

## OLM Executive Briefing – Introducing the NLMS Project

The ten Oracle Learning Management (OLM) Executive Briefing events scheduled for May and June are now complete. Hosted jointly by Oracle and the NHS ESR Central team, these events aimed to provide NHS HR and Workforce Directors with an insight into the strategic and operational benefits of OLM and the National Learning Management System (National LMS).

Taking place in each of the ten SHA regions, the events:

- positioned OLM in the wider ESR strategic context
- demonstrated how OLM can be used to its full potential
- offered advice on planning for OLM implementation in order to realise the full benefits
- provided an overview of OLM and the National Learning Management system (National LMS) project and the new elearning functionality to be available in Autumn 2008.

The agenda included presentations from the ESR team and real-life case studies delivered by guest NHS Trust speakers from each region. The ESR team used these occasions as an opportunity to communicate the exciting opportunities OLM and National LMS offer, to dispel myths about the system and to give delegates the chance to have their questions answered. All of these questions and corresponding answers will be updated in the National LMS FAQ section of the ESR website <http://www.esrsolution.co.uk/projects/nlms/>

Ten follow-up events, for operational workforce and training managers, are now underway - details are available on the website. It is important that individuals responsible for day to day administration of learning and development attend these events as they focus on the functional aspects of the system and provide information on how to

implement the solution at a local level. To confirm your place please contact your local Account Manager Lead. Contact details can be found at <http://www.esrsolution.co.uk/contact/regions/>

We would like to thank each of our guest speakers at the events for sharing their OLM success stories, and our thanks also to Mike Farrar, Chief Executive NHS North West, for his invaluable contribution. Case studies and presentations from the events are available on the website [www.esrsolution.co.uk/projects/nlms](http://www.esrsolution.co.uk/projects/nlms)



Speakers and delegates at the West Midlands OLM Executive Event held in Solihull.

SHA	Guest Speakers
North West	Liz Kinvig, Clatterbridge Centre for Oncology NHS Foundation Trust & Mike Farrell, Skills for Health
London	Jo Stones & Sean Hayes, Newham University Hospital NHS Trust
West Midlands	Chris Heward, Heart of Birmingham Teaching PCT
South West	Alison Smith, Plymouth Teaching PCT
South Central	Val Cullen, Oxford Radcliffe Hospitals NHS Trust
East Midlands	Graham Heeley, Derbyshire County PCT, Lisa Geraghty, Sherwood Forest Hospitals and Chris Heward, Heart of Birmingham PCT
South East Coast	Claire Quinn, Frimley Park Hospital NHS Foundation Trust
North East	–
East of England	Jenny Williams, Hinchingsbrooke Health Care NHS Trust
Yorkshire & Humberside	Jane Cawthorne, North Lincolnshire & Goole Hospitals NHS Foundation Trust & Jonathan Brown, Senior Programme Manager, Yorkshire & Humber SHA

## National Learning Management System (National LMS) pilot update

The University Hospital of North Durham has recently joined the National LMS pilot, completing representation across all 10 SHAs and bringing the total to 19 Trusts.

The first meeting of the selected pilot sites to mark the launch of the National LMS was held on Monday 21st April in Warwick. The objectives of the day were to:

- initiate the pilot phase
- explain the objectives of the project
- provide a solution overview
- outline the implementation approach, together with an outline plan
- set the baseline for moving forward and next steps
- clarify any queries

The session, attended by Project Leads and their teams from the NHS pilot sites, included a day of presentations led by the ESR Central team, followed by a comprehensive question and answer session.

Moving forward, pilot sites are working towards completing prerequisite tasks to ensure they are ready to start the pilot this month. Some of the key activities at this stage include identifying elearning content to be tested, testing local content against SCORM 1.2 standards (the industry standard for interoperability between elearning applications), creating local project and test plans, the reviewing of existing processes and identification of user groups and their training requirements. To help achieve these tasks, five National LMS Account Managers have been assigned to pilot sites to support, advise and guide sites through the pilot stage.

The Account Managers will coordinate regular local meetings and three more centralised sessions will be held with all the pilots each month to track progress. For further information, a comprehensive list of FAQs, updated from the pilot launch event and regular updates about the National LMS project visit: <http://www.esrsolution.co.uk/projects/nlms/>

## ESR Project achieves SAS 70 Audit

The ESR project is delighted to announce that it has recently completed a Statement on Auditing Standards No.70 (SAS 70) type 2 Audit for the financial year 2007/08 without any exceptions being noted. This represents a significant achievement and provides further assurance of the internal controls adopted by ESR.

### What is SAS 70?


The audit carried out by Ernst & Young assesses the internal controls of a service organisation, it provides an opinion on the fairness of the controls presented by ESR and if these have been suitably designed to achieve the specified control objectives. In addition a type 2 audit also incorporates an opinion on whether the specific controls were operating effectively during the period under review.

### How should we use it?

SAS 70 reports are primarily used as auditor-to-auditor communication and should be provided to organisations' external auditors when conducting their audit of the financial statements. It allows organisations' auditors to assess the internal control risk and provides assurance of the controls in place on ESR.

### How can we get a copy?

The SAS 70 document has been distributed to the Statement of Internal Control leads at each SHA to be disseminated to individual organisations. In addition the full report can also be found on Kbase under Useful Documents associated with the ESR Project > Audit Toolkit > SAS 70.



## May RA5 Results

At the RA5 Board meeting on Tuesday 20th May the following organisations achieved RA5 status with some recovery actions. Many Congratulations to them all.

- Bromley Hospitals NHS Trust
- Devon Partnership NHS Trust
- Greenwich Teaching PCT
- Kent & Medway NHS & Social Care Partnership NHS Trust
- Lincolnshire PCT
- Princess Alexandra Hospital NHS Trust
- Queen Elizabeth NHS Trust
- South Tees Hospitals NHS Trust
- West Kent PCT
- 2gether Partnership NHS Foundation Trust

The next RA5 meeting is to be held on Tuesday 17th June.

## ESR Finance Overview Sessions

Starting in June 2008 for three months, the ESR Interface Team will be delivering Finance workshops for all SHAs in England and Wales. The sessions will provide an overview of all the processes and functions accessed by finance within ESR, including the NHS interface hub. All finance staff who are involved with financial code mapping, reporting, reconciliation and the technical functions of retrieving the General Ledger file should attend. The session will cover lessons learnt, give best practice advice and will provide an opportunity to ask questions. Dates are currently being agreed with the NHS Central team through the Lead Account Managers, who will manage the attendance list and book venues. Where possible the sessions will be arranged in conjunction with the local Finance Special Interest Groups (SIGs). The sessions will cover:-

- The Oracle Model
- Costing Hierarchy / Payroll Cycle
- Costing Methods
- The Finance Function
  - Interface File Flow process Overview
  - Amending Mapping Tables
  - NHS HUB demo
  - Reconciliation Process
  - GL Overview and Best Practice
- Mapping Exceptions and Errors
- SR Logging Details Required and Priority Level Selection
- Common Issues
- Future / Ongoing Interface Developments
- ESR Functionality
  - Mass Code Update
  - Entering and Maintaining Costings in ESR
- ESR Financial Reports
- Kbase

Anyone interested in attending a session should contact their regional ESR Account Manager. Contact details for all the Account Managers are provided on the ESR website

[www.esrsolution.co.uk/contact/regions](http://www.esrsolution.co.uk/contact/regions)

## Ongoing Solution Development

The process for deciding future system developments gives Users a significant role in determining how the central development budget is used to enhance the ESR solution. At least 50% of changes to the system have been driven by Users through the Special Interest Groups, utilising 37% of the development budget. Through the National User Group, and consultation with Regional User Groups, potential system changes are prioritised and this (together with central team determined areas of development) forms the basis of the development schedule. The ESR Solution Development Schedule for May to November 2008 will be published in June. Some of the initial developments include:

- Data Warehouse Dashboard Reports
- National Learning Management System (National LMS)
- Deanery Interface (e-recruitment)
- GMC Interface
- Payroll Reports to Excel
- Change Order of General Ledger Files
- Organisation Costing Form
- Increase Display Results on OLM Searches
- Alternative Payslip Return Address

System developments will continue to exploit synergies with other national initiatives and are key to ensuring that ESR stays fit for purpose. The overall aim is to ensure that ESR is justifiably regarded as the workforce management and information system for the NHS.

## Registration Partnership Project (RPP) Progress Update

In the December issue of ESR News we reported on progress with the NHS Employers Large Scale Workforce Change Programme (LSWC), 'Improving Productivity and Information Governance'. This Programme aims to take a selection of NHS organisations through a review of business processes between HR and Registration Authority functions. Lessons learnt from each of the 3 phases, comprising approximately 50 organisations, feed into each subsequent phase. Phase 2, which commenced in November 2007, is now complete and phase 3 is underway.

The activities completed by the LSWC Programme deliver immediate efficiencies and improved information governance and are a pre-requisite to going live with the forthcoming interface between ESR and the Care Records Service (CRS).

Phase 3 of the Programme is piloting a toolkit that will be updated later this year and available to the rest of the NHS to support process integration.

Technical discussions between suppliers, NHS and Connecting for Health are underway around the detail of the interface between ESR and User Identity Management (UIM) and about the details of joint testing plans for the interface. Preparatory work is still on schedule for completion in late 2008, when the interface will be piloted in a small number of organisations prior to being rolled out to the rest of the NHS in Spring 2009. Further information on the project will be shared when available.

Please visit <http://www.esrsolution.co.uk/projects/rpp/> for more details.

## Using ESR – The Complete Workforce Management System

Featuring Heatherwood and Wexham Park Hospitals NHS Foundation Trust and Northumbria Healthcare NHS Foundation Trust, a new ESR film has been produced. It focuses on the concept of ESR – how the system will work for an NHS Trust, how it works showing ‘best practice’ use of the system, and the benefits journey (implementing and using all the rich functionality available in ESR). It follows the employee lifecycle and shows a snapshot of the ‘model office’ use of ESR processes and reports. Footage from Northumbria Healthcare NHS Foundation Trust covers the benefits journey and will complete the story, and the full picture of the real potential of ESR.

Heatherwood and Wexham Park Hospitals NHS Foundation Trust employs 3,494 staff and serves a wide and diverse population of over 400,000. Although, as in the majority of NHS organisations, the Trust found the implementation of ESR challenging at times, the system has been met with huge optimism and positivity from HR, Payroll and Finance. Above all, the Trust Board has been engaged from the earliest stages and has offered its full support to the project since day one. Even during the earliest stages of implementation the Trust could see the benefits of the system and they have, and continue to be, committed to maximising upon the opportunities it offers. Angela Doak, Acting Director of HR confirms ‘[ESR] is a huge opportunity for us as an organisation, not just in terms of what it does for us from a payroll/HR perspective but also what it can do in terms of organisation-wide now and moving to the future.’

Northumbria Healthcare NHS Foundation Trust was the first Acute Trust to successfully introduce Manager Self Service (MSS) across the organisation. The Trust has approximately 6,500 employees and 650 Users of the Self Service functionality. Again, their success with ESR has largely been a result of



the enthusiasm, commitment and hard work of the staff at Northumbria, who have embraced it from the beginning.

Our thanks to the team at Heatherwood and Wexham Park and Northumbria Healthcare for participating in the film and for all their help and assistance during its making. The film is scheduled to be available this month. It will be under the ‘What’s New’ section of the ESR website [www.esrsolution.co.uk](http://www.esrsolution.co.uk) and will be shown at future conferences and events.



# Integrating Training Management with ESR Helps Countess of Chester Hospital Achieve NHSLA Level 3 Compliance

## Background

The Countess of Chester Hospital NHS Foundation Trust is a 570-bed, single site General Hospital situated on the outskirts of Chester. The Trust has over 3,000 employees and provides a variety of services to more than 400,000 patients.

The Trust is currently building on the benefits of ESR by using the Oracle Learning Management (OLM) component of the system. The Trust is now leveraging OLM to align training with local needs and NHS objectives.

## Before OLM

Prior to using OLM to record staff training and competencies, the Trust was managing courses and monitoring employee attendance on the legacy system, Powertec and on spreadsheets. Data on standards achieved was then added manually to each person's file in ESR.

## Implementing OLM

OLM enables HR professionals to alert managers if staff have not completed mandatory training and the system can automatically update competency profiles. As a result, record keeping has been streamlined and training managers can focus on ensuring that the content and quality of courses continues to meet organisational needs.

## Quality Training is Top of the Agenda

Quality training is a key priority for the Trust. The Education and Training team have used OLM to build an online catalogue of mandatory training courses. OLM can provide a single, web-based training record that gives managers instant online access to the competency levels for statutory and medical device training for staff of all disciplines and levels. During the 2008 NHS Litigation Authority (NHSLA) audit, which assesses the effectiveness of each

hospital's risk management standards and processes, the Countess of Chester was awarded Level 3, the highest level of compliance.

The streamlining of processes assisted the Trust in its preparations for the audit. "OLM helped us identify and rectify deficiencies in mandatory training prior to the audit," said Clare Hodgson, OLM and eKSF Administrator. "We are confident that OLM will help us maintain Level 3 compliance in subsequent audits."

The Trust has set up a small team of training administrators, through which courses are booked by telephone or email. However, plans are in place to take advantage of OLM's Self-Service functionality to enable staff to book their own training courses online with training team approval.

## Integrating Learning and Performance Management

In addition to managing both training and staff learning records, OLM allows managers to interrogate up-to-date records and, with Manager Self Service, generate standard reports. Such reports enable the Trust to

measure the effectiveness of training and the hospital's performance against NHS targets. "OLM ensures that we have a single, up-to-date record of the competencies of clinical staff in all disciplines," said Carole Jordan, Staff Development Manager.

## Moving Forward with the National Learning Management System (National LMS)

Providing online access to elearning content will extend flexible training opportunities to all staff members by enabling them to study at a time and place that suits shift-based working patterns. Following piloting in June, the National LMS, which will be the only access route to national NHS elearning content, is scheduled to be available to all Trusts in September of this year.

Although some NHS organisations are already using standalone elearning tools that are capable of delivering online training, OLM is the only elearning platform that is integrated with ESR and will be the only access route to national NHS elearning content. The Trust is looking to take full advantage of this when available.



Clare Hodgson, OLM and eKSF Administrator.