

# RAFAELA® Nursing Intensity and Staffing System

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# 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

Class I	6-8 points	minimal need for care
Class II	9-12 points	average need for care
Class III	13-15 points	high need for care
Class IV	16-20 points	demanding need for care
Class V	21-24 points	maximum need for care

## PAONCIL method, an important part of the RAFAELA® system

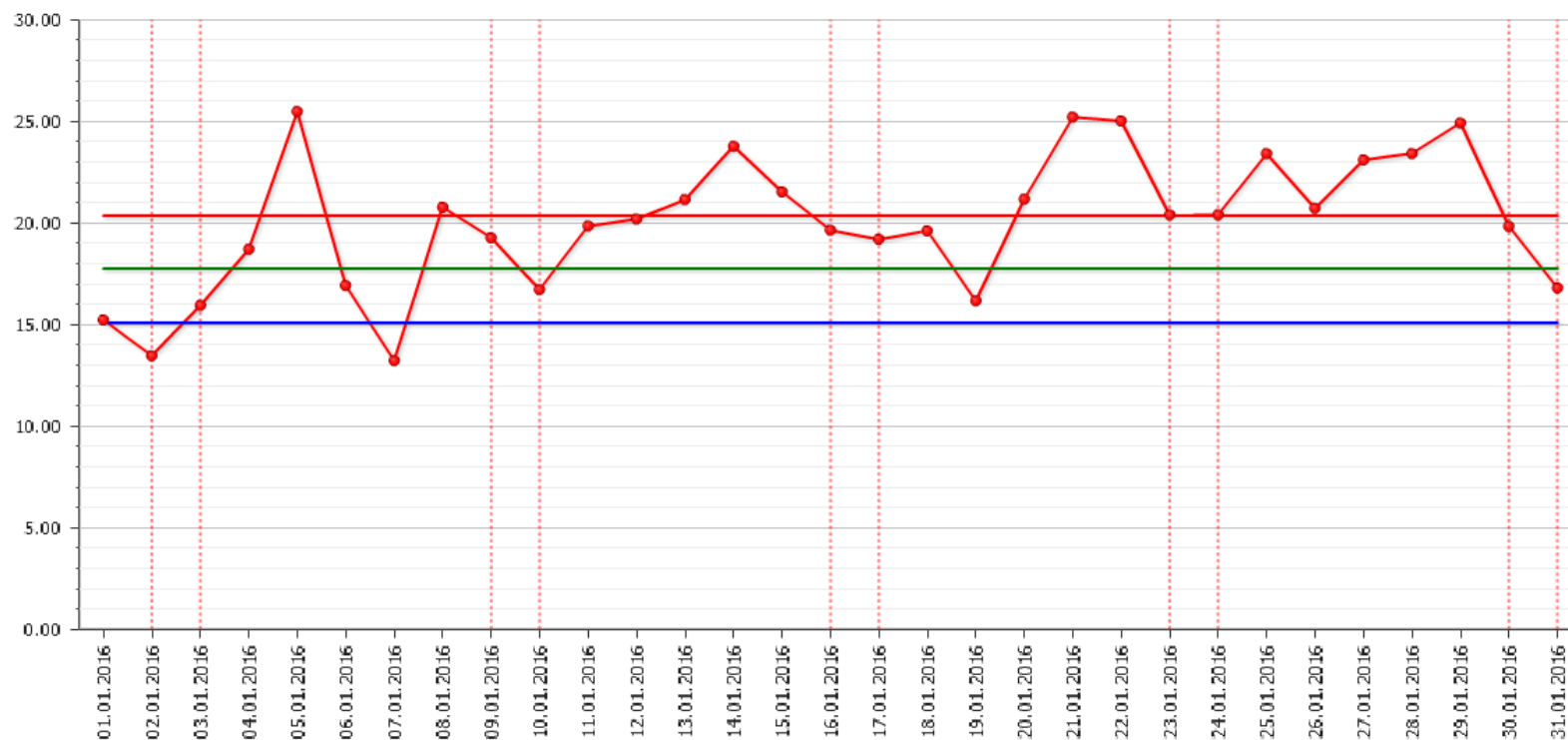
- Professional Assessment of Optimal Nursing Care Intensity Level (PAONCIL) is the professional assessment of the sufficiency of nursing resources.
- The method estimates how much care the patient would have needed in order to be well cared during the past 24-hour period.
- The purpose of nursing intensity 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

1.1.2016 - 31.1.2016

Rinnakkaisluokituksen yksimielisyysprosentti : 81,0 (10.2015)

	Päivä 1	Päivä 2	Päivä 3	Päivä 4	Päivä 5	Päivä 6	Päivä 7	Päivä 8	Päivä 9	Päivä 10	Päivä 11	Päivä 12	Päivä 13	Päivä 14	Päivä 15	Päivä 16	Päivä 17	Päivä 18	Päivä 19	P
	15,23	13,47	15,94	18,7	25,48	16,92	13,23	20,78	19,28	16,72	19,85	20,2	21,15	23,78	21,54	19,65	19,2	19,61	16,17	2

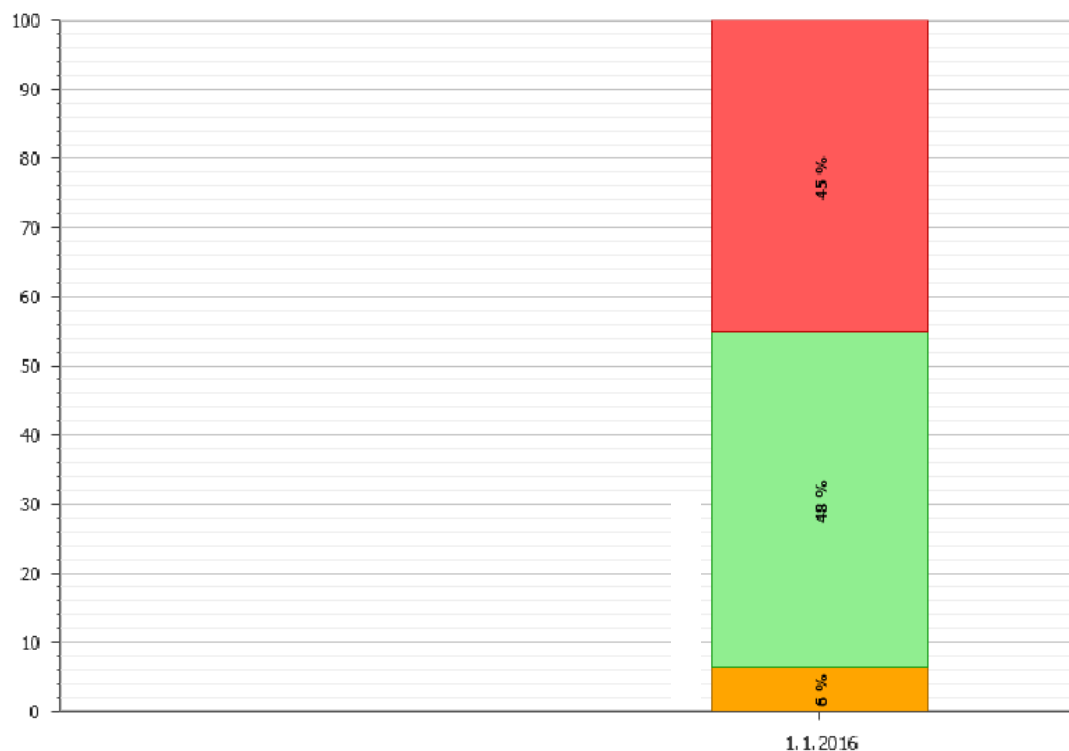


# The appearance of a RAFAELA® report, days related to the optimum

1.1.2016 - 31.1.2016

Rinnakkaisluokituksen yksimielisyysprosentti : 81.0 (10.2015)

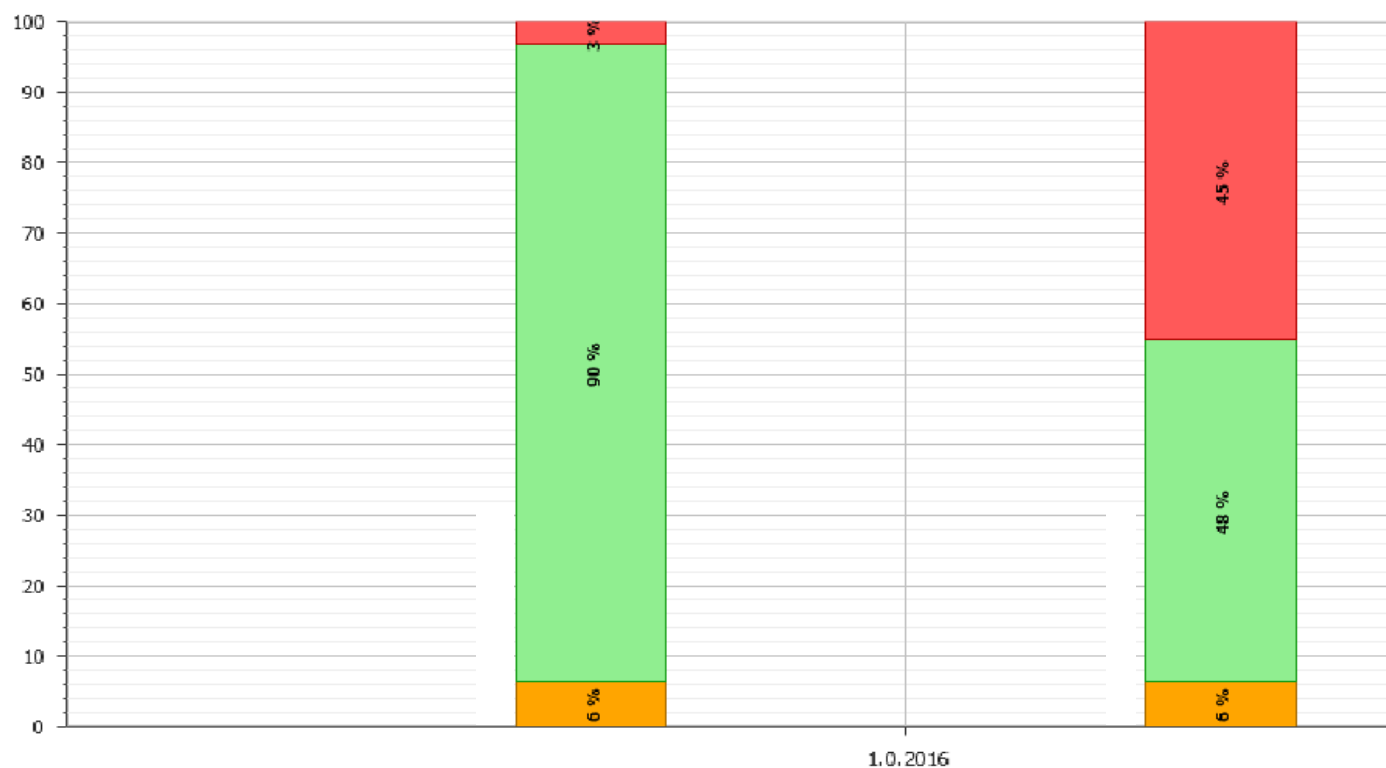
Tammikuu			
	Alle optimin	Optimi	Yli optimin
	2	15	14



# The appearance of a RAFAELA® report, days related to the optimum, 2 units

1.1.2016 - 31.1.2016

2016			
	Alle optimin	Optimi	Yli optimin
	2	28	1
	2	15	14



# 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, Raahе, 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 Junttila, 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> .

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## Articles:

Fagerström L. & Rauhala A. 2007. Benchmarking in nursing care by the RAFAELA patient classification system. *Journal of Nursing Management*, **15**, 683-692

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Frilund, M. & Fagerström, L. 2009. Managing the optimal workload by the PAONCIL method – a challenge for nursing leadership in care of older people. *Journal of Nursing Management*, **17**, 426-434.

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