

HSE Mental Health - eRostering Understanding the rostering challenge - from paper to digital

Name: Lily Connolly Title: Project Manager

Fmail: lily.connolly@hse.ie

eHealth Ireland will be Enabling Connected Health Through Digital

@ehealthireland

Contents



- Introduction
- Guiding principles (technical)
- Objectives
- Rostering impact
- Mental Health service delivery
- As is
- Challenges and Complexities (business)
- Implementation



Introduction



Understanding the rostering challenge - from paper to digital

Bringing improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled solutions – <u>eHealth Ireland mission statement</u>

"Provide strategic management tools to ensure healthcare resources as a whole can be utilised more efficiently and effectively." – <u>quote from eHealth Ireland strategy</u>

Where does eRostering fit and will it improve patient care and wellbeing? How did we get here?



Guiding principles (technical)



Thought processes

- the solution must benefit and improve patient care
- the solution must be scalable, easy to deploy and cost effective (financially beneficial)
- the solution must offer excellent ROI
- the solution must be easily accessible from a technology perspective and staff perspective
 - Must be accessible from anywhere on any device
- the solution must be GDPR compliant and must be compliant with Irish employment law
- the solution must meet service demands
- the solution must be aligned to the eHealth Ireland strategy and vision
- the solution must meet HSE National ICT standards



Objectives



- Reduce time spent by experienced staff on administrative tasks relating to rostering.
- Improve the availability of accurate relevant and timely information at a national, CHO and local level
- Support effective mental health service delivery by having the right people in the right place at the right time and at the right cost.
- Assist in fulfilling our obligations under the legal requirements of the EWTD.
- Improve the reporting and planning of leave and the management of unscheduled absences e.g. sick leave
- Improve the working lives of staff through the equitable and fair allocation of off duty.

Service Provision





eHealth Ireland will be Enabling Connected Health Through Digital

🝟 @ehealthireland

Rostering Impact



Service outcomes

Poor employer reputation Poor implementation of statutory and mandatory requirements for working practice Poor staff retention



Service Performance

Patient care benchmarks Clinical service benchmarks Financial targets Resource utilisation Human resource management



Unit performance Delivery of patient care Clinical service levels Staff satisfaction Absenteeism Operational cost control

Unit outcomes

Over/under staffing Poor management of contracted hours Inequitable allocation of shifts amongst staff Excessive and costly use of agency/overtime staff

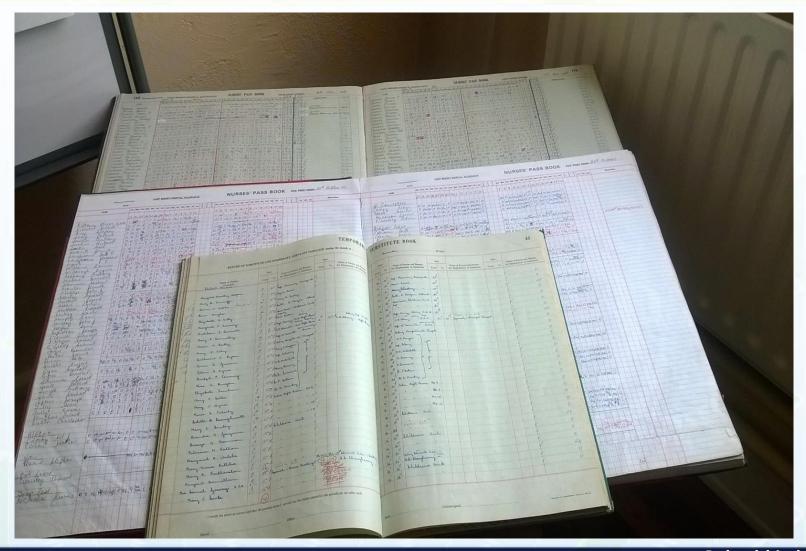


eHealth Ireland will be Enabling Connected Health Through Digital

🍟 @ehealthireland

As is....



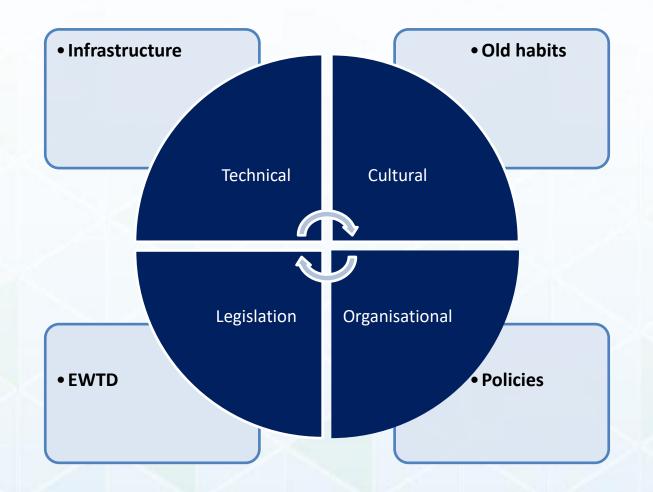


eHealth Ireland will be Enabling Connected Health Through Digital

🝟 @ehealthireland

Challenges and Complexities





eHealth Ireland will be Enabling Connected Health Through Digital

🝟 @ehealthireland

Solution and Implementation

- Procurement
- Contract
- Data collection and cleansing
- System configuration
- Train the trainer
- Learning sites
- Readiness
- Roll out



TeHealth Ireland

H

Closing



Thank you

Lily Connolly <u>lily.connolly@hse.ie</u>

Queries and questions are very welcome.

eHealth Ireland will be Enabling Connected Health Through Digital

