



## UTILIZATION MANAGEMENT

### **Developing Measures of Staffing Need – Relation to Quality**

Using operational research methods and a detailed timing study, developed a measure of hours of staffing need based on the physical and psychosocial needs of patients in a children's hospital. The instrument was effective for allocating staff and was designed to reduce the possibility of falsification to prod staffing. As an additional part of this work, staffing levels were related to quality of care. The results showed an optimal level of staffing. When staffing levels rose too high or fell too low, quality of care declined.