

HR Planning for an Influenza Pandemic – A new report for the Electronic Staff Record

Introduction

Following consultation with the HR/ Recruitment and Management Reporting Special Interest Groups (SIGs) the NHS Development Team has developed a specification for a new report, the 'Emergency Planning Report', that will support NHS organisations with their Emergency Planning procedures for an Influenza Pandemic. The same report can also be used during other major incidents.

Background

For a number of years the Department of Health has been developing plans to ensure that the NHS could cope with an influenza pandemic affecting the United Kingdom. As a result, all NHS Trusts must maintain contingency plans detailing how they will respond to an influenza pandemic whilst continuing to deliver services to the public.

NHS Employers in conjunction with the Department of Health have produced a document which provides an overall framework for organisations to build on/work within and details the Human Resource (HR) issues that may arise because of the pandemic. [Click here for further information.](#)

Influenza Pandemic and ESR Capability

The 'Emergency Planning Report' has been designed to be as flexible as possible whilst providing all the key workforce data items that an organisation is likely to need in a pandemic or other major incident.

For example:

A neighbouring Trust has been affected by an influenza pandemic and has a shortage of nursing staff with respiratory competencies.

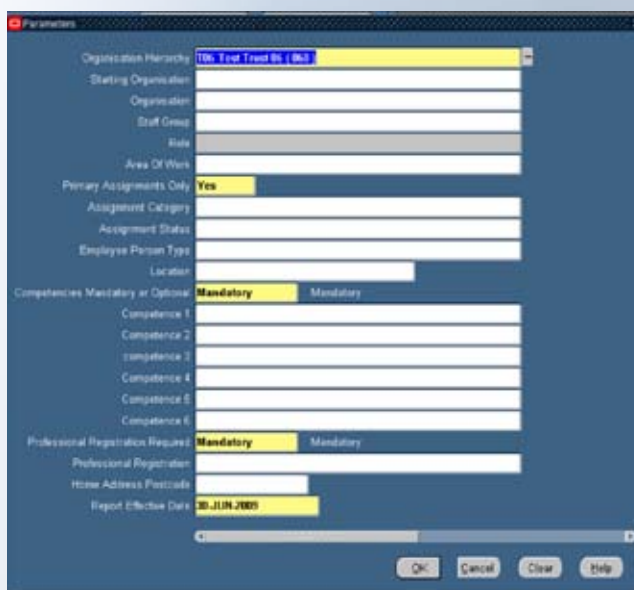
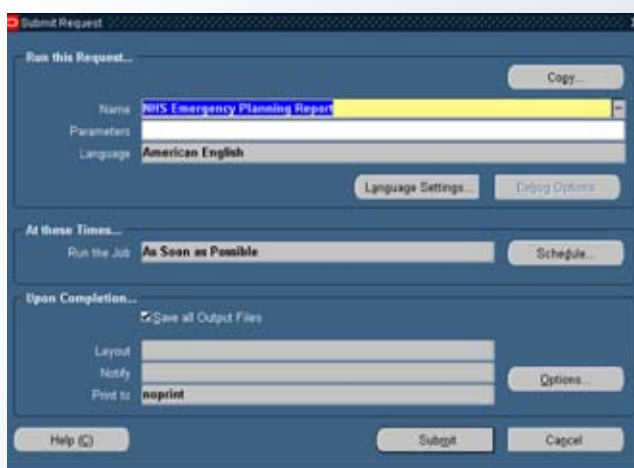
The Emergency Planning Report could be run at other organisations to identify nurses with specific respiratory competencies that live within a specific post code area near to the neighbouring hospital.

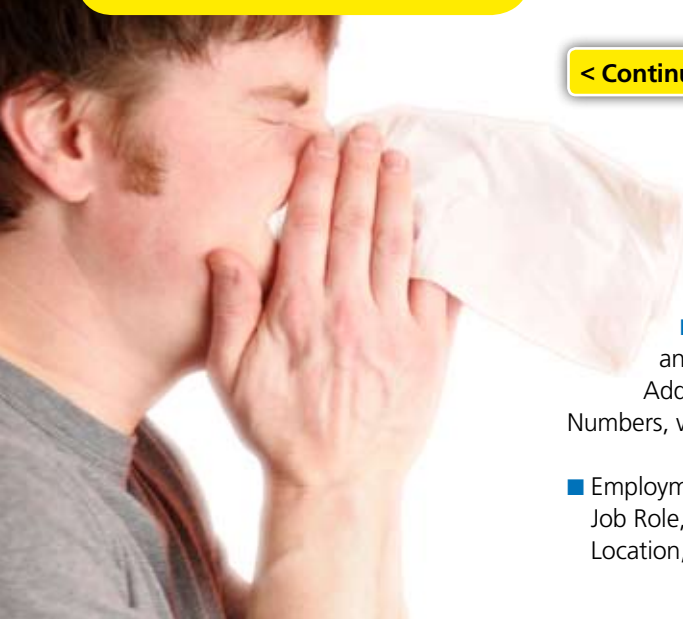
Report Format and availability

The report has been developed in BI Publisher format. It will be available in the HR User Responsibility Profiles.

The report will have a number of parameters including the capability to select records using Competencies, Staff Group, Professional Registration and Postcode Area. Users will also be able to select whether a competency and or Professional Registration is mandatory or optional, and search only for staff with those attributes.

Continued on page 2 >





< Continued from page 1

The report can be exported to Excel for sorting and dividing according to local requirements.

The data items include:

- Personal data i.e. Last Name and First Name, Gender, Home Address, Contact Telephone Numbers, whether they have dependants
- Employment details i.e. Staff Group, Job Role, Supervisor, Contracted Hours, Location, Grade, CRB check details

- Professional Registration membership and current Competencies are given only where requested.

Release Date

In light of the recent "swine flu" pandemic, the release of the 'Emergency Planning Report' has been targeted for Release 5.6.3, which is due on 29 August 2009. Further details will follow in the Release Notice and Reporting Guide.

If you have any queries please email maria.scott2@nhs.net

RESOLUTION OF ELEARNING TIME-OUT ISSUE

A number of NHS organisations accessing elearning courses through the NLMS have experienced difficulties with being 'timed out', when trying to complete elearning courses through the NLMS.

The NHS ESR Development Team has worked with McKesson to understand the issue and to develop and implement a solution which enables learners to complete their elearning courses with no further delays to progress. We are pleased to advise that following some changes made to the server and firewall, there have been no further reports of the time-out issue.

For more information on how to implement the NLMS, contact your regional ESR Account Manager. Contact details are available at www.esrsolution.co.uk/contact



DATE FOR YOUR DIARIES

ESR will be exhibiting at the NHS Employers Conference at the ICC Birmingham 3 – 5 November, stands 50 & 67

ESR Self Service Empowering Managers

By Mike Winstanley, Senior Data Analyst – ESR Development at St Helens & Knowsley Teaching Hospitals NHS Trust

St Helens and Knowsley Teaching Hospitals NHS Trust provides a full range of acute in-patient, out-patient, day case and emergency services to the local communities of St Helens, Knowsley, parts of Halton and Liverpool, extending to the whole of Cheshire, Merseyside, North Wales and the Isle of Man with the Regional Plastic Surgery and Burns Unit.

The Trust has gained teaching hospital status and has a dedicated workforce of more than 4,500 highly-skilled staff across 2 main sites at St Helens and Whiston. £338million has been invested into redeveloping these hospitals, which represents the biggest single investment in healthcare in the local community since the NHS was founded 60 years ago. The new St Helens Hospital was opened in October 2008 and Whiston is on course to be completed by 2010.

The Trust is the only acute Trust across Cheshire and Merseyside to get the highest possible scores – 'DOUBLE EXCELLENT' – in the Healthcare Commission's Annual Healthcheck. In addition, the Trust was the only one in the

North West, and one of only five in the whole country, to get top marks in the 2008 Hygiene Code. Recently the Trust achieved maximum scores of 'EXCELLENT' for Privacy and Dignity, Environment and Food in the Patient Environment Action Team (PEAT) assessments for both Whiston and St Helens hospitals. This was the fourth year running that both hospitals gained top marks.

St Helens & Knowsley Teaching Hospitals NHS Trust went live on ESR in April 2007 as part of Wave 7. The trust's vision to maximise benefits from all areas of functionality meant that they implemented the Oracle Learning Management (OLM) at go live and from the outset had a vision to implement Self Service once the core Payroll and Human Resources functionality had been embedded. The Trust quickly set about this task and was the first acute Trust in the North West to achieve Readiness Assessment 5 (RA5) in February 2008. Director of HR, Anne-Marie Stretch remembers

Continued on page 3 >

In this issue: ● HR Planning for an influenza pandemic ● E-Learning issue resolved ● ESR self service empowering managers ● E-Audiology site visit ● Communication and beyond ● NLMS courses

< Continued from page 2

“we were keen to work towards RA5 quickly, in order to build impetus to implement Manager Self Service”.

Having already implemented OLM, the Trust realised that many of the benefits associated with this functionality in particular would be realised through self service. With this in mind, a full roll out schedule of 4 waves was developed, with the first wave acting as an advanced pilot. Each wave involved some 150 users covering approximately 1000 staff, utilising a mix of all the Manager Self Service (MSS) URPs. The roll out commenced in August 2008, with waves going live every 3 months. The final wave is due to be implemented by this October.

The project team has undertaken a ‘lean thinking’ review of many processes and further improvements/process changes are planned once roll out has been completed.

One of the pleasing aspects of this project was the way that the Directorates have embraced MSS. David Anwyl, Assistant Director of Clinical Services was quick to grasp not only the benefits of devolving absence and payroll changes to managers,

but also of the management information offered by ESR. David comments “Managers and Administrators use a whole variety of different methods throughout the directorate to monitor and analyse issues like professional registrations and mandatory training – from books and files to spreadsheets. In fact being able to use a standard staff in post report is helpful alone.” The ability to view training history as well as record appraisals on the system and to directly enrol staff onto appropriate training courses selected from the inbuilt course prospectus has proven to be a favourite amongst managers.

Managers have also been using MSS to record sickness absence. Real time entry is closer to the source and means that managers can instantly view the information they have entered on the system as well as report on it. This benefits the whole organisation, from managers up to the Trust Board. One of the key challenges in managing and reducing absence is having an effective method of ensuring that return to work interviews are conducted. With real time absence recording, the Workforce and Informatics Department have developed a system whereby managers are informed on a weekly basis all of staff returning to work within that period.

They are then requested to complete an electronic return to work proforma. The information required to drive this new way of working is all obtained from ESR and MSS functionality.

Self Service offers the Trust a valuable tool in not only managing absence, but with other issues, such as supporting emergency planning for pandemic flu. Real time absence data entry means that a daily update on the whole Trust by mid morning could be produced centrally. Having these suite of tools available is a key part of the Trust’s vision of empowering managers. Many managers are feeling the benefit of this as MSS is rolled out across the organisation.

3400 members of staff are currently covered by MSS and managers have already started to see the benefits. Preparation and on going support for managers has been crucial to the success of this project. The Trust is committed to using Self Service and developing it further in the future. Whilst acknowledging that it has not always been easy, they have taken a ‘Lets make it work’ attitude and applied it to the project. Self Service is helping to streamline processes and make them more efficient which in turn benefits staff, managers and patients alike.



In this issue: ● HR Planning for an influenza pandemic ● E-Learning issue resolved ● ESR self service empowering managers ● E-Audiology site visit ● Communication and beyond ● NLMS courses

TOP HEALTHCARE SCIENTIST VISITS E-AUDIOLOGY PILOT SITE

The Department of Health's (DH) Chief Scientific Officer, Professor Sue Hill, recently visited staff taking part in an audiology e-learning (e-Audiology) pilot at Birmingham's Heartlands Hospital as part of her work leading the national audiology programme. Professor Hill spent the morning talking with staff and seeing how they are using the e-learning, which is available to NHS staff through the National Learning Management System (NLMS).

e-Audiology gives assistant audiologists the knowledge to provide essential care for their patients. It is delivered in partnership by the DH and e-Learning for Healthcare (e-LfH) to support the national audiology programme. This programme aims to provide patients with better care, improved access and reduced waiting times.

Heartlands Hospital is one of only two hospitals involved in the initial pilot for the project, which will help improve services for people with hearing difficulties across the country. Since March, assistant audiologists in the department have been using the online sessions to help develop their knowledge. Feedback about the e-learning from staff in Heartlands will play a crucial part in preparing e-Audiology to be launched nationally later this year.

Across the UK considerable numbers of adults and children live with hearing problems, many of whom need hearing aids. Assistant audiologists care for people with hearing problems. They support people in the rehabilitation and management of their problem; this can include offering advice, helping test patients' hearing and maintaining their hearing aids.

e-LfH provides a diverse range of elearning courses which are available to NHS staff through the NLMS. e-LfH is also providing the newly available Safeguarding Children course, which we featured in ESR News June edition.

For more information please visit www.e-lfh.org.uk/projects/audiology

e-Audiology currently features trial content for use by assistant audiologists, audiologists, practice nurses and GPs.

e-LfH is a Department of Health programme working in partnership with the NHS and professional bodies to provide high quality elearning content for the training of the healthcare workforce across the UK.



L-R Professor Sue Hill, Gary Norman (Audiology Service Manager) and Debbie Guy (Audiology Assistant) viewing e-Audiology accessed through the NLMS at Heartlands Hospital.

In this issue: ● HR Planning for an influenza pandemic ● E-Learning issue resolved ● ESR self service empowering managers ● E-Audiology site visit ● Communication and beyond ● NLMS courses

COMMUNICATION AND BEYOND

What began as an ambitious national project to develop a single workforce and learning management system across the NHS has, over the last year and half become a reality for many NHS HR and Payroll teams, bringing a whole raft of new challenges, new ways of working and more importantly, new opportunities for many HR and Payroll staff.

As the ESR product finely tunes some of its functionality, becomes embedded into NHS Trusts, and evolves into a solution that is continuously developed to ensure it meets the needs of its users, it is essential that the NHS Central Team repositions the project with key stakeholders and not only raises the profile of the project but also demonstrates the benefits to its key audiences.

In order to help us achieve some of those goals the NHS Central Team has recently appointed a new Head of Strategic Communications. Clare Craddock joined the NHS Central Team at the beginning of July, having spent over 11 years in the NHS. Clare has worked within a range of NHS organisations as a senior Communications professional and brings a huge amount of knowledge and experience to the team.

Clare Craddock



Speaking about her appointment Clare said: "I am delighted to be joining the project at such an exciting time. As a previous Head of Communications in an acute Trust I have been involved in the development of ESR material locally to raise awareness amongst staff about the system and how it will affect them. Now joining the national NHS team gives me the opportunity to hopefully develop key material that can be used on many platforms to not only promote ESR but to also help reposition it with some key stakeholder groups".

In April 2009 a strategic communications review was undertaken with a view to identifying what communications tools are currently used by the NHS Central Team, McKesson and ESR users within

the NHS. Clare's role will focus initially on identifying where improvements need to be made and implementing new communications tools as part of a new Communications Strategy for 2009/10.

"There are a number of key areas I will be focusing on which include the ESR Website, ESR News and a new Executive Briefing that will be launched this summer. I will also be leading on the establishment of a new Communications Partnership and the development of ESR material for the forthcoming NHS Employers conference in November and developing a whole new range of marketing material for the project.

I am keen to hear from key groups or individuals to get a feel for what matters to ESR users in terms of communication. I am also keen to develop links with Account Manager Leads and Account Managers so that we can maximise on the opportunities to raise the profile of exemplar sites."

If you have got an idea or suggestion that you would like to talk to Clare about, specifically relating to communications and marketing, please contact her on 01926 478823 or at clare.craddock1@nhs.net.

Latest course additions to the NLMS

During July, we've added seven more e-learning courses to the National Learning Management System (NLMS). Four of these come direct from ESR and three are new releases from e-Learning for Healthcare.

From ESR

- Using e-Learning in OLM
- Employee Self Service
- Administrator Self Service
- Manager Self Service.

From e-Learning for Healthcare

- Venous Thromboembolism (VTE)
- Safe Guarding Children
- e-Audiology: General Skills.

Read more about the e-Audiology product in this month's edition of ESR News.

Don't forget – access to all courses through the National LMS is free of charge to NHS organisations!

Start accessing elearning using the NLMS

If your organisation has not yet implemented the NLMS, your Training and Development Lead should contact your local ESR Account Manager - the team covers all SHA areas in England - to discuss taking the first steps towards implementation and roll-out. Find contact details for your local Account Manager at www.esrsolution.co.uk/contact

In this issue: ● HR Planning for an influenza pandemic ● E-Learning issue resolved ● ESR self service empowering managers ● E-Audiology site visit ● Communication and beyond ● NLMS courses