Nova Scotia Pharmacy Regulator

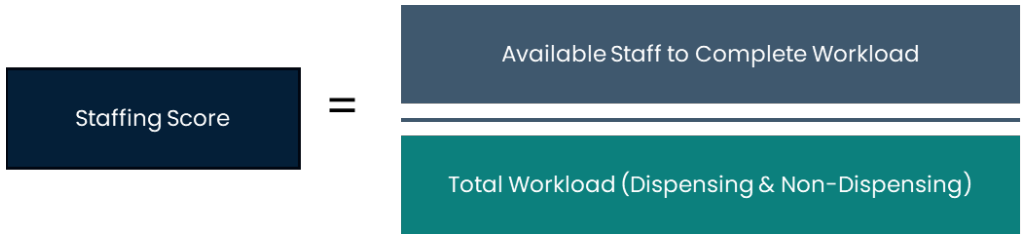
StaffWISE Staffing Score and Improvement Actions Guidance

Staffing Score

The Staffing Score is a number that shows if a pharmacy has enough staff to meet quality expectations for the patient care workload it is are completing without creating risk of professional dissatisfaction and/or compromising patient safety. This score is calculated using the StaffWISE Tool.

Overall, the Staffing Score is a ratio of:

- **Staff Availability:** The number of hours staff are available to work.
- **Total Workload:** All of the professional care activities that are completed by a pharmacy (dispensing and non-dispensing).



Note: The Staffing Score is a lean measure of the pharmacy's total workload, and it is reasonable that a pharmacy may need additional staffing for all of the work completed by the pharmacy team (e.g., administrative tasks, etc.).

If your pharmacy serves as a CPPCC location, your Scorecard only includes data from the dispensary operations (i.e., no CPPCC staffing or workload data is included).

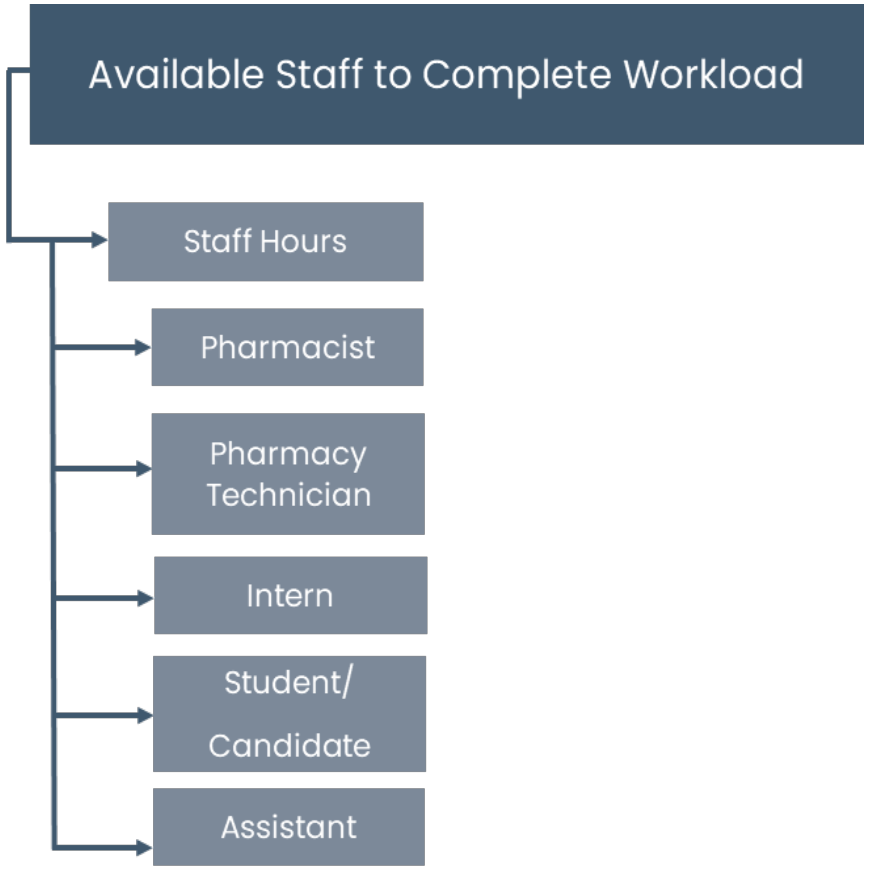
Available Staff to Complete Workload

To determine how much staff is available to handle the workload, the StaffWISE model accounts for two factors: (1) Total Staff Hours and (2) Workload Covered.

Staff Hours

This counts the total hours worked by the entire pharmacy team, including:

- Pharmacists
- Pharmacy Technicians
- Interns
- Pharmacy Students and Pharmacy Technician Candidates
- Pharmacy Assistants



Workload Covered

The StaffWISE Tool assigns your available staffing hours to specific professional workload activities:

- **Regulated Workload:** Pharmacist and pharmacy technician hours are counted towards workload that must be undertaken by a licensed pharmacy professional.
- **Non-Regulated Workload:** Pharmacy assistant, intern, pharmacy student, and pharmacy technician candidate hours are counted towards non-regulated workload.

Total Professional Care Workload Demand (Dispensing and Non-Dispensing)

To determine the total professional care workload of a pharmacy, the StaffWISE model calculates two distinct types of tasks: (1) Dispensing Workload and (2) Non-Dispensing Professional Workload.

Dispensing Workload (New Prescriptions and Refill Prescriptions)

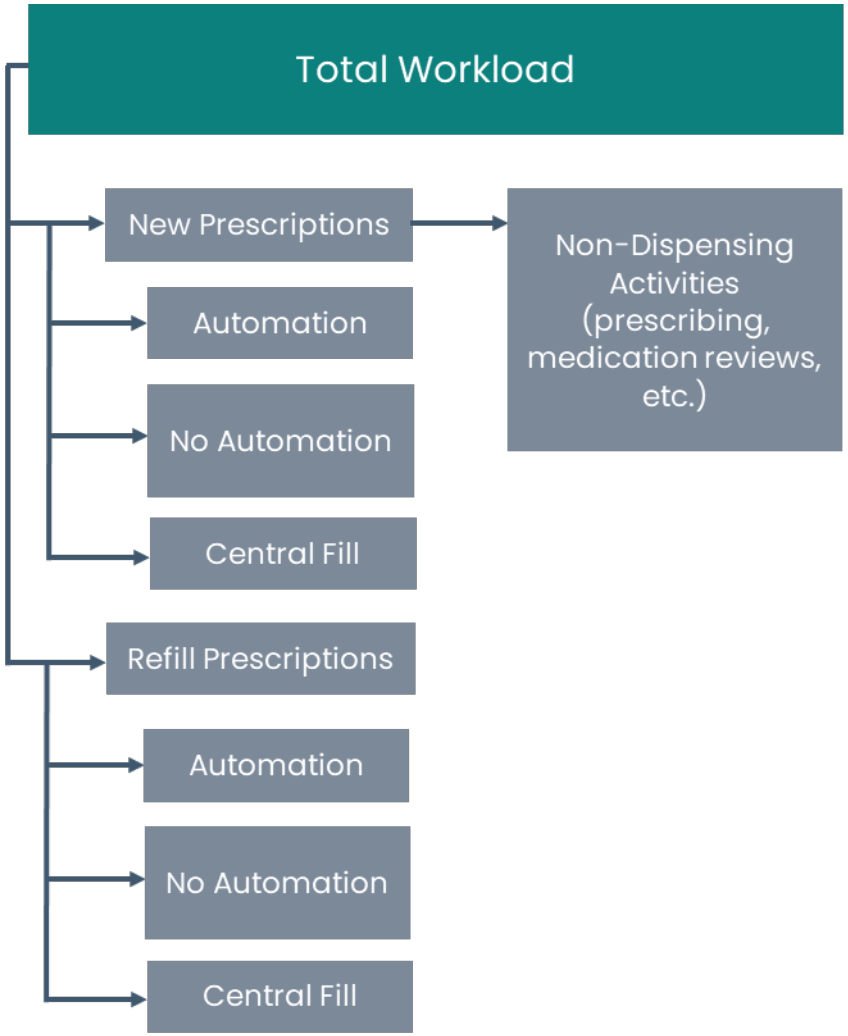
This includes every dispense completed by each pharmacy.

- **Data Source:** Dispensing data from the Nova Scotia Drug Information System (DIS) for each pharmacy.
- **Time Calculation:** Time is calculated for dispensing activities using a panel of pharmacists and a validated methodology to produce resource-based relative values.
- **Time Adjustments:** The StaffWISE model adjusts the time calculations for each pharmacy for several factors, including complexity of prescriptions. If a pharmacy uses automation technology or centralized prescription processing, the workload score for these activities is reduced to reflect the time these tools save. It also accounts for the fact that refills typically take less time than new prescriptions.

Non-Dispensing Professional Workload

This includes patient care activities, such as prescribing and medication reviews.

- **Data Source:** Pharmacare billing records.
- **Time Calculation:** Time is calculated for all non-dispensing professional activities using a panel of pharmacists and a validated methodology to produce resource-based relative values.



Human Factors Allowance

To ensure individual and system resilience, the StaffWISE model incorporates a Human Factors Allowance. StaffWISE utilizes the International Labour Organization's PF&D (Personal, Fatigue, and Delay) framework to convert submitted staffing time into safe staffing time. This adjusts for human and system needs and limitations (e.g., bathroom breaks, cognitive rest, distractions, interruptions).

Component	Description
Personal (P)	Time for basic needs like bathroom breaks, staying hydrated, and managing stress.
Fatigue (F)	Time to let your brain "reset" between complex tasks so you can catch errors with "fresh eyes." This accounts for basic and variable fatigue (modifiable based upon a pharmacy's unique intensity score for the performed workload).
Delay (D)	Time for everyday interruptions, such as phone calls, tech glitches, or talking with other healthcare providers.

Modifiable Factors and Improvement Actions

Under the StaffWISE model, it is understood that a pharmacy typically cannot control its overall workload (total volume of dispensing and non-dispensing professional activities). However, a pharmacy can improve its Staffing Score by adjusting the operational resources that are available.

To balance the workload, pharmacies can modify the following three factors:

- **Staff Hours:** Increasing the total number of scheduled staff hours to better match the volume of work.
- **Automation Technology:** Adding automation or optimizing existing technology (such as pill counters or robotics) to reduce manual labor.
- **Centralized Prescription Processing:** Utilizing or expanding the use of central fill services to offload prescription processing workload from the local pharmacy.

Based on these modifiable factors, there are several improvement actions that a pharmacy can take to improve its Staffing Score. The table below details each action and identifies the Staffing Score component that it impacts.

Action	Description	Staffing Score Component	Impact
Increase staffing hours	Increase the number of staffing hours based on the pharmacy's Staffing Score. To improve your Staffing Score, focus on the staffing categories where you do not currently have 100% coverage for the workload.	Available Staff to Complete Workload	Increases available staff hours
Fully utilize existing pharmacy team members	Ensure full use of 1.0 FTE where possible and agreeable to staff within existing complement (e.g., increase hours from 30 hrs/week to 40 hrs/week)	Available Staff to Complete Workload	Increases available staff hours
Add/Increase Use of Automation Technology	Increasing the utilization of automation technology and/or increasing capacity of existing technology	Total Workload Demand - Dispensing	Reduces dispensing workload demand
Add/Increase Use of Central Fill	Invest in use of centralized prescription processing, including increasing its utilization	Total Workload Demand - Dispensing	Reduces dispensing workload demand
Reduce opening hours while increasing staffing hours	Reduce the number of hours in which members of the public can access the pharmacy, while increasing staff hours (i.e., pharmacy goes dark)	Available Staff to Complete Workload & Total Workload Demand – Dispensing & Non-Dispensing	Increases available staff hours while reducing workload demand