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Caseload management methods for use within district nursing teams: A literature review

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In the United Kingdom, district nurses are experienced registered nurses who have completed a specialist practitioner qualification in community nursing. The role of the district nurse and community nursing teams has expanded and evolved to deliver appropriate skilled nursing care to people in the community. The district nursing caseloads are increasing in size, becoming more diverse and complex which requires increased competencies and organisation to ensure the patient receives the right care at the right time by the right person. Consistent, effective and efficient caseload management by district nursing teams is invaluable to supporting the national and local agendas to achieve the best possible outcomes for patients requiring nursing care in their own home, whilst optimising the use of resources. This literature review explored the evidence related to caseload management with the aim of identifying the most effective method of caseload management for district nursing teams. A systematic framework was used, including an electronic search strategy followed by critical appraisal using appropriate CASP (Critical Appraisal Skills Programme) tools. The findings from this review are that there are different styles and methods of caseload management but no single validated tool or method. The literature review identified themes for implementing effective caseload management, specifically caseload analysis; workload measurement; work allocation; service and practice development; and workforce planning. This review also identified some areas for further research.

Biography

Carole Roberson is a Registered General Nurse and qualified as a District Nurse in 1988. She worked as a District Nurse Team Leader until 2012 and acted as a Professional Lead for District nursing in Worcestershire since 2010. She completed her MSc in 2014. She published her first article in the British Journal of Community Nursing in 2016 and has acted as a reviewer for the journal. Her current role involves improving quality of nursing care as well as providing professional support to nurses across Worcestershire. She has been a Queen's Nurse since 2012; and has been involved with national projects with the Queen's Nursing Institute and several regional projects with other healthcare organisations.

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