

# INNOVATIVE ROLLOUT OF EMPLOYEE SELF SERVICE, ORACLE LEARNING MANAGEMENT AND THE NATIONAL LEARNING MANAGEMENT SYSTEM

## About the Trust

Royal United Hospital (RUH) Bath NHS Trust provides acute care to a population of 500,000 people in Bath, North East Somerset and West Wiltshire. It employs approximately 4,500 staff

## Overview

RUH Bath went live with Employee Self Service (ESS), OLM (Oracle Learning Management) and NLMS (National Learning Management System) on 11th January 2010

They took an innovative approach to self service by assigning all staff to a single supervisor within the HR Department. This allowed them to go live very quickly with minimal issues and afforded them more time to define their management work structures and local policies/procedures before implementing Manager Self Service

## Learning Management

RUH Bath had an existing Managed Learning Environment (MLE) system in place supplied by a third party supplier (e2Train). This system has now been replaced by OLM and the NLMS with a direct cost saving of £7,000 per annum. This charge was for the ongoing support and maintenance of the system which was originally purchased as a consortium across the NHS South West

The decision to move to OLM/NLMS was supported by a number of drivers for change:

- The MLE contract was due for renewal on 30th January 2010
- The SHA strategy for all Trusts in the region to go live by April 2010

- Compliance and support for the national E-learning framework
- The national Quest for Quality, Innovation, Productivity and Prevention Performance (QQUIP) agenda
- Local benefits at Trust level included:
  - Dramatic improvements within data quality by using an integrated workforce system
  - Self service functionality which enabled easy user access
  - Training (classroom and elearning) in one place OLM
  - Improved reporting and analysis
  - Financial savings
  - Ability to link competencies to courses and individual jobs

## Employee Self Service (ESS)

Staff were already familiar with a self service system as they had been using it to access previous MLE in order to book onto classes and elearning courses and the Trust wanted to retain that functionality. ESS was rolled out to facilitate this and give staff the additional benefit of being able to view their employment record, update their qualifications and competency profile, make amendments to their personal information and view their latest and past online payslips. A member of the HR Department has been granted 'supervisor' status and the Trust has developed an internal process for checking with line managers before 'approving' notifications that require approval.

The implementation plan had 11 steps:

1. An ESR Benefits Realisation group was established, chaired by an Assistant Director of HR. It reported into an overarching Programme Board;
2. The decision to 'go live' with both ESS and OLM at the same time was made early on;
3. IT were consulted with regards to the system requirements and were involved with all decisions at regular meetings;
4. Implementation started in July 2009 with the setup of the course catalogue in OLM. A catalogue upload was carried out by the NHS ESR Central Team;
5. Usernames and passwords were generated for the entire Trust via the bulk user setup service (available from the NHS ESR Central Team);
6. Two half day training sessions were provided for all Learning and Development administrators;
7. Hands on awareness sessions were setup for stakeholders;
8. To engage staff, each member of staff was sent information on how to log into ESR with either their username and password or a Smartcard; They were also sent the elearning quick start guide as the Trust believe communication with all staff is essential;
9. An ESR staff data validation exercise was carried out at the same time as the Trust went live on ESS to maximise data integrity. Changes could then be made via ESS or by completing the paper record and returning it to HR to be updated in ESR;
10. Training for all staff is provided via awareness sessions and ward visits by a dedicated staff member;
11. A presentation was delivered at open staff meetings to raise awareness.



#### Trust Success so far:

- 4,500 staff have access via ESS to their employee information including their training records, elearning, payslips, address and absence records
- OLM is used for training management and reporting
- OLM is also ready to be used to manage resources e.g. training rooms, trainers and equipment
- Employees can book themselves onto courses via Self Service
- OLM was used to track and report on the Pandemic Flu vaccination as a competency. RUH Bath attained a vaccination rate of over 60%
- NLMS (OLM elearning) is in use for National elearning courses, including:
  - An Introduction to Employee Self Service
  - Child Protection Levels 1 & 2
  - Fire Safety (before NLMS was implemented this was accessed via two separate systems)
  - Equality and Diversity

#### Lessons learned:

"Having implemented MLE and then OLM, I have found that a lot can be learnt from the experience of others using the same system. I was lucky enough to be able to attend the OLM Special Interest Group (SIG) and a local OLM learning set in my area. The expertise of those present has helped me enable a smooth implementation of OLM and the NLMS at the RUH. Also, having a good working relationship with HR and IT Departments was crucial to ensure that the Employee Self Service aspect of the project was delivered successfully."

Amanda Gunning, Learning Technologies Lead, RUH Bath

#### Other Lessons Learnt:

- Elearning problems were mainly caused by websites not listed as trusted sites on the firewall (proxy server settings)
- IT produced scripts for Java Runtime Environment (JRE) which were rolled out across the Trust several months prior to going live. Any departments which were known to have conflicting infrastructure requirements were fixed individually
- Solutions for staff not employed by RUH but based at the Trust need to be identified

- IT needed to be fully informed of the system requirements. Training for the IT helpdesk was extremely useful
- Clear and consistent communication was essential to engage all employees
- Decisions should be made early as to which courses will be subject to restricted access and which courses will be open to all. Local policy should be agreed for management of approvals (both for your elearning and face-to-face courses)
- PC access can still be a problem for some staff groups that don't have a PC in their area
- It is important to assign resources to help with data entry and communication to employees
- User guides should be created for administration training, and where possible, use material that other Trusts have developed and adapt locally to save time

#### Smartcards:

Smartcards were initially perceived as a barrier to rolling out ESS and OLM/NLMS, however a deferment until September 2010 should provide the Trust with sufficient time to roll-out Smartcards to all users. The Trust also uses Single Sign On technology which is significantly speeding up the issuing of Smartcards. All new staff are now issued with a Smartcard at their initial induction.

#### Future developments:

- Setup of the OLM email tool for the generation of customised attendance sheets and to chase 'Did Not Attends'
- Investigate the use of 'Learning Paths' to structure training together, possibly as a part of appraisals
- The development of local elearning courses for delivery through the NLMS using the CourseLab authoring tool
- Uploading training history from legacy MLE with support from McKesson
- Smartcard issuing to be moved from IT to HR as part of wider registration work
- Further work in setting up local competencies
- Exploit the use of increased ability in ESS to input sexual orientation and religious belief
- Use ESR as central repository to record annual leave
- Implement Manager Self Service for the management of notifications currently handled within HR for monitoring appraisals and annual leave
- Development of training and competence reports
- Suggest and progress improvements to the system functionality through the OLM SIG route. Enhancement requests submitted so far to include:
  - Allow access to the NLMS at applicant and pre-employment stages (Business Justification Form submitted Jan 2010)
  - Modifications to the class list to include spaces, minimum and maximum number (will be available from Release 12)
  - Improved method of creating a training register

#### National Compliance

Elearning at RUH Bath is a good example of the vision of the National eLearning Framework for England in practice. RUH Bath is delivering progressive development and application of elearning across the whole Trust

#### Contact Information:

Shahrom Zohrehie, Workforce Information Manager  
[shahrom.zohrehie@ruh-bath.swest.nhs.uk](mailto:shahrom.zohrehie@ruh-bath.swest.nhs.uk)

Amanda Gunning, Learning Technologies Lead  
[Amanda.gunning@ruh-bath.swest.nhs.uk](mailto:Amanda.gunning@ruh-bath.swest.nhs.uk)