We just need to have the right amount of staff to provide quality of care.

We are already working efficiently - we can’t do anymore.

We have to use the roles we have, it’s too difficult and too time consuming to do anything else.

Without knowing about the nature of demand, there is no such thing as a safe level. Understand the variation in demand and set your levels accordingly.

Never assume there is no duplication in teams. We can reduce wasted effort in care delivery. We can improve the experience of receiving and giving care.

Avoid defaulting to working with existing roles and job titles. Start creatively from what the patient needs in terms of skills and competencies focused on making best use of the whole team.