

# Appendix A:

## Assessing staffing needs

The following is a list of questions that will help serve as a reminder of the points you should address in the review of your staffing needs. For someone who does not have an established practice, this should be part of your start up plan. Those joining an established practice can use this to assist in the staffing demands that your added presence will entail. You should also include additional questions if your office or clinic has specific requirements.

### Internal

1. Will there be a change in the number of physicians or number of hours the physicians are working in the office?
2. Do you expect the permanent or temporary departure of one or more of your employees?
3. Are any of the physicians planning to change their activities in the office in a way that may impact the staffing needs (e.g., introduction of new in-office procedures, shifting the profile of the practice, etc.)?
4. Is the volume of patients seen by one or more of the physicians expected to change significantly in the future?
5. Are there tasks or processes that you could delegate to an employee?
6. Are there problems in your office policies that are hindering the proper function of your office (e.g., holidays, sick leave, internal communications, etc.)?
7. Are things falling between the cracks because tasks or responsibilities are not properly assigned?
8. Are there deficiencies in the actual layout or amount of floor space that is hindering employees from accomplishing their work?

### External

1. Have there been changes in the labour laws or rules that may impact the way you manage your employees?
2. Do you expect changes in revenues or methods of payment for your services that may affect the budget for your staff?
3. Is there new technology to be incorporated into your practice that will have to be mastered by your staff?
4. Are there new work trends that may be a benefit or a threat to the way your office functions? (e.g., job sharing)
5. Is the community or area where you work changing in a way that may impact your ability to find proficient employees (e.g., changes in unemployment, economic changes, and increase competition for employees)?