

## **Home Care Scheduling Solutions**

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Agency usage creates many difficulties including decreased patient satisfaction, decreased quality care, and increased costs to Midland Care. Midland has had difficulty staffing needs in rural areas of Northeastern Kansas and in Wyandotte County. Recruiting, hiring, and retaining staff in the Kansas City region has been particularly difficult as Midland Care is a newer agency and not well known in the area yet. The potential solution will be in two parts. Part one is use of Microsoft Teams application Shifts for overflow scheduling. This application will be utilized to offer needs that are emergent, provided by outside agency, and understaffed. The second part is the creation of a float pool of Home Health Aide (HHA)s that will provide support to the gaps in services when staff are out ill, on vacation, unstaffed needs due to staff that are leaving the organization, and to reduce agency usage.

The Value to patients and the organization is immense. Midland staff provided 4643 hours of home support in quarter 4 of 2023 in addition to 997 hours provided by outside agency staff. The average cost of agency staffing is \$30 per hour equaling about \$29,910, while the average cost of Midland staffing is \$17.61 per hour. Quality and consistency of care will improve with the ability to provide staffing with Midland staff as outside agencies tend to not have consistent staffing with no communication to Midland outside of submitting documentation and invoices. Quality scores reported by patients and their family members drop by 2% when outside agency is providing home support rather than Midland HHAs.

The use of Shifts will be able to provide at the moment staffing requests and empower staff to be able to be more autonomous in their work. The float pool staff will be full time employees that are cross trained in all programs, be available to all service areas of Midland, and work flexible schedules to accommodate staffing needs as they arise. The float pool will also utilize company vehicles to reduce mileage reimbursement costs as well.