

*Measuring
Community
Nursing Workload:
Responding with
Innovation*

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Measuring community nursing workload

Markham, ON – Understanding the workload and visit variability of community nurses is critical to improving health care delivery and achieving transformative change, yet there has been a paucity of research on nursing workload in the community – until now.

Saint Elizabeth Health Care (SEHC), a known innovator in home and community care, has been awarded a research grant from The Change Foundation to undertake a groundbreaking study entitled, *Measuring Community Nursing Workload: Responding with Innovation*.

“Organizations need new knowledge to redesign models of care delivery and gain efficiencies to improve nursing satisfaction, reduce nursing constraints, and maintain or improve client outcomes,” explains Nancy Lefebvre, chief clinical executive and vice president of knowledge and practice at SEHC.

“This initiative builds on a partnership between researchers and practitioners to measure and better understand workload in the community, in order to design and integrate new ways of providing care to improve the practice environment,” she said.

Departing from traditional workload measurement, the study will use PDA software to collect detailed community nursing visit data on factors influencing workload, such as client, nurse and environment characteristics as well as nursing activities. The data will then be turned into information and analyzed by decision-makers and researchers. In phase two of the study, the findings will be used to immediately transform the model of care and allow for its re-evaluation, an innovation in workload research.

The SEHC project team is working in partnership with evaluator Karen Parent of Queen's University, whose research interests focus on best practices in organizational and workplace efficiencies, as well as a distinguished Advisory Committee comprised of key stakeholders from the health care sector and research environment.

Established in 1908, Saint Elizabeth Health Care is a Canadian not-for-profit charitable organization who shares its talent and wisdom in the areas of direct service delivery, consultation and eSolutions, to support the transformation of care for health organizations and the people they serve.

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