DETERMINATION DIRECT CARE NURSING STAFFING BY THE WORKLOAD INDICATORS OF STAFFING NEED METHOD AT UNIVERSITY MEDICAL CENTER HO CHI MINH CITY, VIETNAM

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INTRODUCTION

Nursing shortage is a challenging issue globally which may lead to excessive workload and burnout in physical and mental health. In Vietnam, human resource policies have not been specific and the determination of nursing staff requirements to meet patients' needs has been a controversial topic. This study aimed to investigate nursing care needs, nursing workload and to determine direct care nursing staffing at University Medical Center Ho Chi Minh City (UMC), Vietnam.

METHODOLOGY

01

A DESCRIPTIVE CROSS-SECTIONAL STUDY
917 nursing shifts
continuous care provision for the patients from admission to discharge

University Medical Center Ho Chi Minh City, Vietnam
- 870 beds
- 21 clinical wards (includes 3 ICUs)
- Length of stay: 4.6 days.
- Level of dependency (LOD): special level > level 1 > level 2 > level 3

Special level: these patients have a serious medical condition required continuous treatment and care as well as the use of specialized medical equipment and devices such as ventilators, dialysis machines and so forth.

Level 1: the patients often suffer from health problems required constant medical care and closely follow-up.

Level 2: the patients are hospitalized with health problems required to be treated and followed regularly

Level 3: the patients are about to be discharged or have recently been hospitalized to solve a health problem.

September 2019

STEPS OF WORKLOAD INDICATORS OF STAFFING NEED (WISN)

Step 1 – Estimate number of patients based on LOD
Step 2 – Calculate the time of nursing care based on LOD
Step 3 – Calculate the total time of nursing care per year
Step 4 – Define the number of working day and total working hours per year
Step 5 – Calculate the total number of nurses needed for patient care

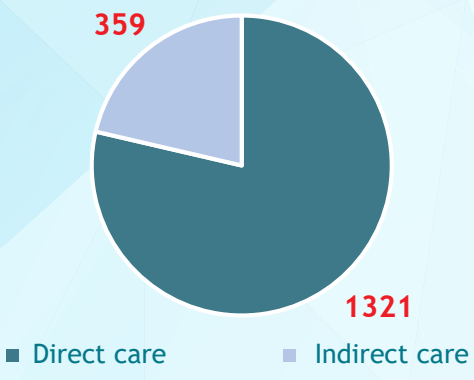
02

INDENTIFY NURSING WORK:
- 96 activities
- 14 groups
- 2 categories: direct care, indirect care

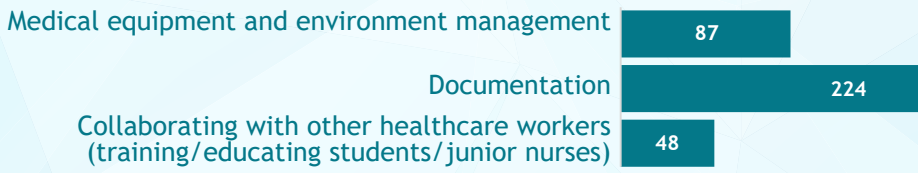
November 2019

RESULTS

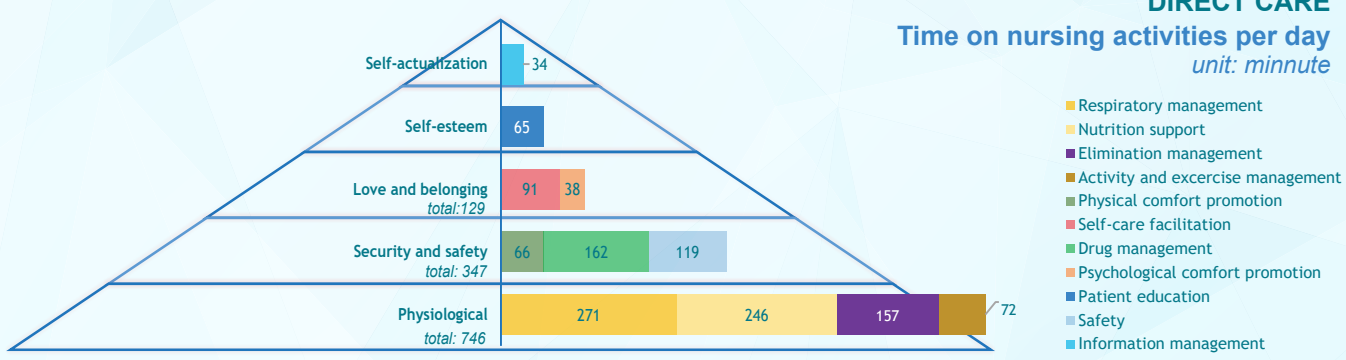
TIME FOR DIRECT CARE, INDIRECT CARE PER SHIFT
unit: minute



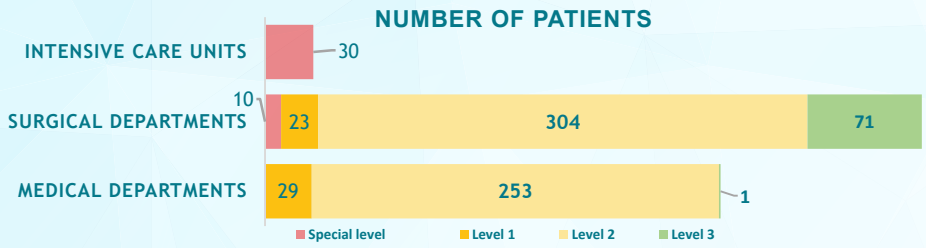
INDIRECT CARE
Time on nursing activities per shift
unit: minute



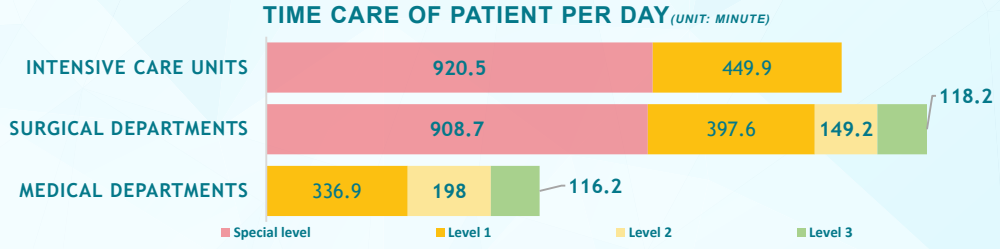
DIRECT CARE
Time on nursing activities per day
unit: minnute



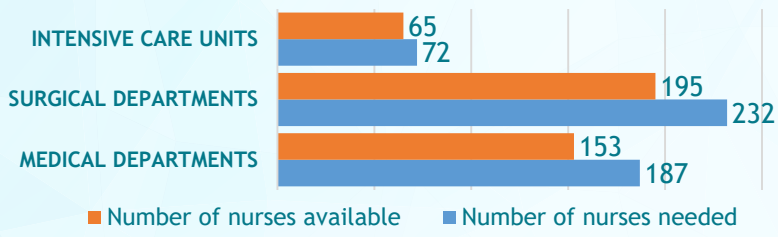
NUMBER OF PATIENTS



TIME CARE OF PATIENT PER DAY *(UNIT: MINUTE)*



NUMBER OF NURSES CALCULATED FROM WISN METHOD AND NUMBER OF NURSES AVAILABLE



$$k = \frac{total\ time\ care\ for\ patients\ per\ day\ (minute) \times number\ of\ patients \times 365}{60}$$

$$number\ of\ nurses = \frac{k \times 115\%}{(365 - A) \times H}$$

(A: total day-off per year; H: working hours per day)

CONCLUSION

- The available nursing personnel met 84.1% of patients' needs at UMC.
- It is necessary to provide 78 additional nurses according to the WISN method to delivery comprehensive care based on patient-centered care model and to respond to higher levels of Maslow's hierarchy of needs.