

WEBINAR KEY LEARNINGS

Strategic ER Case Management that Empowers your Line Managers

with Doncaster & Bassetlaw NHS Teaching Hospitals



**Doncaster and Bassetlaw
Teaching Hospitals**
NHS Foundation Trust

GETTING BACK TO BASICS

What is ER Case Management?

ER Case Management refers to the process of handling Employee Relations (ER) cases using a case management system. These cases may be handled by the HR team or by dedicated ER staff and can include onboarding, leave requests, grievances, performance issues, disciplinarys, absence and many other circumstances.

Say goodbye to spreadsheets today!



INCREASE THE EFFICIENCY OF YOUR ER CASES



REDUCE CASE DURATION AND COSTS

Significantly reduce your case costs by reducing length and tracking all associated costs with cases.



INCREASE YOUR ER TEAMS EFFICIENCY

Have full visibility of cases and dashboards, enabling you to review progress and keep everything of track.



MAXIMISE CASE COMPLIANCE

Build case management workflows in line with your ER policy, ensuring procedures are followed correctly every time and within time limits.



PROACTIVE ER ANALYSIS

Spot trends and patterns with insightful reporting. Increasing visibility of case costs and length allows you to drive change that will have an impact.

THE BENEFITS

Experienced by **Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust**

- 1 Reduction in time processing ER Cases
- 2 Ability to audit data whenever required
- 3 Quick and easy access to documents and letters

Assure HRCase has helped us at Doncaster and Bassetlaw Teaching Hospital NHS Foundation Trust see a consistent approach to processing HR case types, as well as a reduction in processing times.

We've also been able to customise the system and create bespoke policy requirements in terms of steps and stages. We also use the system to capture and report on real-time sickness absence as they come through to our centralised absence team.

Marian Ball

**Project Manager for People Systems & Workforce Information Team,
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust**

TREAT EVERYONE AS A PERSON. NOT A CASE NUMBER.

Benefits

- Streamline the administrative burden of managing cases
- Cases can be run more effectively and compliantly
- Reduce the risk of having to go to tribunal
- Solve cases quicker, so it's fairer on everyone
- Give more time for your case workers to spend on people, rather than admin
- Increase the efficiency of your cases workers and HR team
- Give full visibility of caseloads and progress in minutes

Features

- Workflow management: configure workflows for each case type, assign stages, steps and timeframes, helping to ensure consistency
- Task management: list tasks of all sizes in a centralised fashion against a case
- User defined fields: create fields that are specific to your requirements
- Document bundling: download all notes and attachments associated with a case in one click

Continue the conversation

Would you like to learn more about Assure HRCase or request a demonstration?

You can get in touch via email or visit our website by clicking one of the links below:

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