RAFAELA®
Nursing Intensity and Staffing System

Sanna Kautto
Advisor
FCG Consulting Ltd
Introducing RAFAELA®

The Right Nurses in the Right Place at the Right Time
What is the RAFAELA® System?

- A nursing intensity and staffing system, which consists of
  - Classification and resource logistics
  - Particular Classification Instruments for different wards
  - Web-based ICT software
RAFAELA® is a nursing intensity system that provides information on patients' need for individual care.

RAFAELA® is a tool which optimizes nurses’ work in order to provide good, equal and high-quality care to all patients.
Providing information for a variety of needs and purposes

The RAFAELA® system provides information on

- patients’ need for individual care
- nursing workload and work well-being
- nursing staff costs
- productivity of nursing staff

Patient outcomes and patient safety

Effective allocation of nurse resources

Evidence-based nursing management
Ensuring patient outcomes and patient safety

• A balance between patients’ needs and nursing resources promotes good outcomes and patient safety.

• When a nurse classifies the nursing intensity of a patient, the nursing care given to the patient is evaluated.

• Measuring nursing intensity is an essential part of monitoring nursing activities.

• By measuring nursing intensity, nurses’ knowledge of the content of nursing care and documentation skills are improved.
Evidence-based nursing management

- Develops the working environment
- Promotes the health of staff
- Prevents sick leave and burnout
- Provides data to analyse the departments’ activities
- Provides data for decision-making regarding effective use of resources
- Provides information for local, regional, national and international benchmarking in nursing
Effective allocation of nursing resources

• An administrative method for nursing staffing
• Daily and strategic planning of nursing resources
• Optimal resource allocation through guaranteeing that patients’ care needs are in balance with the actual nursing resources
• Information for budget planning
• Decision support for calculating costs
How does the RAFAELA® system work in practice?

• In the RAFAELA® nursing intensity and staffing system, the nursing workload allocated to a patient (both direct and indirect) has been divided across six areas of nursing care.

Areas of nursing care to be assessed

1. Planning and co-ordination of nursing care
2. Status of health
3. Medication and nutrition
4. Hygiene and excretion
5. Activity, sleep and rest
6. Treatment after outpatient visits and emotional support
How does the RAFAELA® system work in practice?

• Each area of nursing care is measured in terms of four distinct requirement levels

One of four requirement levels is selected for each area of nursing care on the basis of the patient

A = 1 point  relatively low need for care
B = 2 points  occasional need for care
C = 3 points  frequent and demanding need for care
D = 4 points  continual and very demanding need for care

The selection of requirement level is based on the total amount of care that the patient has actually received in the area in question
How does the RAFAELA® system work in practice?

- The classification is done by the nursing staff after the patient has left the unit or when the nursing intensity period ends.

Nursing Intensity Categories

<table>
<thead>
<tr>
<th>Class</th>
<th>Points</th>
<th>Need for Care</th>
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<tbody>
<tr>
<td>Class I</td>
<td>6-8</td>
<td>minimal need for care</td>
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<td>Class II</td>
<td>9–12</td>
<td>average need for care</td>
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<td>Class III</td>
<td>13–15</td>
<td>high need for care</td>
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<td>Class IV</td>
<td>16–20</td>
<td>demanding need for care</td>
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<tr>
<td>Class V</td>
<td>21–24</td>
<td>maximum need for care</td>
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PAONCIL method, an important part of the RAFAELA® system

• Professional Assessment of Optimal Nursing Care Intensity Level (PAONCIL) is the professional assessment of the sufficiency of nursing resources.

• The method estimates how much care the patient would have needed in order to be well cared during the past 24-hour period.

• The purpose of nursing intensity classification is to enable focused and equitable nursing staff resourcing in daily management and also in more extensive strategic planning.

• The variation of actual nursing intensity/nurse –key figure in relation to optimal nursing intensity level forms an administrative resourcing tool and offers important information both for the nursing staff and nurse leaders/management.
The appearance of a RAFAELA® report, Nursing intensity/nurse

Rinnakkaisluokituksen yksimielisyysprosentti: 81.0 (10.2015)

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FCG
The appearance of a RAFAELA® report, days related to the optimum

![Graph showing days related to the optimum](image-url)
The appearance of a RAFAELA® report, days related to the optimum, 2 units

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The History of the RAFAELA® System

• The RAFAELA ® System was created at Vasa Central Hospital in Finland 1995-2000

• National testing and standardization of the system in Finland 2000-2002, multi-centered study

• Systematic benchmarking by RAFAELA ® System 2002-

• Owner: Association of Finnish Local and Regional Authorities

• Administrator: FCG Finnish Consulting Group Oy

• The original purpose is for the system to function as a public good product (non-profit)
RAFAELA® in Finland

• 90% of hospital districts are using RAFAELA®
  19 / 21 hospital districts

• 10 primary healthcare organisations
  Heinola, Järvenpää, Kouvola, Kuopio,
  Pietarsaari, Raahe, Rauma, Tampere ja
  Turku

• Helsinki City, Bureau of Social Services
  Classification of housing service for people
  with disabilities

Over 900 units in Finland
Published RAFAELA® article

• International Journey of Nursing Studies
• An article by Jaana Junntilla, Lisbeth Fagerström, Aija Koivu, Kaisa Haatainen and Pirkko Nykänen

“Hospital mortality and optimality of nursing workload: A study on the predictive validity of the RAFAELA Nursing Intensity and Staffing system”

http://dx.doi.org/doi:10.1016/j.ijnurstu.2016.03.008
References

PhD thesis:
Fagerström L. 1999. The patients’ caring needs: To understand and measure the Unmeasurable. Åbo Akademi University.

Articles:

Testing of the RAFAELA system in primary healthcare:
Contact:

RN, RAFAELA Advisor
Sanna Kautto
Tel. +358 44 704 6201
E-mail: sanna.kautto@fcg.fi