



Department:	Nursing		
Document:	Departmental Policy and Procedure		
Title:	Nursing Departmental Scheduling		
Applies To:	All Nursing Staff		
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1. PURPOSE:

- 1.1 To provide consistent/ standardized guidelines to staff for the completion of the time schedule to meet the requirements of equitable distribution of working hours and time off nursing employees within the organization.
- 1.2 To maintain records and communication for line managers and other appropriate department.
- 1.3 To implement procedures for position control and reallocation of staff.
- 1.4 To ensure the staff availability at all times to maintain patient safety.

2. DEFINITONS:

- 2.1 **Staffing plan** is the distribution of nursing personnel to different unit.
- 2.2 Decentralized patient care areas are defined as those areas, which staffs run their unit independently.
- 2.3 Centralised patient care areas are defined as those areas on which daily staff stations are monitored by Nursing Affairs and continually managed by an administrative Nursing supervisor/ Unit supervisor.
- 2.4 Scheduling – mechanism of manpower/ staffing plan in a particular unit/ ward based on patient acuity level.

3. POLICY:

- 3.1 Scheduling is the responsibility of the head nurse or designees to calculate and ensure that each employee works the correct number of hours per schedule.
- 3.2 Shift coverage arranged to provide quality nursing care on a continuous basis, nursing care needs of patients takes priority when scheduling staff.
- 3.3 Nursing schedule is made for a period of one month which includes productive and non-productive time such as day off, education, training, etc.
- 3.4 Scheduling must be designed and arranged every shift based on adequate number of the staff, staff qualification, skills and patient acuity.

4. PROCEDURE:

- 4.1 The head nurse or charge nurse must submit the monthly schedule to the unit manager every 15th day of Gregorian Calendar.
- 4.2 The responsible unit supervisor counterchecks and approves the monthly schedule before submitting to the assistant director and nursing director for final approval.
- 4.3 After the DON approval, 4 copies shall be distributed as follows: original copy shall be kept in the nursing office master schedule, 1 copy to respective depart department and 1 copy for nursing supervisor schedule and the last copy must be send to Housing.
- 4.4 The official duty time for 3 shifts are as follows:
 - 4.4.1 Morning Shift: 0700H-1500H
 - 4.4.2 Evening Shift: 1500H-2300H
 - 4.4.3 Night Shift: 2300H-0700H

- 4.5 In Ramadan and Hajj the working hours become varies, Ramadan working time is 6 hours and Hajj season is 12 hours duty based on ministry of health rules and regulation.
- 4.6 Schedule Request:
 - 4.6.1 Before the Head Nurse (HN)/ Charge Nurse (CN) the schedule, staff are being asked to submit their request for off duty or any other request which is schedule related, the HN/CN will decide if the request will be granted or not depending on the need of the unit., or the request will not affect the manpower, thereby affecting the delivery of the patient care.
 - 4.6.2 All final changes must be entered in master copy prior to submission of the schedule to nursing office 5 days ahead of new month.
- 4.7 Changes of the Schedule:
 - 4.7.1 Once the schedule has been finalized, approved and submitted changes must be made under the discretion of the HN/CN depending on the needs of the unit.
 - 4.7.2 In the emergency situations that the staff needs a change of duty a request must be made and submitted to Nursing director or her Designee for approval.
 - 4.7.3 All schedule changes must be entered on the schedule change form.
 - 4.7.4 The head nurse or designee is responsible for entering all changes in the nursing office (Nursing Supervisor Schedule).
 - 4.7.5 The head nurse or designee must be communicate any changes on the schedule to the nursing supervisor.
 - 4.7.6 All schedule changes must be entered on the schedule changes form and hospital system.
 - 4.7.7 Unanticipated changes in patient care needs can necessitate reassignment of nurses to provide safe coverage, these can occur due to increased acuity, sick calls, shortage of staff and acuity during the month of Ramadan and Haj.
- 4.8 Overtime Schedule:
 - 4.8.1 Overtime is allowed only during Hajj period as mandated by the Ministry of health.
 - 4.8.2 Other than Hajj, overtime is not allowed unless approved by the Nursing Director and the Hospital Director.
- 4.9 On-call Duty:
 - 4.9.1 On-call duty is only observed in Operating Theatre.
- 4.10 Floating Staff to other units:
 - 4.10.1 Pull-out will be facilitated by the rotating supervisor after the head nurse fails to get staff from her own department.
 - 4.10.2 Pull-out will be on the same level and scope PMW to PSW, PICU to NICU, OBS-GYNE to HDU, DR to OT, PER to OBS-GYNE ER and vice versa.
- 4.11 Absenteeism/ Sick and Emergency Leave:
 - 4.11.1 In the case of any absenteeism or on sick leave or emergency leave, a reliever must be arranged by the HN/CN or Nursing Supervisor on duty.
 - 4.11.2 The staff who will be sick leave should inform her HN/CN on the same day of leave and must be approved by the nursing supervisor on duty.
 - 4.11.3 In case where in the staff is absent without notification, efforts must be done by the HN/CN to contact the concerned staff to clarify the reason of absenteeism.
 - 4.11.4 Absenteeism is subject for disciplinary action.

Attending meeting, committees and quality management activities:

 - 4.11.5 The assigned nurse must be attend committees, meeting and quality management activities as per scheduled before by the head of the unit.
- 4.12 Vacation and Annual Leave:
 - 4.12.1 Refer to application for Annual and Emergency leave for Nursing staff Policy.

5. MATERIALS AND EQUIPMENT:

- 5.1 Unit master schedule
- 5.2 Approved nurse's ratio
- 5.3 Nursing manpower requirements
- 5.4 Staffing computation- Telford method

6. RESPONSIBILITIES:

- 6.1 Director of Nursing
- 6.2 Head Nurse
- 6.3 Nurse Supervisor

7. APPENDICES:

- 7.1 N/A

8. REFERENCES:

- 8.1 Ministry of Health, General Nursing Administration, Functions and Duties Policies and Procedures
- 8.2 Mosby, Ann Marriner Tome, Guide to Nursing Management & Leadership ,7th Edition, 2004

9. APPROVALS:

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