

Title	MATCHING CAPACITY TO DEMAND			Number	AD03
Effective From:	15.03.11	Duration:	No end date	Review:	01.09.26
Author:	Head of Operations			Version:	1.5
Other Ref:					

Version Control

Previous 3 versions only - earlier versions subject to archive retention requirements

DATE	CHANGE	CHANGED BY
29.03.19	Reviewed, no change	SB
04.03.22	Reviewed, no change	SB
25.10.23	Reviewed, no change	AB

INTRODUCTION

Badger continually monitors patient activity and uses trend analysis, studying movements in call activity to determine and maintain correct staffing levels. Using this formula we are able to predict peaks and troughs to forecast call volumes through the seasonal changes and to increase and decrease staffing levels to match demand.

Outside expected movements in activity an escalation procedure has been introduced to manage unexpected ad-hoc increases in activity enabling us to meet NQRs and patient satisfaction.

UTILISING ROTAMASTER

A market leading workforce management solution we are able to feed the data collected to create an impartial robust rota. The system allows multiple allocation methodologies with automated rostering using findings from trend analysis together with staff types and skill mix.

The RotaMaster website has been designed to allow users to upload availability onto the BADGER rota. It is a simple tool that enables staff members to select sessions giving them an effective and efficient paperless system.

The system allows BADGER personnel to book their sessions, make amendments and swap allocated shifts using the web based system.