

Assessing Staffing Needs

First, define staff positions based on your clinic's needs which may require consideration of organizational structure, delegation, and expectations for serving patients. Next, determine a realistic hiring timeline, working backwards from the ideal start date.

Calculating Full-Time Equivalent (FTE):

FTE is the equivalent of one person working full time:

- 8 hours/day;
- 5 days/week;
- 52 weeks/year; and
- 2,080 hours/year.

Examples:

- One person working 8 hours per day, 5 days per week = 1 FTE
- Two people each working 4 hours per day, 5 days per week = 1 FTE

Know your total number of labor hours for one year, then divide by 2,080. This is the number of FTEs in your practice.

Internal considerations:

1. Change in the number of physicians or number of hours physicians are working.
2. Expected permanent or temporary departures of one or more employees.
3. Physicians planning to change activities in the office that impact staffing needs.
4. Expected change in volume of patients seen by one or more physicians.
5. Tasks or processes that could be delegated to employee.
6. Problems with office policies hindering proper function of office (e.g., holidays, sick leave, internal communications, etc.).
7. Responsibilities and tasks properly assigned.
8. Deficiencies in layout or workspace hindering employee performance.

External considerations:

9. Changes in labour laws/employment standards that impact employee management (e.g., five paid sick days).
10. Expected change in revenues or payment methods that affect budget for staff.
11. New technologies being incorporated that will temporarily impact staff efficiency.
12. Community or area of clinic changing in way that impacts ability to find employees (e.g., economic, increased competition, etc.).