

Home Care Workload

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Project Sponsor: Sue Mackenzie

Program/Dept: Home Care

Project Manager: Frank Krupka

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Finish Date: July 2005

The WRHA Home Care program has added significant staffing resource to reduce staff caseloads and manager to staff ratios. Staff continues to express workload pressures and an inability to meet program expectations and standards despite these additional resources. The project will examine the factors contributing to the workload of Nursing Resource Coordinators, Nursing Scheduling Clerks, Resource Coordinators and Hospital and Community-based Case Coordinators. The interface between these staff and administration will also be part of the project. The project deliverable is a report recommending change to business processes expected to result in improved effectiveness and efficiency.