Healthcare Transformation Advisory

The Effective Workforce: Executive Challenges

Innovation of the Year Awards 2018 | **Winner**
"Excellence in e-Rostering"
Workforce Transformation Programme

- How can we reduce our Bank and Agency costs?

- Are our Wards safely staffed?

- Are we rostering effectively?

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About us

Independent workforce transformation experts

Our founders, Keith Elkin and Greg Bull pioneered the introduction of e-Rostering solutions into the NHS, over 20 years ago. Today, the team is focused on helping our customers get the best from their workforce systems, reducing Bank and Agency costs, increasing compliance and returning significant savings.

We work exclusively with the NHS, helping Trusts and Health Boards translate the guidance in The Carter Report into workforce transformation reality.

Our results focused, proactive approach, drives improvement forward at pace, liberating the insight from maturing systems.

The whole of our business, passion and commitment is aimed at reducing costs and pain for our customers. We can supply ad-hoc capability and capacity by working in close partnership, an approach which has given us a track record of success in over 40 NHS Trusts and Health Boards. Irrespective of the systems in play at your Trust, we can help you return evidenced value.

What makes us different?

Shared Reward Financials
We're very confident we can help. We'll put our time and effort on the line to prove it, and we're always happy to work with Matrons and Nurses out on the Wards to do this. We're easy to work with and we're proud of our track record of success.

True Data-Level Analysis
We're the only supplier who can work at database level to join up different NHS systems, for example e-Rostering, PAS, ESR, NHSP, Datix and Medics. Inside these maturing workforce systems, there's a wealth of data we can analyse and value – to inform on transformational priorities.

Rapid Delivery
We're keen to get cracking and help you return savings this financial year, in fact many of our interventions can be actioned in a day. Whilst we're working with you, we'll be teasing you with new ideas (perhaps from lessons learned in our other Trusts) - there's always something new to work on.

Connections
We're very well connected. Our network includes high-level nurse leaders and officials around the country. Our collective of Trusts shares its experiences in driving up best practice, what works and what doesn't. We all share what we learn. Meanwhile, as your "critical friend", we have your back covered should any dastardly politically driven plot mean you need assurance on a particular angle at warp speed.
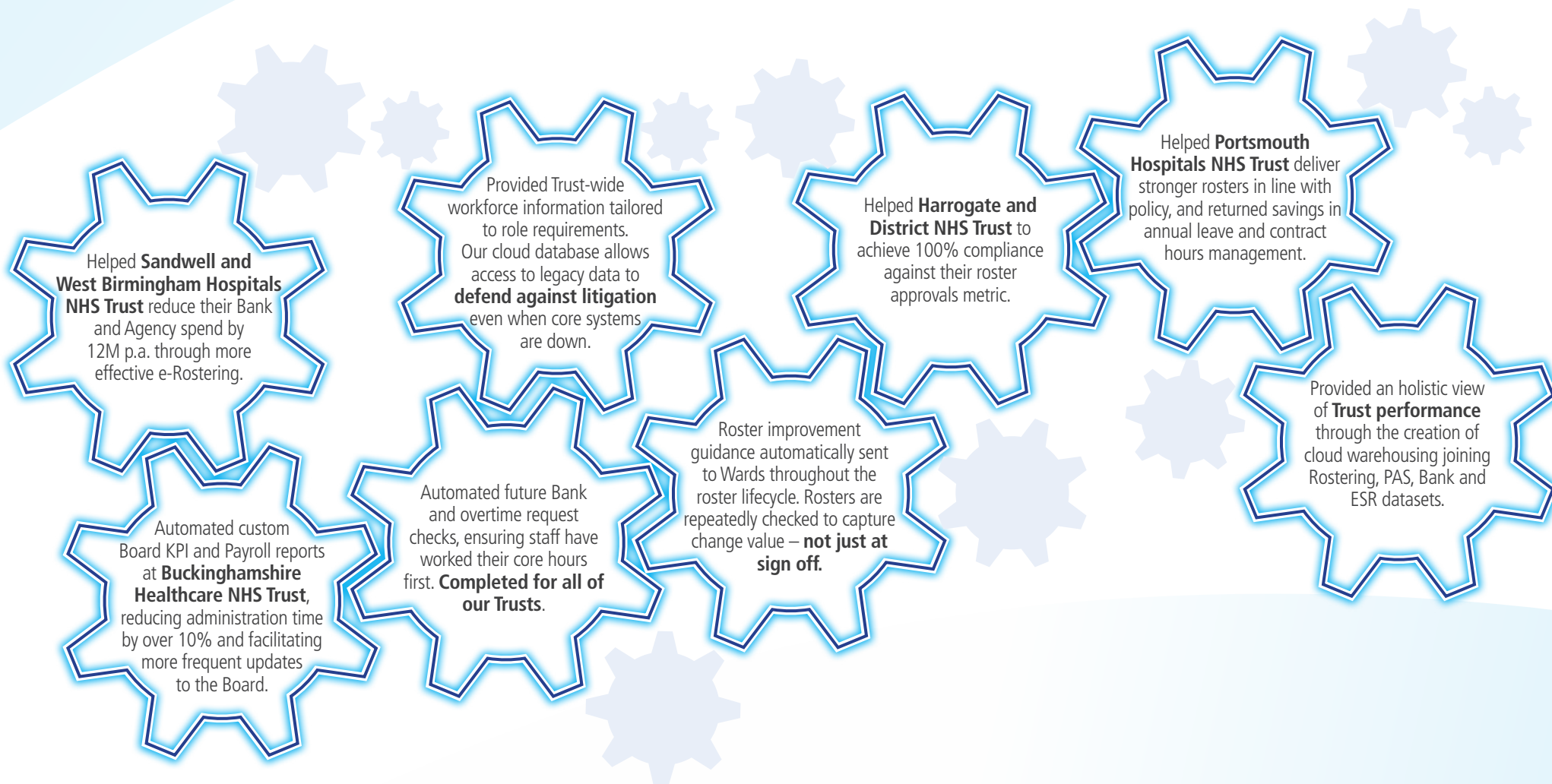
Security
We take data-security extremely seriously. Our dedicated servers are compliant with: ISO 9001:2015, Information Security Management; ISO:27001:2013, PCI DSS, Environmental Management, Information Governance and Employment Screening accreditations. We are GDPR compliant, having reviewed our processes and policies and received a rating of 'Green – GDPR successfully implemented' via the Information Commissioner's Office Data Processor assessment.

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What we do

Workforce optimisation, compliance and reporting

We work closely with our customers to understand their particular pain-points and objectives. Uniquely, we understand key NHS systems at database level, joining up the data to bring fresh perspectives and correlations. And because our solutions are cloud based, they can be productionised quickly, without infrastructure cost or delays by internal IT.

Helped **Sandwell and West Birmingham Hospitals NHS Trust** reduce their Bank and Agency spend by 12M p.a. through more effective e-Rostering.

Provided Trust-wide workforce information tailored to role requirements. Our cloud database allows access to legacy data to **defend against litigation** even when core systems are down.

Helped **Harrogate and District NHS Trust** to achieve 100% compliance against their roster approvals metric.

Helped **Portsmouth Hospitals NHS Trust** deliver stronger rosters in line with policy, and returned savings in annual leave and contract hours management.

Automated custom Board KPI and Payroll reports at **Buckinghamshire Healthcare NHS Trust**, reducing administration time by over 10% and facilitating more frequent updates to the Board.

Automated future Bank and overtime request checks, ensuring staff have worked their core hours first. **Completed for all of our Trusts**.

Roster improvement guidance automatically sent to Wards throughout the roster lifecycle. Rosters are repeatedly checked to capture change value – **not just at sign off.**

Provided an holistic view of **Trust performance** through the creation of cloud warehousing joining Rostering, PAS, Bank and ESR datasets.

How we do it

A proven, structured approach

We have developed a suite of tools and a delivery methodology to support the Trust in achieving workforce transformation. As system integrators with access to the Trust's workforce data, we can find fresh angles to drive and value change - and we're great at creating new solutions to fix known pain points. Ultimately, we take our Trusts on a journey with us, to achieve **Excellence in e-Rostering** through a structured program of activities.

The four phase route map to **Excellence in e-Rostering**.

Investigation
Baseline where the Trust is now, in comparison to **Excellence in e-Rostering.**

Set up and configuration
Put the metrics, reporting, policy and practises in place to support transformation.

Transformation
Utilise automated insight and guidance alongside roster clinics to proactively address issues.

Maintenance
Automated reports and new habits drive continuous improvement, aided by ongoing and responsive professional support.

Core Solution Components

Using **Barnacles** data audit we can identify a prioritised list of areas for improvement, based on a Trust's objectives and create a ward-by-ward targeted transformation plan.

The **Periscope** cloud warehouse enables standardised, automated executive reporting and can support ad-hoc questions, customer insight, financial modelling and research projects

With **Sentinel** automation we can distribute alerts and reports without overwhelming staff with too much data. This includes structured guidance tailored to address specific issues identified on weaker roster plans.

All activity is supported by Oceansblue's **Professional Services** expertise – full service project management and transformational consultancy.

The Periscope model

Consolidate NHS systems for a simpler life

Working closely with Trusts and Health Boards, Oceansblue recognised that customers needed an holistic view of their data, as opposed to silos of information, which could lead to skewed decision making.

In response, we have created the **Periscope** cloud warehouse which uniquely merges and links data from all key NHS corporate systems.

This innovative solution brings multiple benefits, including:

- Executive reporting across systems in one place and a la carte.

- Reduces information overload

- Everything in one place' concept helps the Trusts to see the big picture

- Links workforce, care quality and patient systems together for an holistic view

- Automatically build and distribute reports, reducing staff administration burden

- Reveals and monitors the most powerful transformation metrics for your Trust

- A fast track into production, without loading internal IT

Acuity

Doctors

Survey

Datix

ESR

Bank

PAS

eRostering
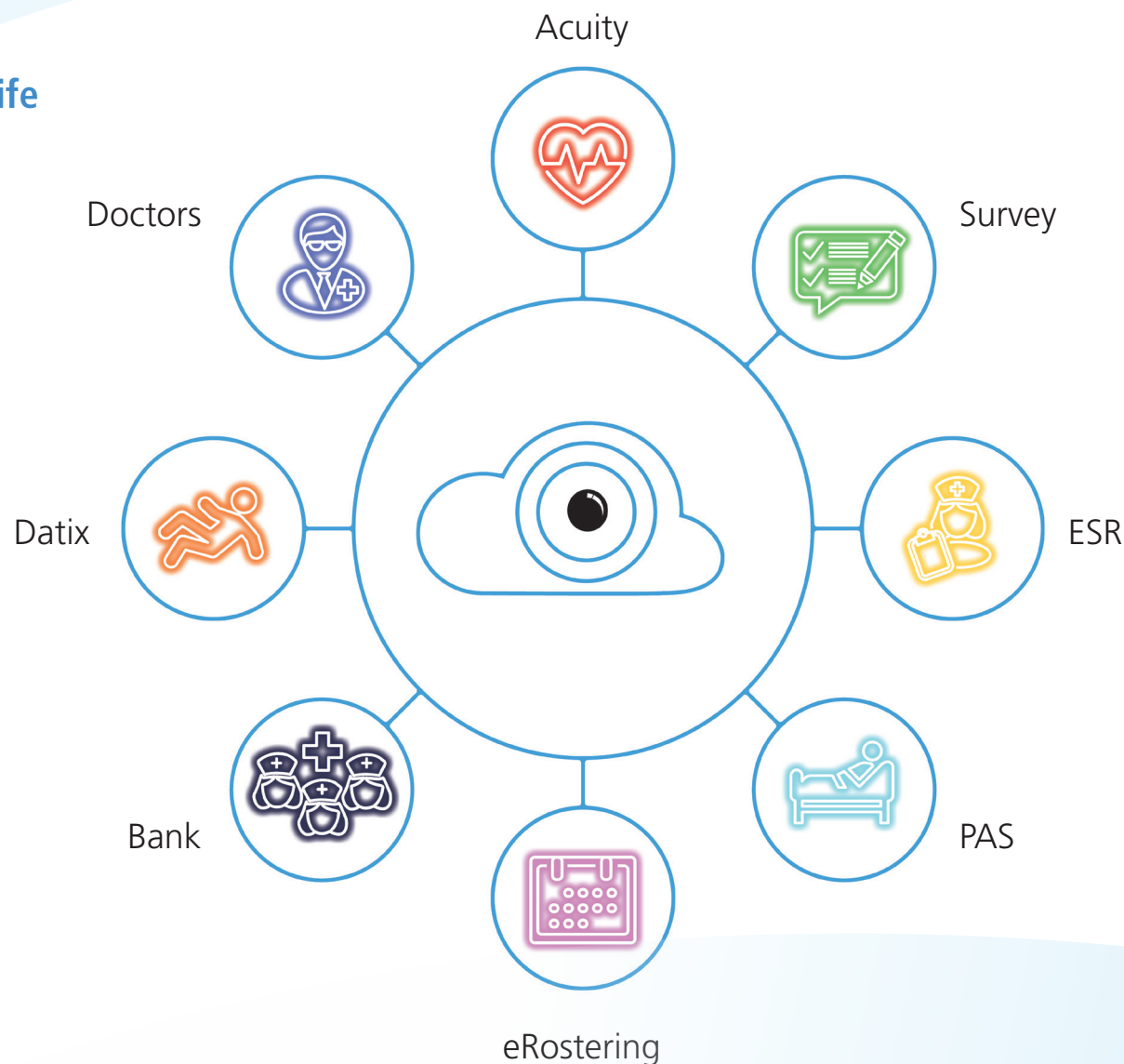
Customer success story

Sandwell and West Birmingham Hospitals NHS

We are working with SWBH NHS Trust to meet their goals to reduce agency spend and provide board assurance. To do this we have supplied our full service software and services workforce transformation package for data warehousing, insight and Robotic Process Automation. The result - Bank and Agency run rate reduced by £12million p.a.

The project has delivered the benefits expected from the initial audit and modelling work, in line with planned timescales.

Bank and Agency spend reduced by 25%, valued at £12M p.a.

Substantive contract hours owed down by over 90%

Proportional use of temporary staff use reduced by 16%

RN shortages on shifts cut by over 50%

At the same time there were clear improvements in working practices – the reduction in agency spend was absolutely not at the expense of reduced care quality.

Quality care staffing compliance up 30%

90% improvement in roster sign off notice period, with an extension from 21 to 40 days

Temporary staff cover request notice period extended by 89% from 9 to 17 days

As the project matures, these benefits are expected to increase in value, as sustainable trends develop.

Full details can be found in our Customer Success Story document, available online at https://bit.ly/2GhHDVk

Customer Success Story

Sandwell and West Birmingham Hospitals NHS Trust

Sandwell and West Birmingham take control of e-rostering to reduce their Bank and Agency run rate, worth £12M p.a. - and show impressive care quality improvements.

January 2018

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A rewarding partnership

Oceansblue from the customers' perspective

The key benefit of the new insight we're receiving from Oceansblue is the level of control it gives us. We can focus on areas that need support to improve their Bank and Agency planning. We're also able to see metrics we couldn't see before, presented "our way" - and because reports and alerts are automatically generated and distributed, it's a real time-saver for our reporting team!

Vaneesha Rai
Development Manager
Trust Bank Services
Sandwell and West Birmingham
NHS Trust

Having our e-rostering and bank data placed on the Oceansblue cloud has been really useful. It's an off-site backup for us, and using their roster viewers is an alternative way for wards to view shift data in the event of an infrastructure failure. An insurance policy for e-Rostering!

Martin Harrower
e-Rostering Manager
Sandwell and West Birmingham
NHS Trust

We commissioned Oceansblue to investigate how we could make better use of our Healthroster e-rostering system and to review our workforce processes. They've helped us identify and prioritise opportunities to transform, looking at how we work with a fresh pair of eyes. They are knowledgeable and enthusiastic and I'd recommend them.

Margaret Daly
Deputy Director of Human
ResourcesTrust Bank Services
Kent Community Health NHS
Foundation Trust

We've really appreciated working with Oceansblue, they have helped us to see our processes through a new perspective. They are proactively working with us on new areas for improvement and are always responsive and extremely enthusiastic. They are helping us to continue identifying areas for cost saving and improvement with a sustainable basis.

Liz Pugh
HR Business Partner
Harrogate and District NHS
Foundation Trust

Oceansblue understand the complex issues we face, and have become part of our workforce steering group - really engaged. They are pretty much self-managing, meaning the project doesn't impact my day to day tasks.

Nicky Sinden
Lead Nurse for Workforce
Portsmouth Hospitals NHS Trust

We asked Oceansblue to prepare an audit on our workforce data and processes. They were able to show us where we can optimise how we work and helped us strengthen our rostering policy too.

Janet Willis
Deputy Chief Nurse
Great Ormond Street Hospital
NHS Foundation Trust

Working with you

Understanding your individual requirements

Each Trust and Health Board has unique objectives. We bring our depth of experience, along with our range of products and services, and work with you to identify and tackle your priorities. We enhance our products and capability regularly, based on fresh customer requirements.

- e-Rostering transformation
- **Approva** budgetary control
- **Sentinel** automated reporting
- Procurement Advisory
- **Barnacles** Audit
- **Professional** services
- Migration and Decommissioning
- **Periscope** data consolidation

If you would like extra information on any of these items, or to find out how we can help you, please do get in touch for an informal discussion.

We look forward to working with you.

Keith Elkin   Greg Bull

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