New schedule was generated and staff were able to see schedule for the rest of the year.

Outcomes/Evaluations

• Two month post implementation surveys given to evaluate staff satisfaction with work life balance and schedule.
• Results show staff are very satisfied with the new schedule process and have more of a perceived work life balance.
• Schedule generation time decreased from days to hours
• Monetary savings related to fewer resources utilized to generate schedule.
• Two additional units now have patterned schedules.
• Other departments in the hospital are evaluating current process and staff satisfaction to determine if patterned scheduling would benefit
• Assess at six months if any pattern changes have been requested or made from original pattern assigned.
• Assess turn over rates at six and twelve months on units where patterned schedules were implemented.

References & Contact Information

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