



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting Date	16th August 2018	Agenda Item	2c
Report Title	Digital Workforce Solutions – Next Steps		
Report Author	Hazel Robinson, Director of Workforce and OD		
Report Sponsor	Hazel Robinson, Director of Workforce and OD		
Presented by	Hazel Robinson, Director of Workforce and OD		
Freedom of Information	Open		
Purpose of the Report	Following discussion at the Board development day in June 2018 the report outlines proposals for developing a plan to maximise the use of digital workforce solutions within ABMU.		
Key Issues	The use of workforce digital technology, including the deployment of the Electronic Staff Record, are not well developed with ABMU. Maximising the use of digital solutions is cost effective and will support process and workforce efficiency.		
Specific Action Required <i>(please ✓ one only)</i>	Information	Discussion	Assurance
			Approval ✓
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the contents of the report • Approve the approach outlined within the paper to commission an audit of current ESR utilisation which will be used to inform the development of a strategic ESR implementation plan for ABMU 		

Workforce Digital Solutions - Next Steps

Introduction

A vision for maximising the deployment of workforce digital solutions within ABMU was presented at the Board Development session in June 2018.

The presentation is attached as Appendix 1. It was recognised and accepted that ABMU is now significantly behind the curve in respect to the utilisation and deployment of workforce digital solutions.

Following discussion with the Board it was agreed that a workforce digital implementation plan should be developed and work should be undertaken in partnership with the finance team to develop a business case which would support the allocation of resources to enable the delivery of the plan through its development and implementation phases and the to support ongoing BAU.

This paper outlines the process proposed to inform the development stage of the plan.

Development of the Plan

The Electronic Staff Record (ESR) is acknowledged as the cornerstone and core system which lies at the heart of the digital workforce vision.

To develop an effective, realistic and prioritised deployment plan requires a review of the existing ABMU ESR work programmes and maturity and a new governance and support model that can reflect organisational priorities. The following approach is therefore proposed:

- **Undertake a review within ABMU to understand the existing level of ESR maturity and use.** This review will be undertaken throughout September 2018 using the audit tool developed by the DH ESR Team and in partnership with the NHS Wales Functional Advisor (David Bromilow). The audit tool is attached as Appendix 2
- The audit tool has already been piloted within Velindre with the following observations:
 - The tool provides a range of data that helps the organisation understand how effectively (or not) they are utilising ESR
 - It enables a standardised and consistent approach to undertake the audit
 - Use of the tool will provide benchmarking on ESR maturity across NHS Wales and England
 - The tool includes a series of questions that provoke debate on how to utilise ESR more effectively within the organisation
 - Output from the tool includes an executive summary report as well as an action plan that can be customised to reflect the organisation's priorities. An example to an outcome report and plan is attached as Appendix 3 and 4
 - The report and action plan will need a level of customisation by the Digital Workforce Solutions (DWS) Team to reflect NHS Wales context

- **Allocation of NWSSP Hire to Retire Support Leads** – ABMU will have a named lead from the NWSSP DWS Team to support with the development and delivery of a prioritised ESR action plan. Collaboration with the Service Improvement team will ensure both ESR and service improvement projects are managed and supported through one programme of work. Provision of bespoke training/webinars/ workshops to enhance ESR skills and capability within the organisation will also be provided.
- **Review of the ESR Hire to Retire Governance** – existing groups and networks will be reviewed and aligned with all Wales networks and task and finish groups. This will improve engagement and enable the service set the strategic context and priorities. The DWS team will support in delivering these priorities and ensure the ESR solution continues to evolve to meet NHS Wales policies and strategies.

Next Steps and Recommendations

The Workforce & OD Committee is asked:

- To approve the commissioning of the initial assessment and audit process which will be sourced through the DWS team hosted by NWSSP. The output from the audit will be used to inform the business case resource requirements.
- To approve the establishment of a newly constituted Digital Workforce Steering Group will be established with ABMU to direct and manage audit process and subsequent actions that will report into the W&OD Committee.

Governance and Assurance							
Link to corporate objectives <i>(please ✓)</i>	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access	Demonstrating value and sustainability	Securing a fully engaged skilled workforce	Embedding effective governance and partnerships	
Link to Health and Care Standards <i>(please ✓)</i>	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources
		✓					✓
Quality, Safety and Patient Experience							
Full deployment of ESR will enhance access to training which will support patient quality and safety							
Financial Implications							
The assessment audit is undertaken free of charge so there are no direct financial implications at this stage.							
Following the audit and assessment a full business case will be developed in partnership with the finance team.							
Legal Implications (including equality and diversity assessment)							
Full utilisation of ESR and will support the delivery and recording of training and staff competence which will support quality and safety and provide auditable records in the case of any claims by staff and patients. Will enhance the completion of equality data.							
Staffing Implications							
Utilisation of ESR will significant enhance staff experience through the deployment of Employee Self Service. Any resource requirements will be subject to the development of a full business case.							
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015 - https://futuregenerations.wales/about-us/future-generations-act/)							
Report History	This paper has been prepared following discussion at the Board development day in June 2018						
Appendices	Appendix 1 – Digital Workforce Solutions Presentation Appendix 2 – Self Service Information (Audit Tool) Appendix 3 – Example ESR Annual Statement Appendix 4 – Example ESR Annual Statement						