

Introducing...

Trust Approach: Streamlining Induction using ESR



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Introduction to Walsall

The area we serve:

- Population of over 270,000 - Walsall experiences extremes of deprivation
- Providing integrated health services for the people of Walsall and increasingly parts of South Staffordshire and the Black Country
- Walsall Together - partnership with Social Care, Mental Health, Public Health and associated charitable and community organisations

The organisation:

- We employ 4355 substantive staff and 1061 temporary workers
- Average YTD turnover of 10.04%
- Average of 900 new starters per annum - induction day is held twice per month with an average of 30 - 40 attendees per session



Why the need to change

Induction did not cover all Mandatory training requirements:

- Third party e-Learning solution was implemented at a cost
- Third party solution – technical issues preventing completion

Paper copies issued at Induction to ensure Mandatory training completed:

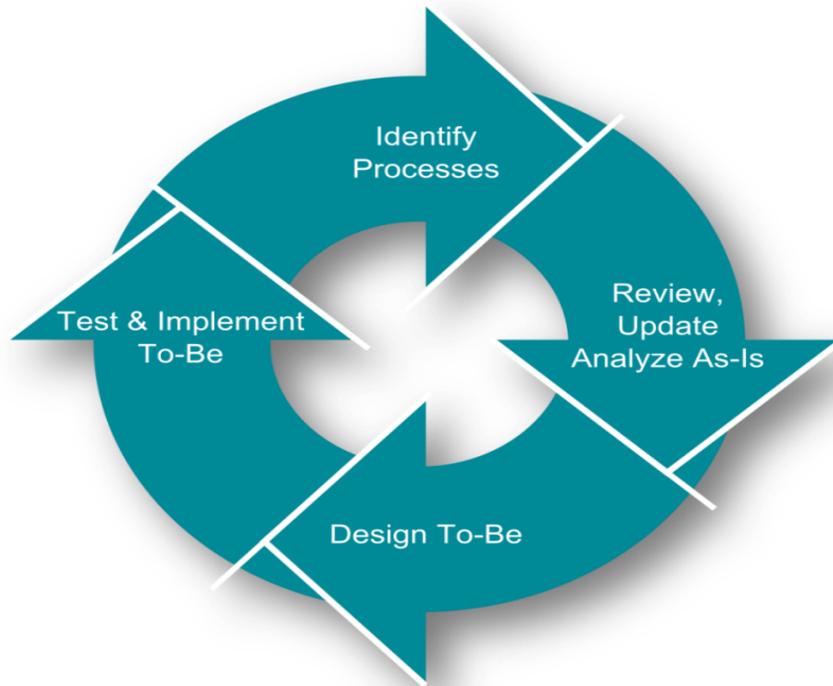
- Preventing new starters from engaging with speakers
- Not receiving a good Induction experience sometimes required to stay after induction to complete paperwork.

Why the need to change

Manual interventions required:

- Downloading data from third party system
- Analyse data to identify gaps in completions
- Target relevant attendees to complete paper copies
- Mark assessments
- Manually add competencies to ESR – paper and third party
- Contact any new starter that had been unsuccessful in meeting the required standards

The New Process



Business Process Reengineering Cycle

- The ESR Annual Assessment and on-site IAT workshop with our Regional NHS ESR Team identified gaps and opportunities to move away our third party solution and make full use of ESR capabilities, enabling applicants to access e-learning prior to hire.
- This presented a great opportunity to change and streamline our induction process for all staff (DiT currently excluded)

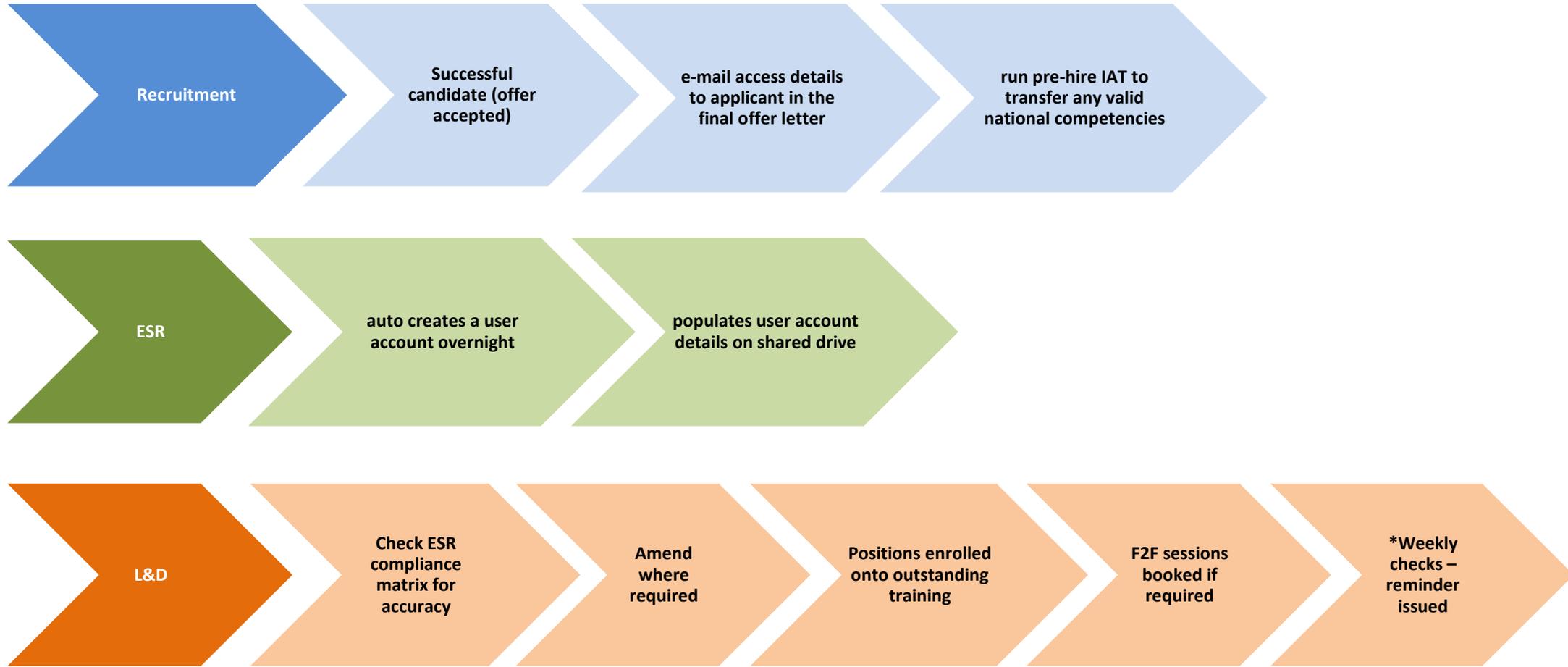
Teams Involved



Process Steps Pre-Hire

- ✓ Recruitment identify successful candidate – (status changed to offer accepted).
- ✓ ESR auto creates a user account overnight.
- ✓ ESR Team populates user account details on shared drive.
- ✓ Recruitment Team e-mails access details to applicant in the final offer letter.
- ✓ Recruitment Team run the pre-hire IAT to transfer any valid national competencies.
- ✓ Learning and Development check the ESR compliance matrix to ensure that all training requirements are correct - changes are made if necessary.
- ✓ The positions are then enrolled onto all outstanding training that is required (including any specific to role, e.g. Safeguarding Children or Adults levels 1 or 2.)
- ✓ Classroom sessions are booked if required.
- ✓ Weekly checks undertaken – reminders issued.
- ✓ Start date is deferred if e-learning has not been completed.





Induction Day

*Start date is deferred if e-learning has not been completed

Lessons Learned

As with any system we sometimes experience technical or user error problems. Here are some that users experienced and how we resolved them.

- **Issue - Unable to activate account**
 - Reset password over telephone
 - If this fails applicant is required to access from an N3 network
- **Issue - Unable to access the ESR system from home**
 - Is the web address correct?
 - Attempt access via the mobile app
 - Incorrect login details
 - Opportunity given to come on site and utilise computers



Lessons Learned

As with any system we sometimes experience technical or user error problems. Here are some that users experienced and how we resolved them.

- **Issue - Courses not playing**
 - Try on a different device
 - Training not complete on ESR prior to attending induction
- **Issue - Competencies not updating on compliance matrix**
 - Ensure the content has been completed
- **Issue - Not on ESR prior to attending induction**
 - Applicant start date is deferred to a later date in order to gain their ESR access
 - Paper based copies are issued on the day, for exceptional circumstances (e.g. ESR service availability)



Key Considerations

- Set up a project team and involve key departments e.g. Recruitment, Learning and Development and the ESR/Workforce teams;
- Undertake a process mapping exercise to understand and agree the full end to end process and the responsibilities of each team;
- Ensure that your senior management team support the project. Our Chief Executive was very supportive of this project;
- Are you implementing for all staff groups ?



Benefits

- It enables our future employees to undertake their e-Learning at their own pace prior to induction.
- Refocuses the Trust Induction on core values.
- Cost saving by ending contract to third party solution circa £5k.
- Redirect resources to areas that add more value.
- All mandatory training requirements are met – meaning new starters are ready to “hit the floor running”.
- Mandatory Training Compliance – 86.1% as at Feb 2019.



"The Trust already knew what training I needed to complete as ESR had transferred all valid competencies from my previous NHS employer, meaning I did not have to repeat unnecessary training. The process was straight forward, I was able to access the e-learning from home on my own device and complete my e-learning requirements prior to attending the Induction day, enabling me to hit the ground running"

Catherine Griffiths
Director of People & Culture

Views from Staff...

"I was able to log into ESR on my computer at home, my experience was OK and I had no problems getting my training completed"

Health Records Clerk

"I completed the training on my iPad - I enjoyed the experience and the courses were interesting"

Specialist Physiotherapist



For Further Information

Read our **Case Study** [here](#) on the ESR website

Or contact us:

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Safe, high
quality care



Care at home



Partners



Value
colleagues



Resources



Respect
Compassion
Professionalism
Teamwork