

Dynamic Allocation of Staff Hours (DASH) for Physiotherapy St Vincent's Hospital Melbourne

Problems: Up to 8% of physiotherapy patient contacts were not completed due to set staffing numbers inflexible to unit's demand changes.

Solution: Create daily identification and communication tool for busyness and capacity within acute inpatient teams (DASH tool). Based on the tools results, team leaders flex staff members across teams (and potentially to different areas) to provide physiotherapy to the inpatients who will most benefit from care.

Results:

- In 1st month staff have flexed to another area 12 times in 22 days = 55%
- Workload being closely monitored and shifted within teams
- % acute patients not seen down from 8% Pre DASH to 1% Post DASH

% acute patients that were not seen (16 – 20 Oct 2017)



