

Staffing & Productivity

Our Results



We go beyond benchmarking to deliver innovative workforce management solutions and well-run work practices that enable you to deliver the highest quality patient care at efficient and effective staffing levels.



With the connection between employee engagement and patient satisfaction becoming clearer, hospitals are honing in on those elements affecting employee engagement. In parallel, hospitals also recognize the need to better manage staffing and right-size departments. With a firm belief that staffing and care quality are inextricably linked, Novia works collaboratively with hospitals and health systems to find the sweet spot in productivity and staffing management where staff are most efficient and effective – maximizing value for you and your patients.

Novia goes far beyond traditional labor productivity consultancy services of productivity benchmarking and operational opportunity identification. Our extensive Labor Productivity solutions – operational improvements to streamline work and ensure maximized licensed staff, flexible staffing plans, core staffing analytics, workload indicator identification, float pool right-sizing, and coaching on productivity management – enable clients to develop leading staffing programs that are productive, efficient and engaging.

Our Results

We've helped hospitals and health systems across the country develop and manage productive, efficient staffing plans with highly engaged staff.

Recent project results include:

- Productivity target setting and operations improvement project delivered \$5.3 million annual savings for small community hospital with ADC of 24 patients
- Nursing Productivity Improvements exceeded \$3.9 million savings target, in conjunction with the hospital achieving Magnet Hospital designation
- \$4.5 million labor savings delivered in heavily unionized hospital
- Hospital-wide staffing assessment enabled hospital to achieve \$5.2 million labor savings

Staffing & Productivity

Client Benefits



Delivering the labor savings you need to secure your organization's future – with credible and engaged staff that will enable you to stand out from your competition.

Client Benefits

We work collaboratively with our clients to develop and implement strategies that result in:

- Achievement of the organization's financial and quality improvement goals
- Reduced labor costs
- Realistic, achievable staffing targets
- Shift focus to right work and elimination of unnecessary work
- Improved employee satisfaction and work quality
- Improved quality of patient care
- Improved patient satisfaction
- Improved staffing and scheduling practices
- Streamlined operations
- Right-sized workforce
- Reduced premium pay (overtime, agency, bonuses, etc.)
- Increased staff understanding and engagement in labor management
- Enhanced accountability for labor management
- Sustained labor management processes
- Monitoring tools that provide timely, meaningful and accurate reports
- Streamlined budgeting cycle

Ready to take the next step?

Contact our practice leads today.



Nancy S. Lakier, RN, MBA
CEO/Managing Principal

A dynamic, innovative leader, Nancy is renowned throughout the healthcare industry for her ability to help hospitals improve care processes, empower staff, achieve

financial sustainability, and deliver better care to their community.
858-486-6030 • nlakier@novia-inc.com



David Murdock
Managing Director

Analytical labor expert and educator, adept at using proven industry best practices, benchmarking and data analytics, together with staff education and

engagement, to improve staffing productivity and efficiency in the delivery of quality patient care.
858-486-6030 • dmurdock@novia-inc.com

Staffing & Productivity

Service Offerings



Taking a 360° approach to the full spectrum of labor enables us to identify opportunities and implement solutions that save money, improve efficiency and ultimately maximize value for you, your providers and your patients.

Service Offerings

We go beyond benchmarking to deliver innovative workforce management services that improve operational outcomes.

- Comparative data benchmarking
- Staffing plans and grids
- Skill mix analysis and effective leveraging of licensed staff
- Review of staffing and scheduling processes
- Core and flex staffing processes and tools
- Productivity targets
- Workload indicators as an alternative to acuity
- Workload analysis
- Workflow operational improvement
- Work simplification
- Core process and departmental improvements
- Corporate and facility service structure benchmarking and assessment
- Float pool development and rightsizing analytics
- Span of control analysis
- Overtime and premium pay reduction
- Productivity monitoring
- Review of labor management infrastructure
- Position control assessment
- Productivity budget planning
- Proactive recruiting model
- Productivity Management Academy

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Case Studies



“Novia consultants are results oriented – they get maximum dollars returned to the bottom line all the while paying attention to quality outcomes and cultural alignment.”

*- Jena Hausmann, CEO
Children’s Hospital Colorado*

Productivity target setting and operations improvement project delivers \$5.3 million annual savings for small community hospital

With a very small average daily census of 24 patients and tremendous seasonal volume fluctuations due to location, this community hospital needed to address productivity and staffing levels. Novia implemented \$5.3 million in sustainable annual savings. How?

- Collaboratively partnered with executives, managers, employees and medical staff to foster buy-in throughout full organization
- Benchmarked and set productivity targets, matching staffing patterns against volume patterns
- Developed customized productivity tool that enables managers to proactively manage and flex their labor

Collaboration, shared targets key to \$4.5 million productivity savings

Novia helped this 300-bed, heavily unionized hospital optimize their labor, achieve productivity efficiency gains, and deliver better care for their patients – all while improving their bottom line by more than \$4.5 million. How?

- Left the cookie cutters at home, developed achievable productivity targets supported with process changes, and created solutions customized to local market conditions
- Engaged and empowered staff, opened lines of communication, and drove culture of change
- Revamped labor budgeting process to achieve buy-in from departmental management
- Assured sustainability by transferring knowledge, integrating tools and processes into daily workflow, and driving accountability