

Redefining Personnel Needs and Roles

Health systems and care delivery networks should consider the following opportunities to redefine personnel needs and roles:

- Assign new roles to senior management officers. For example, the CFO may take on strategy for the organization, or the Chief Medical Officer may take on quality.
- Look at the possibility of removing management layers within the organization.
- Have care teams flex roles and responsibilities to meet changing daily, weekly, or seasonal needs.
- Use technology and information to track and modify workflow patterns.
- Ensure that work priorities and tasks are consistent for similar positions across the organization.