

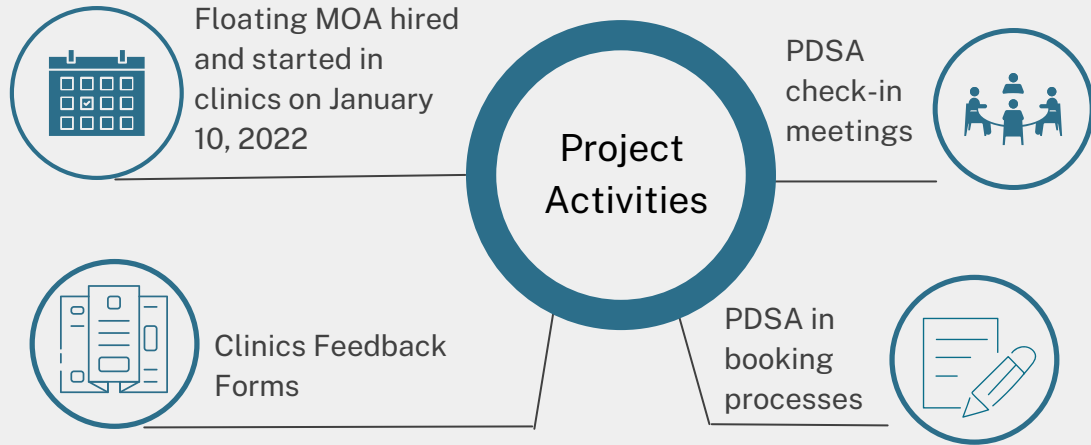
FNW Floating Locum MOA Support

August 2021 - January 2023

INITIATIVE OVERVIEW

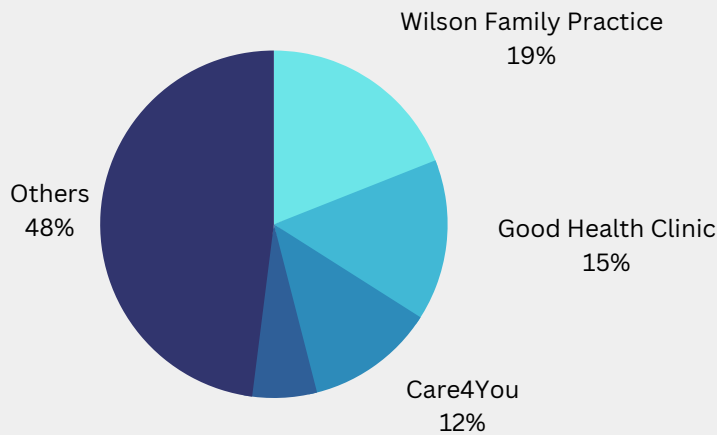
Physician Leads: None

Aim: Reduce burden on clinics to find coverage for practice staff with short notice sick calls, staff shortage, and vacation coverage



CLINICAL COVERAGE

21 CLINICS SUPPORTED



What are type of coverage?

- Vacation (65%)
- General clinic support (11%)
- Short staff coverage (10%)
- Sick coverage (3%)

The initial intent of this role was to support short notice sick coverage; however the need from clinics have been identified as vacation and staff coverage being top priorities.

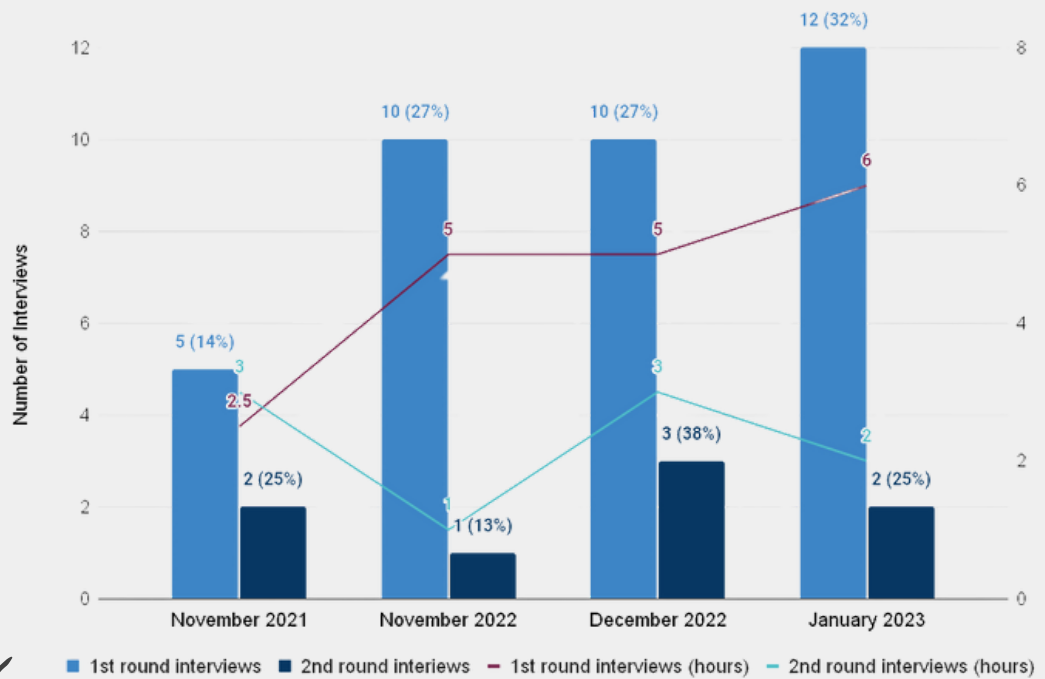
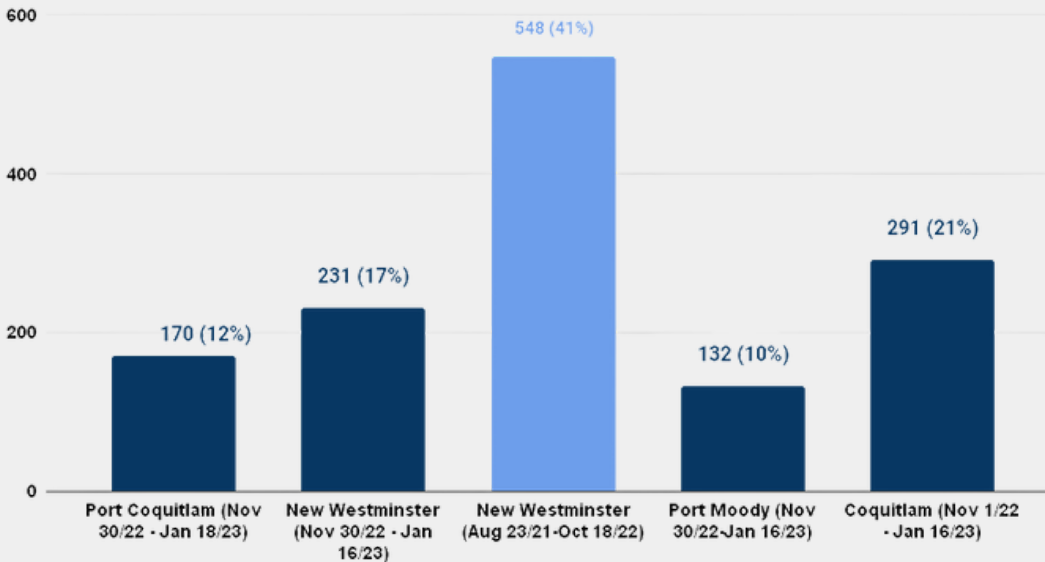
202 days supporting clinics out of a total of 234 → **86%** of the available days for the Floating MOA were booked to support clinics

FNW Floating Locum MOA Support

August 2021 - January 2023

RECRUITMENT COST ANALYSIS

Number of Applicants Per City and Posting For Floating MOA Position



1372 Applicants

80 Reach outs

46 Interviews

21 No responses

9 No shows

3 Reference checks

2 Job offers

27.5

hours interviewing
(The time spent interviewing does not account for time spent on the phone, follow up or initial screening)

\$458.97

Indeed Ad Cost

\$0.11

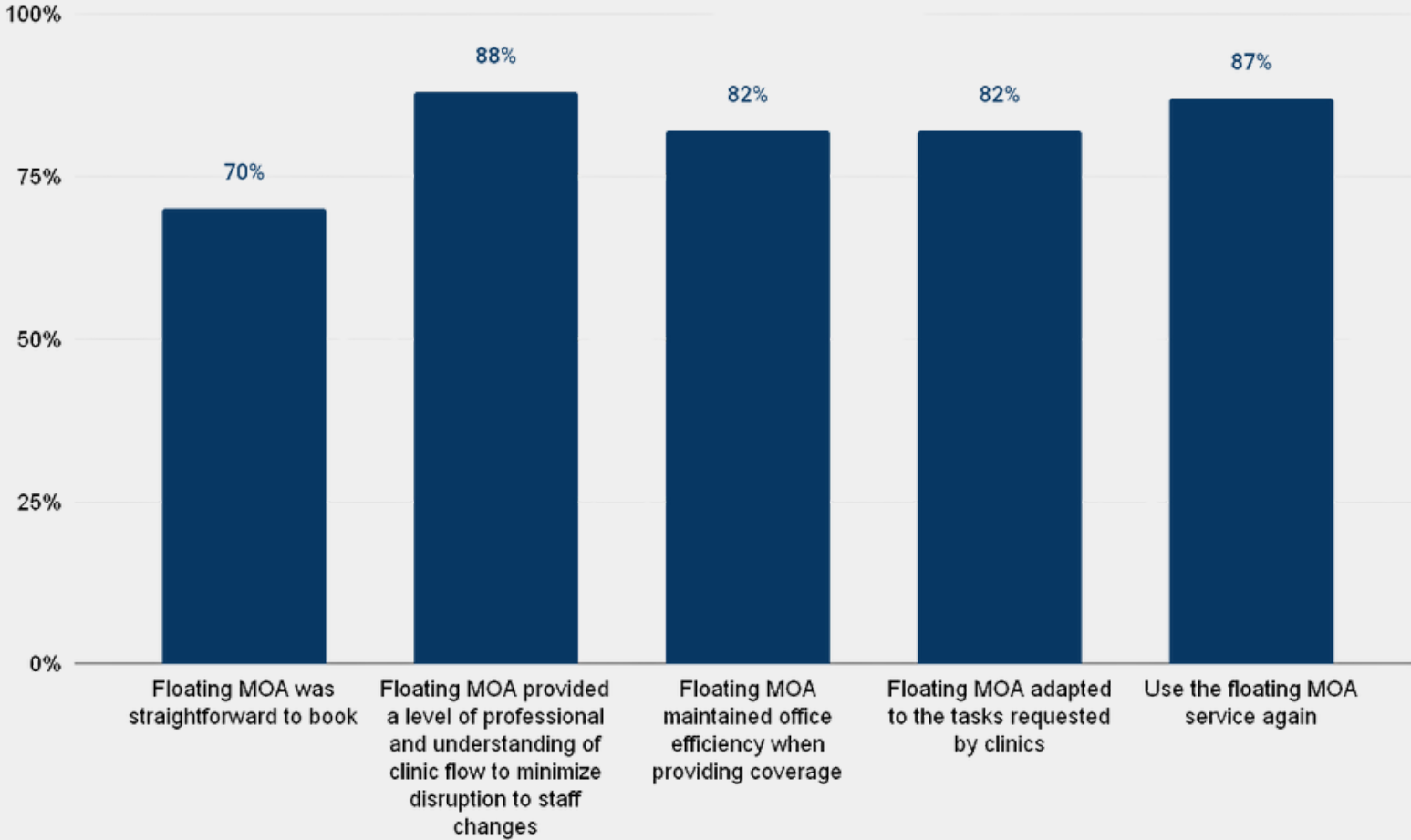
Average Cost Per Click

Note: Impression metrics (Ad costs and Cost per Click) were available for the roles posted between Nov 1 2022 to Jan 18 2023

FNW Floating Locum MOA Support

August 2021 - January 2023

CLINIC SATISFACTION SURVEY



18 people who completed survey

44%

of respondents from a recent survey identified as Office Managers

39%

of respondents from a recent survey identified as Primary Care Providers

FNW Floating Locum MOA Support

August 2021 - January 2023

INITIATIVE FEEDBACK

What is working well?

- Provided assistance to clinics where gaps were present within clinic workflow, such as filling in staffing gaps and managing day to day operation resulting in less pressure on clinics and MOA's
- Overall, clinics were pleased with the support provided by the MOA, as the MOA was knowledgeable of several EMR's, making the transition to supporting clinics smooth

Areas of improvement

- Increasing the availability and the number of Floating MOA's for clinics across the Division
- Improving communication between clinics and FNW staff to ensure there is adequate coverage to support clinics

What do clinics need?



Additional booking availability



More floating MOA's



Phone support/runner



Vacation coverage

What do clinics want?



MOA's who are reliable and patient



Assisting with staff turnover



More floating MOA's



Available for last minute availability

FNW Floating Locum MOA Support

August 2021 - January 2023

INITIATIVE OUTCOME

Although recruitment efforts were underway to expand this resource in Winter 2022/23, it became increasingly difficult to recruit successful candidates that would meet the needs of the clinic, maintain office efficiency in coverage, and provide sustainable support in meeting individual clinic needs. Additionally, the high no show rate consistent throughout the recruitment stage indicated concerns around sustainability and loyalty of any new resources hired and the anticipated impacts to clinics with regards to short notice cancellations of coverage on already short-staffed clinics.

The existing resource that was in this position for much of 2022 and early 2023 provided 86% of coverage to clinics, which is approximately 10% lower than normal averages (*taking into consideration 15 business days/year of vacation for staff*).

These factors indicated a significant risk to continuing this initiative into FY 2023/2024 and it was identified that the risk involved for the FNW PMHs was significant enough to pause on moving forward with this initiative.