

## HealthRoster Case Study

# Dudley Group of Hospitals NHS Foundation Trust



Dudley Group NHS Foundation Trust's swift and successful switch away from its old e-rostering provider has brought significant benefits for staff and trust management.

The Dudley Group NHS Foundation Trust has switched from its old e-rostering system to Allocate Software's HealthRoster. After a swift and smooth roll-out HealthRoster is now being used in 50 wards and departments and the trust is seeing significant benefits which include: more engaged staff with quick and easy access to up-to-date staffing information, better management information for trust managers and the ability to respond to national staffing requirements. We spoke to project manager Justin Willetts and Deputy Staff Bank Manager Ashleigh Tullett about the move to HealthRoster.

### How did you approach the switch away from your old e-rostering system and did you have any concerns at the time?

From a project management point of view the switch to HealthRoster felt as though it would be a significant undertaking which in itself was a concern. However, our approach combined with the support from Allocate Software meant the process was a smooth one. Changing a system that is linked to payroll will always present challenges and in our case we had planned a ward-by-ward roll out. We had to ensure the roll out satisfied the board's requirement that every unit switching to HealthRoster was fully integrated to payroll from the start even though the old system, which previously captured this information, couldn't be switched off ward-by-ward.

We chose HealthRoster because it had a track record of success across many NHS organisations and it had greater functionality. To make the most of this and to ensure good

quality e-rostering practice, we set up a centralised roster team (CRT) team to provide expert support. The team worked with each ward one at a time. It was really helpful to show one unit fully working on the Allocate Software suite including e-rostering, payroll and bank staff at a time. We deliberately put administrative staff in control of the roll-out while ensuring that nursing maintained complete control of rules, practice and roster sign off from a safety and care perspective.

### What sort of external support did you need during the transition?

We had the support of our dedicated implementation consultant from Allocate Software who was able to provide support and advice based on the experience gained from implementing HealthRoster in hundreds of other NHS organisations. Allocate Software also had a tried and tested implementation process and an experienced project manager who was able to help the changeover go smoothly. The good relationship we had with her paid off.

### Key Benefits

- The transition process from the old e-Rostering system was smooth and a range of users were able to see the benefits quickly
- Staff are more engaged in the e-rostering process. They have quick and easy access to the e-rostering system through Employee Online across a range of devices (including iPhone and iPad) and ward information is up-to-date and accurate
- The trust can monitor staffing metrics from a safety and efficiency perspective across all its wards by using in-depth management information to benchmark staffing from one ward to another

**What were the benefits from a project management perspective?**

From a project management perspective the smooth transition was a significant benefit. Once the CRT had been trained, we started switching over four wards a month. Feedback from the team itself was very positive. The CRT fell like they owned it which was one of the main reasons for the success of the project.

**What are the benefits for staff using HealthRoster?**

Once HealthRoster was up and running staff began to see the real benefits which have made a real difference to their day-to-day experience of e-rostering. The user interface is more user-friendly and everything can be done from a single page rather than having to go through several screens. In terms of what you can see on the screen you can get the information you need more quickly.

**“It has been a dream compared to the previous system”**

Perhaps the biggest benefit for staff is ease of access since Employee Online allows staff to access rosters securely and remotely from different devices. A lot of our staff have iPhones or iPads and weren't able to access the old system.

A good example of the time that has been saved with HealthRoster is the Bank Holidays adjustment which was previously taking up to ten hours to input whereas now the details are automatically included.

From a user perspective, it is the small things that count like being able to send a shift to bank. Before we had to manually add a shift on to the bank system, but now all we have to do is right click and send to bank. This means a shift being filled is just a click away and users really like this side of HealthRoster.

**“In-depth management information now means the trust can benchmark nurse staffing levels and other workforce information across its wards. Ward managers can see gaps in numbers or skills at a glance and take action to ensure these are managed. This insight will continue to grow as the system is used more and more.”**

**From an administrative perspective what benefits is HealthRoster delivering?**

HealthRoster is a lot faster. We can now produce roster reports within minutes, whereas before it was taking up to 24hrs. Another example of a small thing that makes a big difference is the ability to alter cost centres easily and background detail like this is now much easier to change.

**How is the information helping to inform decision making?**

Indepth management information now means the trust can benchmark nurse staffing levels and other workforce information across its wards. Ward managers can see gaps in numbers or skills at a glance and take action to ensure these are managed. This insight will continue to grow as the system is used more and more. It was good to see how quickly Allocate Software created new reports that provided data in a format required for NHS England reporting.



**Would you recommend HealthRoster to other trusts with old e-rostering systems?**

Yes, it has been a dream compared to the previous system. The roll-out was pretty aggressive, but it had to be and we are still walking some users through the system so they can get the most out of it.