

# AAOA

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## PRACTICE RESOURCE TOOL KIT

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### Staffing Considerations



Materials presented in this tool kit are intended as resource only and should not be construed as guidance

## Staffing Considerations

Staff engagement and satisfaction is directly tied to physician and patient experience in our clinics. One of the most effective ways to ensure staff engagement is to balance the workload among your staff. By carefully evaluating the effort put forth by your team, by aligning roles and responsibilities, and by creating standard operating procedures according to those roles, you can optimize your clinic's efficiency while simultaneously improving staff and physician experiences.

As with the addition or expansion of any new line of service, consideration of staffing resources is key. As with many medical services, time is a key determining factor. Many consider the staff time required for mixing, testing, treating (shots), and board preparation.

Step 1: Consider the following:

Number of calls, emails, clinic time, EMR time, etc

Step 2: Consider how time calculated above compares to the volume of patients/week

Step 3: Use the above data to determine overall "staffing to workload" needs

Step 4: Considering your staffing to workload needs and your projected patient volume specifically for allergy (next 12 mo) and the projected time required for mixing, testing, treating, and board preparation will help determine what your specific staffing resource needs are to support allergy management. Keep in mind, adding any new service has an impact on clinical, ancillary, front office, and business operations staff.

Step 5: What are your state requirements re level of training necessary. There are many resources to help determine what your state requirements are. Several to consider are your state medical society, Medical Group Management Association (MGMA at <https://www.mgma.com/resources>), state nursing board, etc. The American Academy of Nurse Practitioner offers some resources on its website at [www.aanp.org](http://www.aanp.org) to help determine the level of training needed for various levels of patient care.

The American Academy of Physician Assistants ([www.aapa.org](http://www.aapa.org)) and the Society for PAs in Otolaryngology (SPA0 at <https://entpa.org/page-1842456>) are additional resources to consider.

Step 6: Job descriptions help not only in the hiring process, but also in outlining expectations and roles of authority. Again, there are several resources. ASCENT: Administrator Support Community for ENT (formerly Association of Otolaryngology Administrators) offers several tools specific to otolaryngology available on its website at <https://www.askascent.org/>

Step 7: Define staff role within your Standard Operating Procedures (SOP). Who will be responsible for what. Within this specific to allergy, who is responsible for all the sterile compounding (USP General Chapter <797> and FDA guidance) compliance training, documentation, and related requirements.

*The following pages outline supervision requirements and "incident to" requirements that pertain to allergy testing and treatment.*