To reduce unmet leave due to staff unavailability.
Omar Gas, Dawn Jacob, Dean Henderson and Lawford Clough

Life QI Code:108992

We have reduced our unmet leave due to staffing issues by almost 90%, we continue to collect data to ensure this continues and to ask why if levels increase.
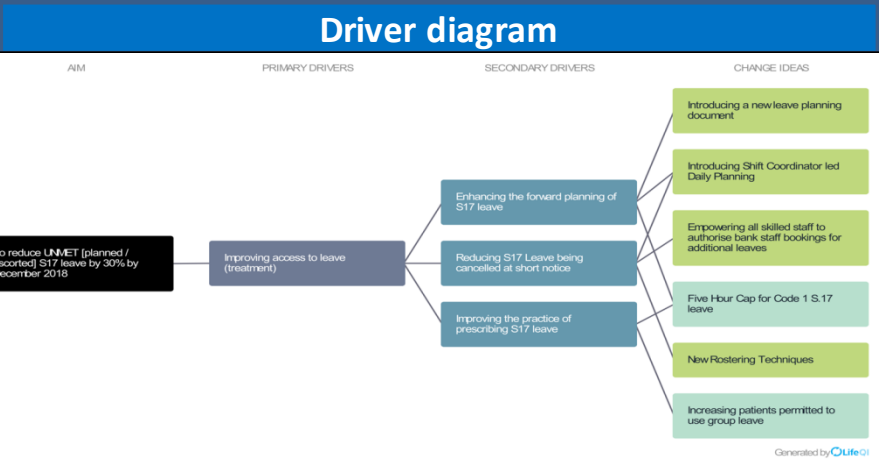
Aim

Our aim was to reduce the number of unmet leaves due to staff unavailability by 30% in 12 months

How did you involve service users and carers in this work?

We were Big I, our patients gave us feedback and were involved in the decision making, attended meetings and feedback was given.

Tests of Change

*Having a 10-6 shift member every day.
All staff can email for extra staff.
Improved leave planner.*

Driver diagram

AIM | PRIMARY DRIVERS | SECONDARY DRIVERS | CHANGE IDEAS

To reduce UNMET [planned / escorted] S17 leave by 30% by December 2018

Improving access to leave (treatment)

- Enhancing the forward planning of S17 leave
  - Introducing a new leave planning document
  - Introducing Shift Coordinator led Daily Planning
  - Empowering all skilled staff to authorise bank staff bookings for additional leaves
- Reducing S17 Leave being cancelled at short notice
  - Five Hour Cap for Code 1 S.17 leave
- Improving the practice of prescribing S17 leave
  - New Rostering Techniques
  - Increasing patients permitted to use group leave

Generated by LifeQI

Data

Before QI
- 59% staffing
- 3.5 unmet leaves

After QI
- 14% staffing
- 0.35 unmet leaves

Learning and what next?

*We have seen our patient satisfaction score increase from 2.5 to 4.5. The new system is more organised, easier to use and has empowered staff and made them feel less helpless over staffing issues/ leave .
We would use QI to address issues in the future.*