

## **Practice Manager Rostering Task**

We have only just about enough resources to do the work that comes in. So getting the roster right is really important.

Please create a roster that would meet our requirements with the levels of staff we have available. Once you have done that, please identify how you would go about helping us to improve our efficiency (we know we could do better and we really want to, we just need some help).

### **The Work**

The clinic does private client work but is also contracted to deliver a budget veterinary service to a local animal rescue shelter.

These are the work commitments that must be covered by the available staff: 3 full time vets and one part timer (4 hours a day), 6 vet nurses who work weekend and take a day off in the week when they do a weekend.

Most of the work needs to be covered by one vet and one nurse except where specified.

1. 6 hours of health checks each day
2. 9am to 6pm elective surgeries all day, requiring 1 vet and 2 nurses.
3. 9am to 6pm desexing, 1 vet and 2 nurses.
4. Another nurse needs to be available in case of emergencies in 2 and 3.
5. There is a branch surgery about 1.5 hours drive away, which requires a vet and a nurse to attend for the entire day twice each week. The current days are Monday and Thursday. This can be altered but the visits must be spaced out by at least 2 days and there must be two visits each week or the workload gets out of control
6. There are private consultations at the practice between 9am - 12am, and 2pm - 7pm each day requiring one vet and one nurse.
7. There is also at least one emergency each day which needs a vet and a nurse to deal with it.

### **And a couple of other things**

There never seems to be enough time to clean the operating theatre and get it ready for the next procedure between procedures

The reception desk needs to be covered by a nurse between the hours of 4pm-7pm each day and also for 4 hours every Saturday and Sunday.

© 2013 Nancy Slessenger & Dr Dave Nicol. All Rights Reserved.

No part of this licensed work may be reproduced or transmitted in any form or by any means, or stored in any retrieval system (whether electronic or otherwise) of any nature without prior written permission, except for permitted fair dealing under the Copyright Designs and Patents Act 1988, or in accordance with the terms of a licence made in writing granted by Vinehouse Essential Limited. Application for permission for other use of copyright material including (but without limitation) permission to reproduce extracts in other Vinehouse Essential Limited works must be made to Vinehouse Essential Limited. Full acknowledgement of author, publisher and source must be given. The right of Nancy Slessenger to be identified as the author of this work has been asserted by her in accordance with the Copyright, Designs and Patents Act 1988. If this work has been provided in an electronic format (of any kind) – it has been provided under licence and must be treated just like a book. By “just like a book” it is meant that only one electronic copy must be in existence at any one time (other than for back-up or disaster recovery purposes) and only one electronic copy may be viewed at any one time. Just like a book making copies by printing, scanning or any other method is strictly prohibited. Similarly, just like a book, the electronic work must not be made available to others – whether by the Internet, an intranet or any other method whatsoever. Making the electronic version of this work available to the public by any means is strictly prohibited. Failure to comply with the above will constitute a copyright infringement which is a civil wrong and a criminal offence.