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Abstract
Since the implementation of the National Health Insurance in 1995, nursing personnel had confronted by reducing the number of full-time nurse and increasing the number of part-time nurse. Thus, many problems, such as increase the workload, decrease the healthcare quality and staff job satisfactions, appeared in many healthcare institutions. Nurse staffing is account for about 30% to 40% of all institution staffing expense. It becomes a critical issue for the hospital administration to manage the nurse staffing. One of the top issues for the nurse staffing is to find out the real critical factors to be considered in shift scheduling.
This study is to investigate a regional hospital. By interviewing with several administrative staff and referring with previous related researches, we construct a four phase framework. They are “fairness ”, “logicalness”, “arrangement”, and “fatigue”. Based upon this framework, two questionnaires are created. While one Analytical Hierarchy Process questionnaire is conducted to all managers in that hospital, another questionnaire is preceded to all 250 nurses. The results showed several different considerations on the scheduling factors exist among various departments in that hospital. On the other hand, the nurse questionnaire revealed their desire and satisfaction on the current scheduling issue. The administration of the hospital will be able to use these results to improve their current scheduling procedure.
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