

## Methodological Development: PrActitioner Workload System (PAWS)

Véronique Landry, doctoral student and Prof. Kelley Kilpatrick, (U de Montréal) asked for assistance from the Methodological Developments platform to identify the technology infrastructure required to support the development of interactive primary healthcare nurse practitioner (NP) workload measurement system. Prof. Benjamin Fung and doctoral student Malik Altakrori (McGill University) proposed the novel PrActitioner Workload System (PAWS) software to help managers and NPs monitor NP workload and activities. They, provided the necessary documentation to 1) help Prof. Kilpatrick estimate the required resources, in terms of time and financial cost, for developing the proposed system.; 2) use in a grant proposal; 3) be used by a software developer as a blueprint in the software system implementation stage

PAWS will be useful to:

1. Decision makers and managers:
  - a. PAWS will enable decision makers track the workload of NPs, providing detailed, organized, real-time information for the various task categories, e.g., “Education activities”, or specific tasks, e.g. “Physical treatment”.
  - b. This information can be very helpful for decisions related to allocating resources and evaluating the performance of departments.
2. Researchers:
  - a. If this system is applied on a large scale, i.e., is adopted by many health service providers such as hospitals and clinics, it will become an important source for health-related data. This data is of a huge importance to health-related researchers.
3. Clinicians:
  - a. Because PAWS will help decision makers make informed resource allocation decisions, these decisions will help balance the workload across departments. This in return, can achieve a higher efficiency, and provide a better working environment for NPs.

PAWS is designed to be integrated with the health institutions internal systems, e.g. employees’ records, without requiring any major changes or causing the current systems to stop. Subsequent work with stakeholders will examine what type of information should be generated by such a system.