

Anchor Excellence

Workforce Demand Analysis

Residential Aged Care providers face the constant challenge of managing their financial viability and meeting their compliance and Aged Care Quality Standards requirements. There is a significant tension between the two and providers who get it wrong are being challenged with:

- Higher operating costs or operating losses, that could impact future viability
- Potential increase in incidents resulting from staff shortages and inefficient practices
- Potential non-compliance notifications
- Unhappy consumers or families and increased complaints
- Unhappy staff and staff retention or recruitment challenges
- Reputational risk leading to occupancy and recruitment challenges

Workforce is a key element of this equation, as direct care wages are the largest cost for providers. Ensuring effective and efficient use of the workforce is therefore critical to successfully navigate this challenge and deliver both quality care and sustainable financial performance. With the new AN-ACC casemix funding model, the introduction of mandatory care minutes, star ratings and a continued 'tightening' of the compliance environment, it is more critical than ever to understand your workforce productivity and your consumer requirements.

We have experienced first hand providers who cut rosters to save cost without fully understanding consumer needs and workforce capability, sufficiency and connected productivity that supports quality & safety. Undertaking an analysis of workforce productivity first would help identify opportunities to deliver cost savings without impacting on quality of care.

As a Residential Aged Care provider, do know the following:

- How well are you managing to balance financial outcomes and providing safe and quality care?
- Are you providing the right level and quality of care to meet your consumers' needs?
- Are you utilising your care staff effectively (even if you are meeting your required care minutes)?
- Do you know if you have inefficient direct care processes, costing you money and potential compliance or reputational risk?
- When staff ask for more staff to meet consumers needs do you have any evidence to confirm the request?
- Do you know easily how to flex your workforce when you have changes in occupancy and consumer needs?

If not, then a Workforce Demand Analysis will help you.



The solution to workforce challenges, managing AN-ACC, and the care minutes

The Anchor Excellence Workforce Demand Analysis tool will assist in minimising wage waste whilst supporting safe and quality care.

The workforce demand tool maps your consumer's care needs and calculates the estimated care minutes for each consumer. The analysis tool has been developed on a "bottom up" approach. It calculates the minimum staffing requirement for each community and the entire home based on your consumers' unique care needs. This staffing requirement can be then benchmarked against your current roster and care minutes under AN-ACC to see what opportunities and requirements exist.

What are the benefits?

- Identifies opportunities for operating efficiencies and improved productivity in your workforce resulting in potential cost savings
- Identifies inefficient practices and processes that may have an adverse impact on you providing good quality care
- Shows estimated care minutes by individual consumers', which can be then be benchmarked against your current roster and regulated care minutes.
- Identify opportunities for consumers to be re-assessed under AN-ACC
- Gives confidence in meeting Aged Care Quality Standards requirement 7 (3) (a) - "Number and mix of workforce" (which is in the top 3 requirements where non-compliance was found)
- It can help identify resource allocation and redeployment of staff and ensure your existing roster meets your consumers' needs
- Supports your HR function
- Can lead to improved consumer health outcomes
- Improves consumer satisfaction by ensuring consumers' needs are met through staff allocation
- Provides transparency to help engagement and understanding with care staff
- The analysis tool is flexible and can be tailored to your service, benchmarks and time allocations

Contact us to book a demo today!



info@anchorexcellence.com
www.anchorexcellence.com
(02) 8610 1950
Unit 2, 11-13 Brookhollow Ave, Bella Vista,
2153, NSW

