

Digital Workforce Solutions – A Vision for the Future

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Purpose

- To share the opportunity and benefits of deploying a suite of digital workforce solutions for ABMU
- To highlight what we have been missing and progress within ABMU
- To gain support for a way forward

Employee Story (doing the basics brilliantly)

I've just moved house so I will quickly update my employee record. I'll check and update my other personal and equality details the same time

I need to book a holiday . Have my expenses were paid ? I'll just check my salary on-line

I'll request annual leave from my manager before confirming the holiday

There was a really good video on YouTube about safeguarding. I'll update my ESR NMC revalidation reflection log template to discuss with my manager at my PADR.



I've just received an email telling me I'll be out of compliance with Information Governance in the next 3 months ... I'd better enrol on the e-learning

Great! An email from ESR telling me my manager has confirmed my annual leave


I also need to repeat my safeguarding training soon. I'll just check the learning catalogue and request a place on the next class and discuss this in my PADR

I'll complete the e-learning on my ipad on the train to work

Some system ESR highlights



- **Employee Self Service (ESS):**
 - **All** employee created transactions can be paperless
 - Access also through internet and mobile device access at home and work
 - New ESR Self Service Portal
 - ❖ Update personal information, including bank account details
 - ❖ Update competencies and qualifications
 - ❖ Book training and access learning
 - ❖ Request annual and special leave
 - ❖ Update Appraisal
 - ❖ View payslips/P60 and TRS
 - Messaging and announcements that can be used to target all employees and specific staff groups
 - Deployment of staff survey through ESR Portal and MyESR App

Portal Deployment - Employee Self Service Usage


**NHS**
Electronic Staff Record
Dart's Health NHS Trust (254)

My Role
My ESR >

My Pages
Dashboard
Portal Content >
ESR Navigator
My Personal Information >
My Pay & Rewards >
My Learning
My Compliance & Competency >
My Absence >
My Appraisals and Reviews
My Employment >
My Talent Profile
Request Internet Access

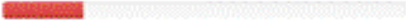
Search...   | Test Employee ▾

Announcements



View All (36)


My Compliance

Assignment:
20000169 - Cardiologist ▾
Percentage Compliance: 20%

View Compliance Matrix

My Annual Leave

Assignment:
20000169 ▾
Accrual Plan: Annual Leave Hours 1 NHS
Entitlement: 56.25 Hours
Taken: 15 Hours
Booked: 0 Hours
Remaining: 43.25 Hours
Create Annual Leave
View Absence Calendar

My Personal Information



Name: Test Employee
Address: Address Line 1, Address Line 2, Address Line 3,
Warwick, Warwickshire, CV34 6NZ, United Kingdom
Home: 01926 212 232
Mobile: 07876 232 123
Work: 01211234567
Position: Cardiologist
Update My Details

My Total Reward Statements

Tax year:
2016-2017
Total Reward Statements
Totally about you
Launch my TRS

My Favourites

- Personal Information (My Personal Information)
- Religious Belief (My Personal Information)
- Disability Information (My Personal Information)
- Payslip (My Pay & Rewards)
- Business Intelligence (Reporting)
- Discovery Reports (Reporting)
- Sexual Orientation (My Personal Information)
- Sexual Orientation (My Personal Information)
- Delete Personal Records (People)
- Extra Details of Service (Fastpass)

Manage Favourites

My Payslip

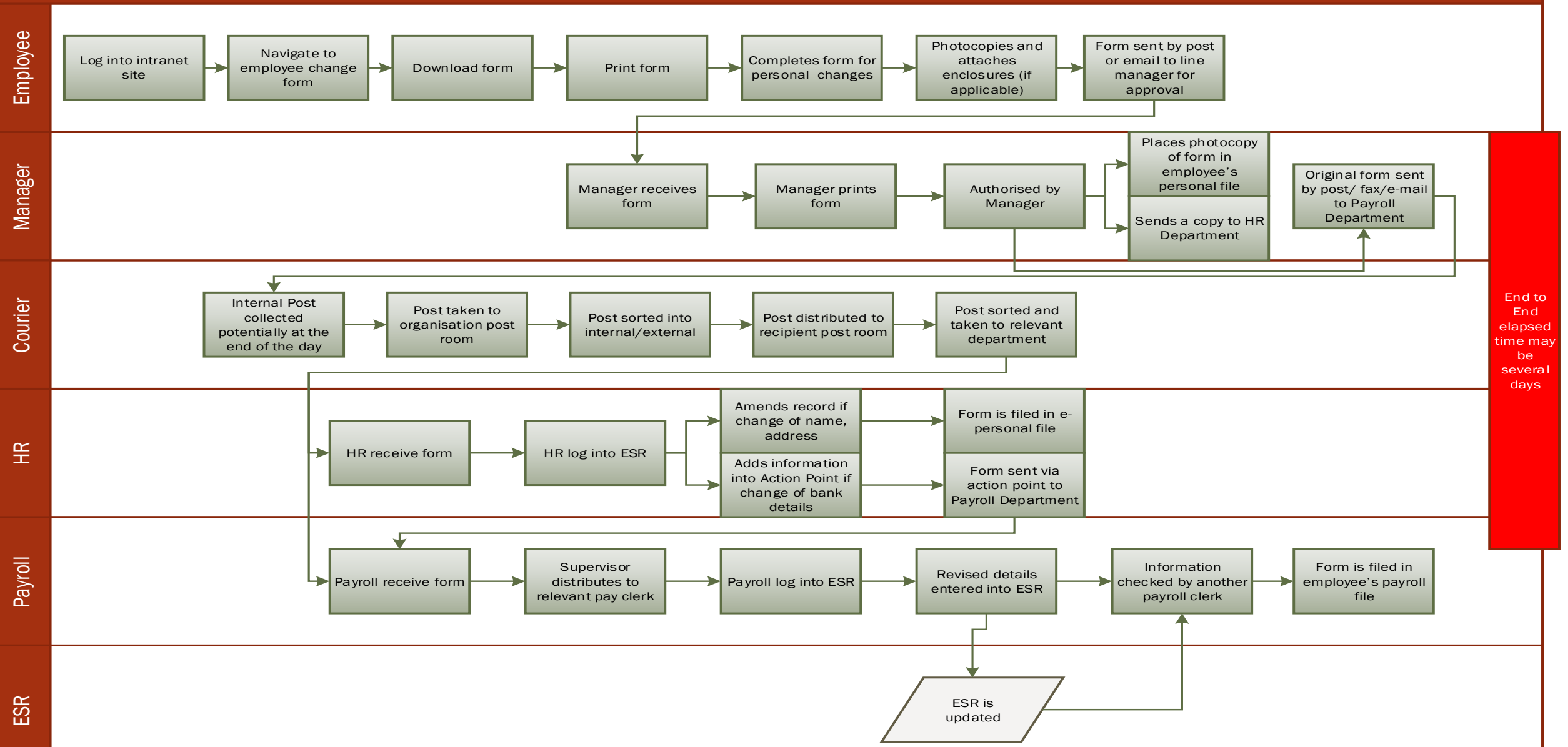
View or download your latest payslip(s) or access ESR to view your full payslip history
20000169 - Cardiologist
Pay date: 29-Jan-2017
View all Payslips

My Enrolments And e-Learning
A maximum of 20 open e-learning enrolments are displayed below. Please select the Learner Homepage button to view all enrolment details.
298 - HFMA Finance Modules
Play
Status: Incomplete
Learner Homepage

ESS Upcoming Tasks
Tuesday February 14, 2017
You have no classes in the next 7 days.
View My Calendar

Use of ESS - transactional
processes reduce from this.....

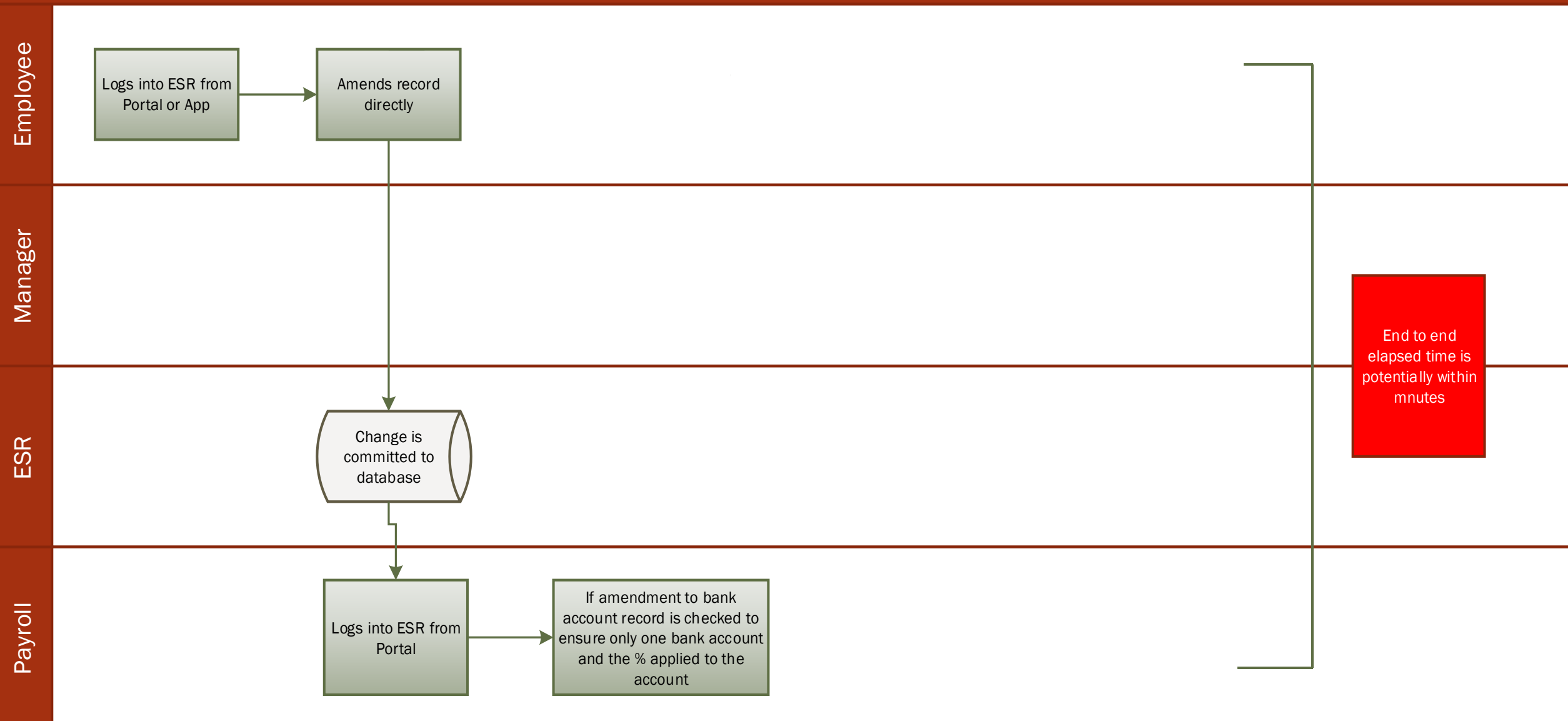
ESR Personal Changes – current Process



To this.....

Strategic Objective 3: Fully deploy ESR Self Service

ESR Personal Changes – via ESS Not Requiring Approval



Manager Story (streamlined processes & systems)

How is my department's compliance with PADR?

PADR on track ... But statutory & mandatory compliance has dropped below 85%. I'll just drill down to see who is out of compliance and chase up

My Absence Dashboard is telling me that the department has more short term absences than usual. I'll just review the absence reasons and check that return to work interviews have taken place.

I've received Joe's resignation so I'll enter this termination into ESR immediately to avoid any risk of overpayment.



Here's Helen's fit note. I'll update ESR immediately with the absence details and also record the date that I referred Helen to OH so they get an automatic notification & summary of sickness history to inform the OH appointment

I was notified yesterday that the job evaluation for Jane was successful. I've had budget approval so will update Jane's contractual information in ESR so her new pay grade is immediately implemented.

I'll quickly authorise these emails requesting annual leave. ESR will be immediately updated and send automatic emails informing the staff that the leave has been approved

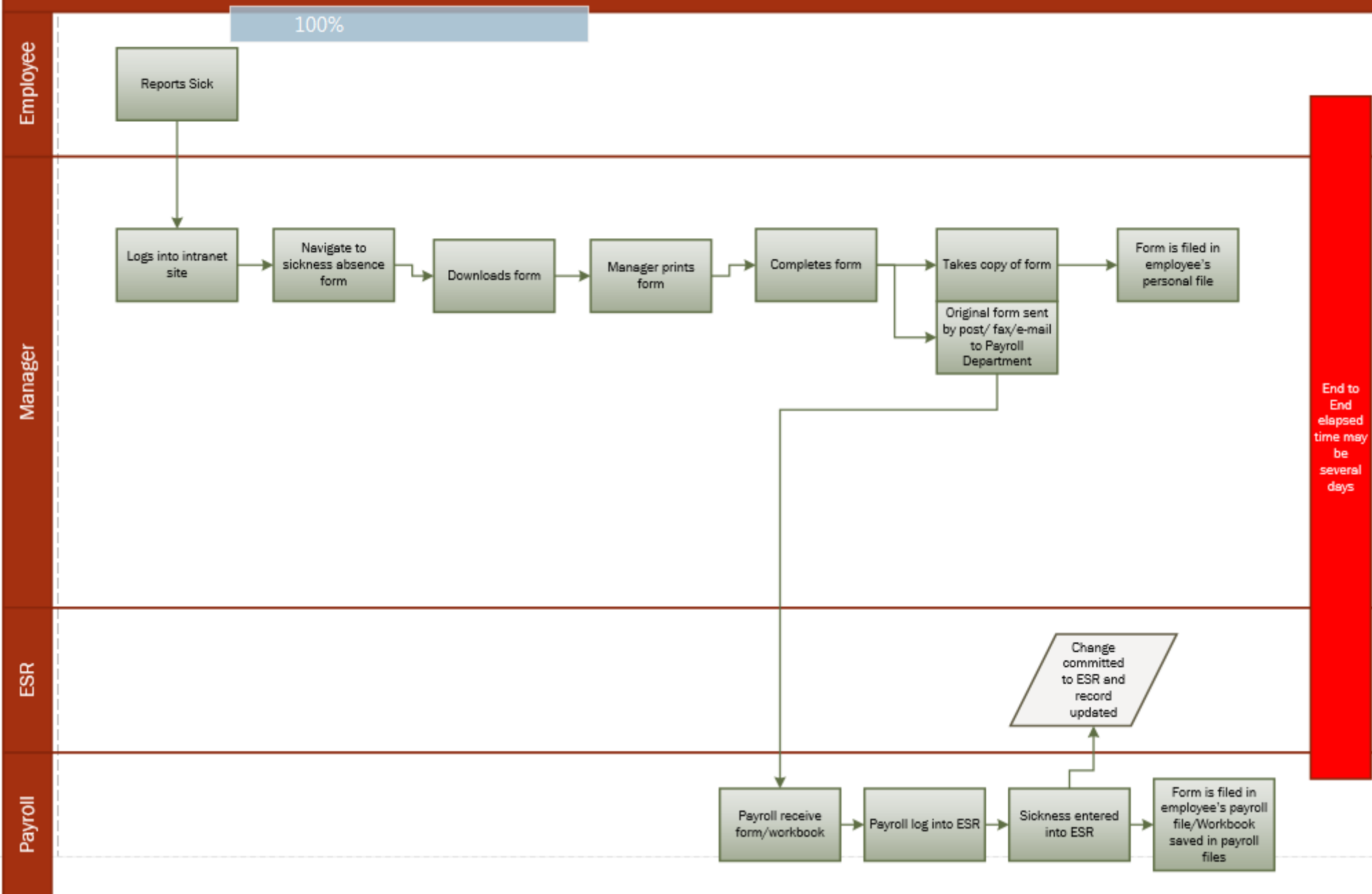
Some system ESR highlights

- **Manager Self Service (MSS):**

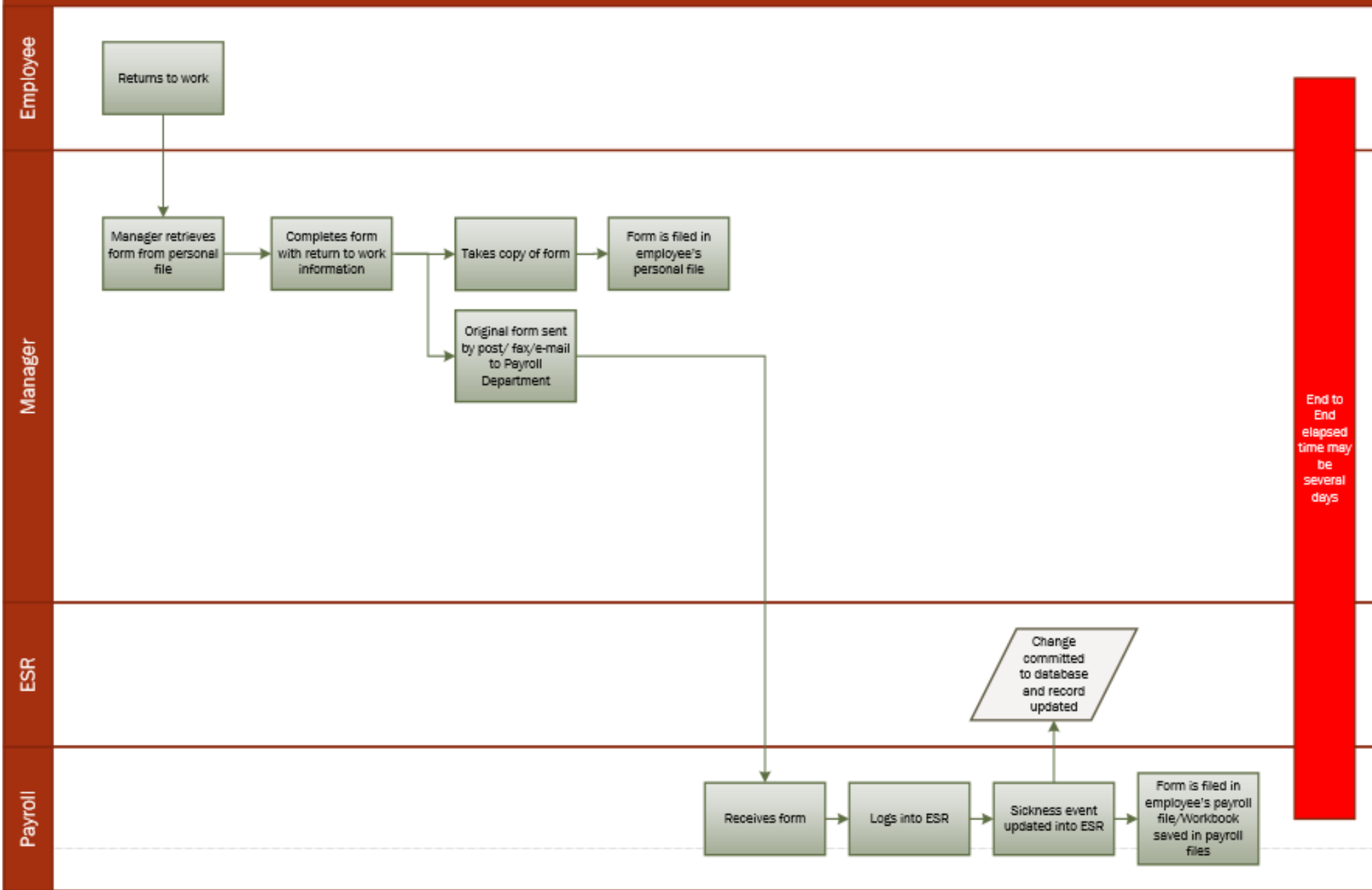
- Initiate and record appraisal
- Record and update all types of leave including sickness absence
- Update and validate competencies and qualifications
- Update employee data
- Update contractual changes eg change of hours, extension of contract
- Hire staff
- Terminate staff
- Significant range of reporting capability through ESR BI

Use of MSS - transactional S/Abs
processes reduce from this.....

ESR Sickness Absence - current Process



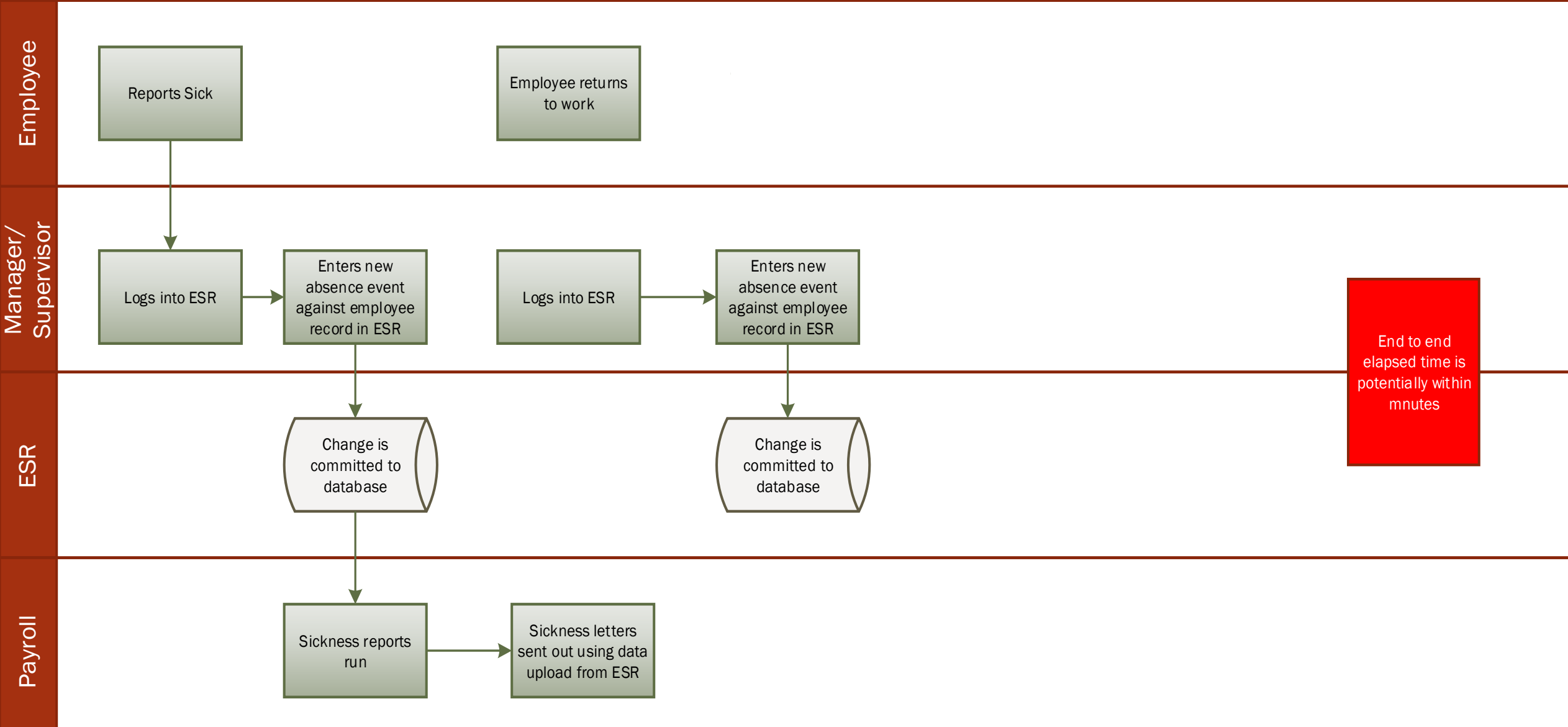
ESR Sickness Absence - current Process



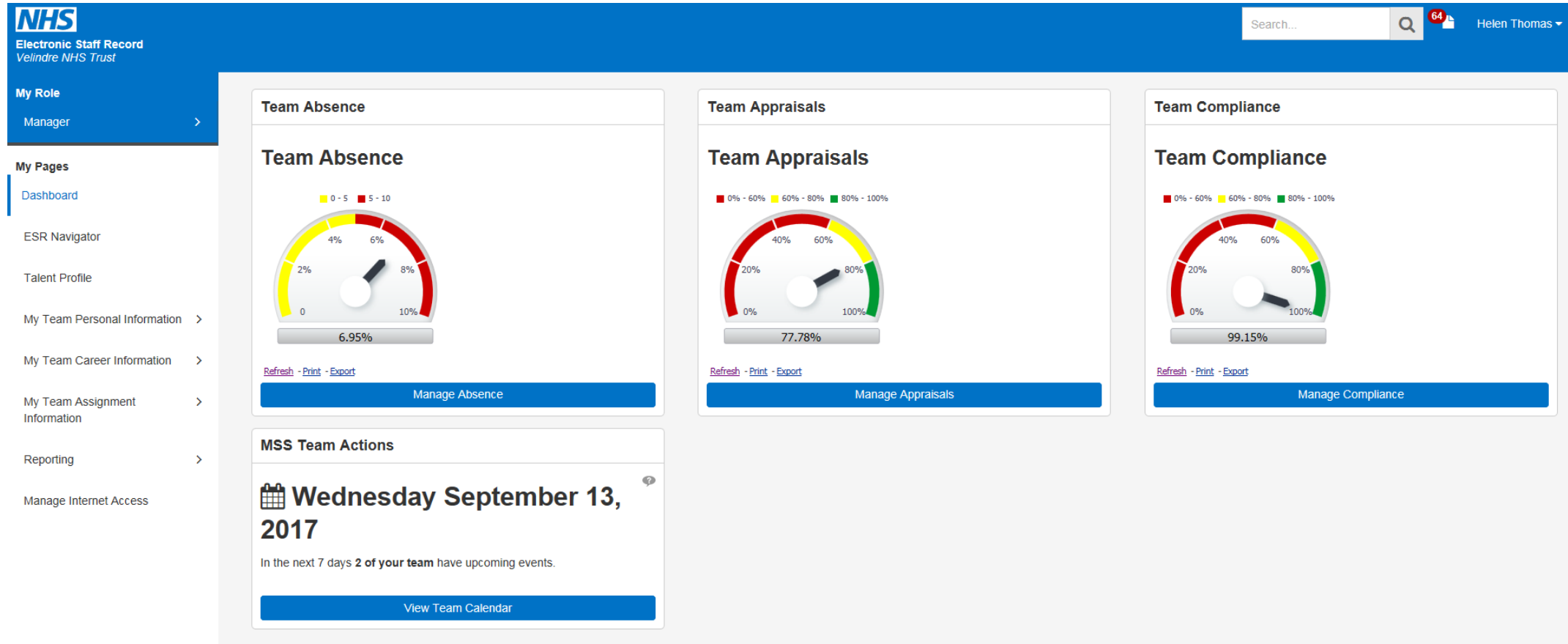
To this.....

Strategic Objective 3: Fully deploy ESR Self Service

ESR Sickness Absence – via SSS or MSS



Portal Deployment – Manager Self Service

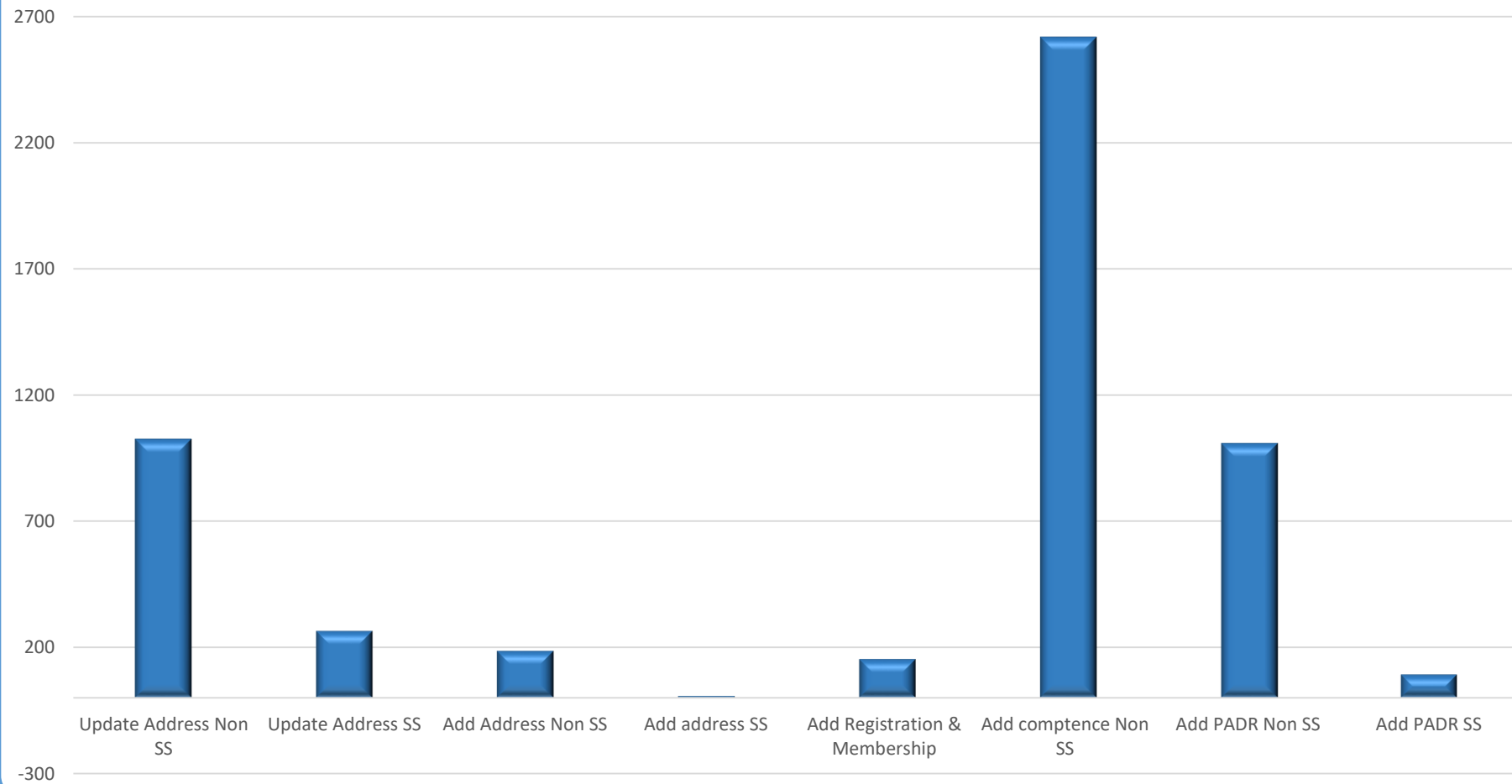


Where is ABMU on the journey?

Fully deploy ESR Self Service (Users)

Health Board or Trust	Mar-17	Jul-17	Oct-17	Feb-18	Apr-18
Aneurin Bevan UHB	98%	98%	98%	98%	98%
Abertawe Bro Morgannwg UHB	25%	25%	27%	28%	33%
Betsi Cadwaladr UHB	99%	99%	99%	99%	99%
Cardiff & Vale UHB	86%	95%	96%	97%	99%
Cwm Taf UHB	75%	76%	80%	82%	86%
Hywel Dda UHB	87%	90%	92%	93%	94%
Powys Teaching HB	100%	100%	100%	100%	100%
Public Health Wales NHST	98%	98%	99%	99%	99%
Velindre NHST	98%	98%	98%	98%	98%
Welsh Ambulance Services NHST	98%	98%	100%	100%	100%

Use of Digital Technology @ ABM UHB May 2018



Deployment of e-Payslips for NHS Wales May 2018

	% Total e-Payslips	% Total p-Payslips
AB	38.30%	61.70%
ABM	1.11%	98.89%
BCU	100.00%	0.00%
C&V	81.06%	18.94%
CT	32%	68.23%
HD	69.70%	30.30%
Powys	91%	9.22%
Velindre	95.88%	4.12%
PHW	96.52%	3.48%
WAST	100.00%	0.00%
NHS Wales	58%	42%

Learning completed over 3 months:

BOOKING DATE period: February-2018 to April-2018

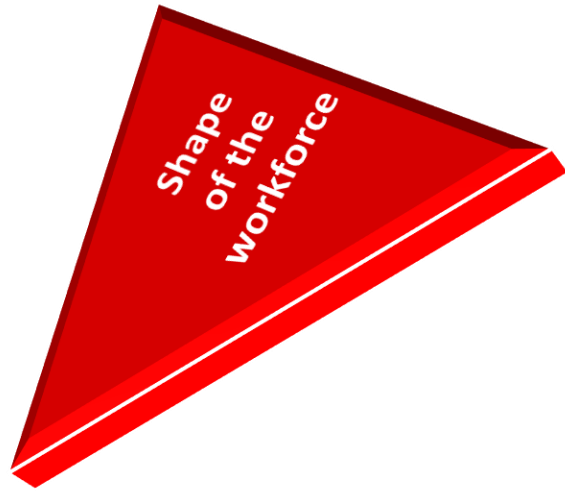
VPD	Trust Name	Non e-Learning	e-Learning	Total	EL Percent
001	Cardiff and Vale University LHB	5,268	15,686	20,954	74.86%
020	Welsh Ambulance Trust	984	1,242	2,226	55.80%
028	Public Health Wales NHS Trust	653	3,568	4,221	84.53%
040	Aneurin Bevan Health Board	8,142	10,732	18,874	56.86%
050	BCU LHB	15,754	17,805	33,559	53.06%
070	Powys Local Health Board	2,276	2,442	4,718	51.76%
100	Hywel Dda University Health Board	6,204	17,733	23,937	74.08%
110	Cwm Taf Local Health Board	4,442	8,463	12,905	65.58%
120	Velindre NHS Trust	2,866	3,202	6,068	52.77%
130	Abertawe Bro Morgannwg University Local Health Board	4,210	18,802	23,012	81.71%

How ESR enables EFFICIENCY



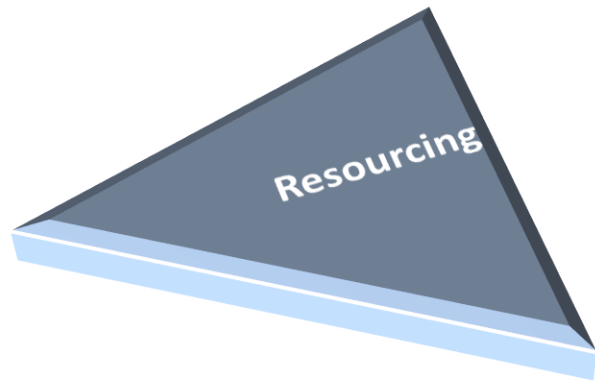
- Full deployment of ESR Self Service & Manager Self Service
 - Removal of paper processes
 - Removal of duplicate data input
 - Reduced process steps
- Performance Dashboards & ESR Business Intelligence
- Maximised use of Inter Authority Transfer
 - Transfer of employee data between organisations
 - Implementation of the OH bi-directional interface – transfer of OH records
 - Implementation of electronic OH questionnaires
- Evidenced efficiency savings and cost avoidance

How ESR underpins the SHAPE OF THE WORKFORCE



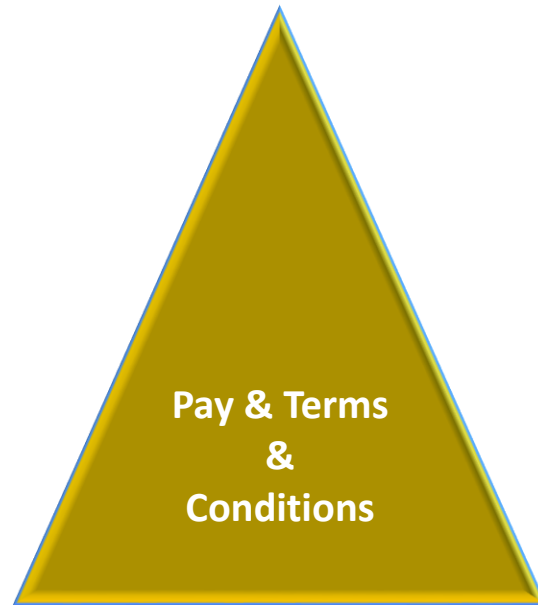
- Management of regulation and registration (NMC, GMC, HCPC, GDC interfaces)
- Qualifications, education and competence compliance
- Equality data
- Data analytics - Accurate & timely Business Intelligence:
 - Drive improvements in workforce management
 - Management of Talent, Performance, Succession Planning
 - Informs workforce planning
 - Underpins education commissioning

How ESR underpins RESOURCING



- Maximise applicant ESR access – Job Ready
 - Applicant access to e-Learning
 - Enrolment of Applicant onto timely Corporate Induction
 - Acceptance of existing national competence
 - Maximising ESR for recording PEC and evidencing safe employment processes
- Utilisation of Deanery Interface for doctors & dentists in training

How ESR underpins PAY PROGRESSION



- Pay Progression linked to ESR Appraisal process
- Management of objectives and performance management in ESR

How ESR underpins ENGAGEMENT, CULTURE & BEHAVIOUR

- Performance Management Plans to cascade objectives, behaviours, values
- Monitor flexible working practices
- Use of ESR to manage talent & succession planning
- Use of ESR to measure on-boarding experience
- Use of ESR Talent Management

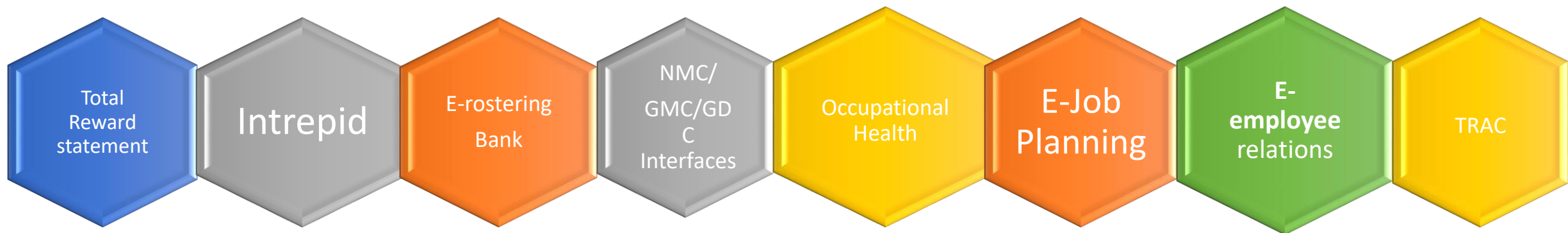


Digital Workforce Solutions

Full utilisation of all ESR functionality

and

Full integration and alignment to all interfacing workforce digital systems



In Summary

- ESR and other digital workforce technology support:
 - Efficient world class workforce processes – one click technology
 - Reduce waste and duplication
 - Evidenced efficiency savings and cost avoidance
 - Supports quality and performance improvement
 - Improved employee experience
- We have the technology
- An opportunity not to be missed

