Nurse managers in our Clinical Trials Office experienced a discrepancy among nurses and their perceived workload. Management requested a tool to assist with human resource management that could apply empirical objective values to face to face patient interactions and allow for fair and equitable case assignments. A literature search did not yield a tool that addressed nursing duties specifically. This project began in early 2022 and was implemented Spring of 2023.

Goals

- Improve existing staffing assignments
- Quantify staffing needs per protocol
- Develop objective scoring criteria
- Improve staff retention and employee satisfaction
- Define optimal FTE workload
- Project future staffing needs

Criteria were developed for each aspect of the nursing interactions that occur in each phase of the clinical trial such as Screening, Treatment, and Follow up. Values were assigned to each nursing task required and averaged for a score for each arm of the study. The plan was to incorporate the protocol acuity score into our Clinical Trials Management System and provide reports that assess current nurse workload. Once all studies were scored and available in our CTMS, managers were provided access and were able to assess current staff workloads and levelized as needed. Managers then were able to discuss with individual staff nurses to compare actual work performed to the workload measurement tool, determining the tool’s reliability and validity.

Future Directions

- Score studies in the pipeline
- Provide objectivity during feasibility evaluation
- Collaborate with other institutions to further develop this tool
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