

# Self-Rostering / Team Rostering

HealthRoster 11 Version

## **Requested vs Pending Requiring Approval**

There are two methods in HealthRoster to manage shift requests. Both methods have their strengths and weaknesses and should be decided on a unit by unit basis to determine what's the best fit for your staff.

### **Requested**

Shift requests made via this method can only be made within the demand requirement for the unit, and this works on a first come first serve basis. If there are only 4 shifts available for example, then only 4 of those shifts can be requested by staff. These requests will appear directly on the roster and will carry a blue heart icon with a status of requested.

Although these shifts are not guaranteed, as per any rostering practice until the Roster Creator has completed and approved the roster, they do not require any further intervention from the Roster Creator to action if they are granting the request as part of the roster. Roster Creators can cancel these requests if they choose to, and this will be preserved on the roster.

### **Pending Requiring Approval**

Shifts requests made via this method are not limited by the number of available shifts, however the requests are not auto approved like the method above, but instead they will be set in a state of Pending and will require manual intervention from the Roster Creator.

These requests look visually different – The shift will be yellow with a greyed out heart on it with a question mark. This is visible on HealthRoster to the Roster Creator and the worker in EOL/ME

When the Roster Creator comes to review the shifts, they have the ability to approve, deny or offer an alternative shift. If there are no vacant shifts when the Roster Creator comes to approve a shift, then they will be able to create an additional duty if they have the required feature access. If they don't have that feature access, then they will not be able to create an additional duty and approve the request.

Compared to the Requested method, this way of managing requests requires more input from the Roster Creator. However this method also allows for more flexibility and fairer coverage of requests, while still allowing the Roster Creator to have final say on what the roster will look like.

We have also introduced a new Manage Request screen in HealthRoster 11 which will help Roster Creators review and manage requests, which will be detailed in the configuration section below.

## General Configuration & Considerations

Before configuring one of the above Team Rostering methods, there is some configuration required regardless of which method you plan to use at your organisation.

### Template Configuration

The first thing to consider and configure are which shifts need to be unavailable to be requested via EOL. This is configured in on a Shift Type basis in Shifts, Patterns & Rules.

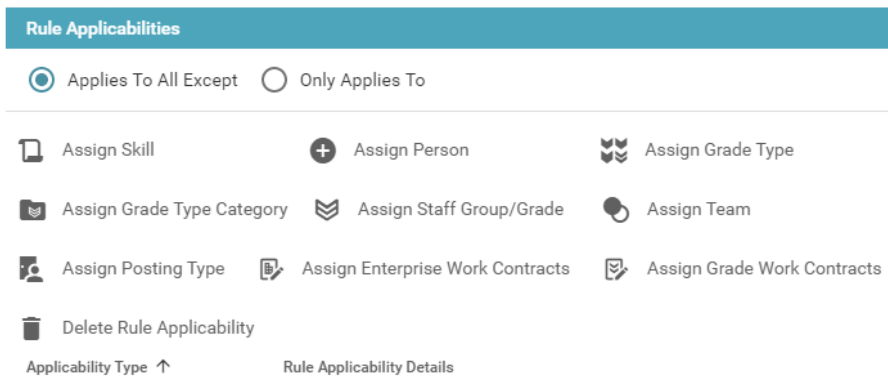
### Rules Configuration

There are a number of different request rules that can be set up to allow/limit different amount of requests. These rules will work in conjunction with any other rostering rules you have set up.

Rules to consider:

- Max Requests Rule
- Max Day Off Requests Rule
- Max EOL Requests Today Rule

All rules can be configured to apply differently to different individuals, staff groups, grades etc. thanks to the Rule Applicabilities.



The screenshot shows the 'Rule Applicabilities' configuration screen. At the top, there is a teal header with the text 'Rule Applicabilities'. Below the header, there are two radio buttons: 'Applies To All Except' (which is selected) and 'Only Applies To'. Below this, there is a grid of nine icons representing different applicability types: 'Assign Skill', 'Assign Person', 'Assign Grade Type', 'Assign Grade Type Category', 'Assign Staff Group/Grade', 'Assign Team', 'Assign Posting Type', 'Assign Enterprise Work Contracts', and 'Assign Grade Work Contracts'. At the bottom left, there is a trash can icon labeled 'Delete Rule Applicability'. At the bottom, there are two links: 'Applicability Type ↑' and 'Rule Applicability Details'.

### Example

I want my Band 5's to have a maximum number of 2 night shifts they can request, as they are more junior than other staff.

The rule I will want to use is the 'Max Requests Rule'

Update Max Requests Rule for A&E Nurses

Rule Name  
Max Nights (Junior) 📄 ⓘ

Overrides Global Rule  
- ▼

Obsolete

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Parameters

Shift  
Night (N) ▼

Weeks In Test Period \*  
4 - +

Threshold \*  
2 - +

Pro Rata

Check Single Roster Only

Check Single Posting Only

I have set the rule to look at 4 weeks, and my threshold is 2 shifts. I've also decided to Pro Rata and also only check the current roster.

In my Rule Applicabilities I have set it to only look at Band 5 RN's.

Rule Applicabilities 1 Records 📧 ☰ ✕ 🔄

📄 Assign Skill + Assign Person ⋮ More

Applicability Type ↑ Rule Applicability Details

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📄 Grade Contract Agenda for change - Band 5

This will ensure my Band 5 RN's are restricted to only be able to request 2 Night shifts, but my other staff won't be affected by this restriction and my Band 5's will be able to request more Day shifts.

## Configuration: Reference Data

### Healthroster Roster Creators Feature Access

To manage shift requests Roster Managers require the following feature accesses.

- Duty Assignment Actions: Add Request Note
- Duty Assignment Actions: Set Requested Status
- Duty Assignment Actions: Cancel Substantive Duties

Depending on your organisation rules, you may also want to consider 'Vacant Duty Actions: Create Additional Duty'

### Employee Online/ME Feature Access

Staff will require the following to be able to make shift requests

- Employee Online: Request Duty

By default, the system will be set that the Shift Requests can be made in the "Requested State"

Providing staff have the Shift Request options on EOL/ME they will be able to make requests within the roster.

## Configuring the Requested method

### Unit Configuration

Ensure that on your units you have 'Allow Requests Over Roster Demand' unticked. This is used for the 'Pending Requiring Approval' request method and is by default unticked.

### Duty Configuration

When cancelling a shift request the Roster Manager will need to supply a 'Duty Cancel Reason'. These are set up within Reference Data > Rostering > Duty Cancel Reasons by the System Administrators.

### Requested Shifts

HealthRoster by default is configured to work in Requested Shift mode, so there is limited additional configuration required to use this method.

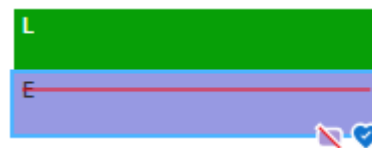
The Shift Request appears directly on the View Roster view with the blue heart icon and is taken from the vacant duties box. If this request can be accommodated the Roster Creator will leave the shift in situ and does not need to carry out any further actions.

When the Roster is published the staff member will see their shift as part of their working roster.



If the Roster Creator cannot accommodate the request, they can either cancel the request or they can replace it with an alternative duty.

When the Roster is published the staff member will see their original shift cancelled with a note as to why and the replacement as part of the working roster.



## Pending Requiring Approval Configuration

### Unit Configuration

Ensure that on your units you have 'Allow Requests Over Roster Demand' ticked. By default this is unticked.

### Duty Configuration

When cancelling a shift request duty the Roster Creator will need to select a Duty Cancel Reason. These are set up within Reference Data > Rostering > Duty Cancel Reasons.

When offering an Alternate duty the Roster Creator will need to select an Alternate Duty Reason. These are configured in Assignment reasons which can be accessed within Reference Data > Rostering > Assignment Reasons

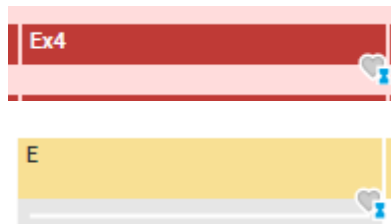
### Additional Feature Access

On top of the previously mentioned feature accesses, you will need the following feature access.

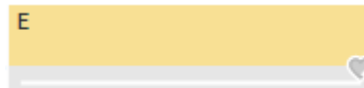
- Duty Assignment: Allow Approval over Demand

### Pending Requiring Approval

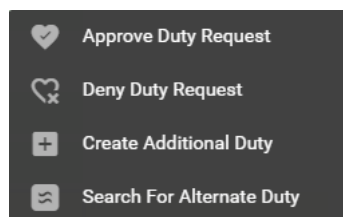
When using Pending Requiring Approval as your request configuration, shifts that have been requested will remain in the Vacant Duty Window until actioned. Alongside this, shift requests will appear on the roster in a yellow pending state.



If there are more requests than there are available shifts, the yellow shift will have a grey heart with a red arrow icon on it.



The pending duty request can be actioned either by right clicking on the shift, or by opening the duty window slide in.









**Approve:** Approves the request with no further action and changes the request view from Grey to Green with the filled in Blue Heart

**Note:** if the shift request will be going over Template Demand then you will be shown this and given the option to create an additional duty to accommodate the request.

**Deny:** If needing to deny the request, a window will open for a mandatory free text note to be added, which is then visible to the staff member on EOL/ME. The cancelled shift will remain on the roster and allow an alternative to be rostered instead.

**Search For Alternate Duty:** This will allow you to select a different duty for the worker along with some additional information to help you make an informed decision about which shift to choose. When offering an Alternate Duty you will need to select an Alternate Duty Reason

Alternate Duties Grid									
Shift ↑	Start Time	End Time	Duty Requirement	Grade Req	Location	Team	Vacancies	Pending R	Violations/ Warnings
 A&C	08:00	16:00	Ward PA	Admin	-	-	1	-	
 Early	07:30	15:30	3. HCA	HCA	-	-	2	-	
 Early	07:30	15:30	1. RN in Charge	RN	-	-	1	-	

Alternate Duty Reason \*

## Manage Request

In HealthRoster 11 we have made the Manage Request screen easier to access and presents a set of more useful information. This screen can be accessed by double clicking on a shift and opening the Duty Slide In.

On this screen you will get an overview of request statistics for the staff member covering number of Pending Requests, Denied Requests, Granted Requests and also if the request is breaking any Warnings/Violations.

Request Details
Request Audit
Request Notes
Manage Request

**Employee Request Details**



Date Requested 14/04/2021 11:47

Pending Duty Requests 2

Denied Requests 0

Granted Requests 3

**Warnings And Violations**

Rule ↑	Messages
 Global Excessive Hours Rule	For the week commencing 23/08/2021, 12.45 hours are permitted, 30.00 are
 Global Working Hours Rule	Person is not allowed to work at all on that day.

**Notes**

No Notes

**Prout, Eliza (Band 5 RN) - 10001348-1 Roster**

**Previous Week**

Mon 16/08	Tue 17/08	Wed 18/08	Thu 19/08	Fri 20/08	Sat 21/08	Sun 22/08
-	-	-	-	-	-	-

**Current Week**

Mon 23/08	Tue 24/08	Wed 25/08	Thu 26/08	Fri 27/08	Sat 28/08	Sun 29/08
-	E	E	-	-	-	-
E	-	-	-	-	-	-

**Next Week**

Mon 30/08	Tue 31/08	Wed 01/09	Thu 02/09	Fri 03/09	Sat 04/09	Sun 05/09
-	SDL	-	-	-	-	-

**Approved Requests**

Employee ↑	Grade

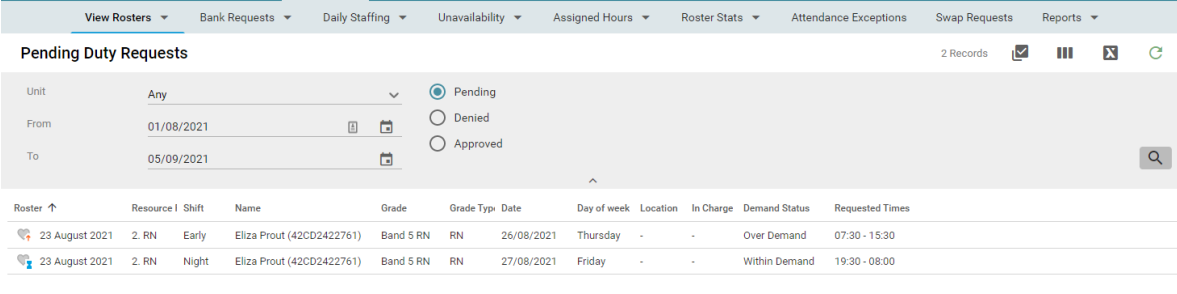
**Assigned Duties**

Employee ↑	Grade

## Pending Duty Requests Tool Area

Pending Requests can be viewed and managed in the Pending Duty Requests area, as well as being able to report on actioned requests. This can be accessed via Rostering > View Rosters > Pending Duty Requests

Here you can filter by date and see an overview of all requests for the date period and via either Pending, Denied or Approved. Selecting a request will open the observation window with further detail on the right.



The screenshot shows the 'Pending Duty Requests' interface. At the top, there is a navigation bar with tabs: View Rosters (selected), Bank Requests, Daily Staffing, Unavailability, Assigned Hours, Roster Stats, Attendance Exceptions, Swap Requests, and Reports. Below the navigation bar, the title 'Pending Duty Requests' is displayed with '2 Records' and several action icons (checkmark, list, print, refresh). A filter section allows users to select the status (Pending, Denied, or Approved) and filter by Unit (Any), From date (01/08/2021), and To date (05/09/2021). Below the filters is a table with the following columns: Roster, Resource, Shift, Name, Grade, Grade Type, Date, Day of week, Location, In Charge, Demand Status, and Requested Times.

Roster	Resource	Shift	Name	Grade	Grade Type	Date	Day of week	Location	In Charge	Demand Status	Requested Times
23 August 2021	2. RN	Early	Eliza Prout (42CD2422761)	Band 5 RN	RN	26/08/2021	Thursday	-	-	Over Demand	07:30 - 15:30
23 August 2021	2. RN	Night	Eliza Prout (42CD2422761)	Band 5 RN	RN	27/08/2021	Friday	-	-	Within Demand	19:30 - 08:00