WARD GUARDIAN

The next level in e-rostering

- Improve workforce effectiveness: disrupt weaker rosters and rigorously control bank and agency spend

- Preserve precious staff skill sets, increase retention and support wellbeing enabling staff to perform to their best

oceansblue
instant intelligence

Introducing Ward Guardian

Guide and support wards to full compliance - with both empathy and challenge

e-Rostering systems are used as standard in the NHS to manage complex staffing requirements. They contain a wealth of data, that if used effectively, can be used to drive significant and smart improvements.

Ward Guardian makes early use of this data, cross-referenced to Trust policy and combined with expert best-practice to improve workforce compliance, reduce temporary staffing, decrease operational stress and reduce costs.

Ward Guardian tirelessly checks every roster, every day for predicted or actual compliance issues. It then sends timely, jargon-free alerts to the wards, matrons and Nursing Directors.

These alerts give the operational detail on specific problems, acknowledging the relevant Trust policy, and recommending best practice corrective action. By personalising and high-lighting just the key problem areas, data over-load is reduced. With all the details and required actions in one place, busy ward managers can focus on fixing the issues. This leads to durable service improvement, resilient to staff absences, turnover and contemporary crises.

Whilst Ward Guardian is automated, it's the human approach that makes it effective. It is designed to increase staff engagement and response, using supportive natural language. Central to this approach is an appreciation of behavioural psychology and nudge theory.

Installing **Ward Guardian** alongside e-rostering has helped customers reduce their net hours balance by **over 90%**; thousands of hours of recovered time can be used clinically - reducing agency spend.

Trust Ward Guardian

A forward-looking view to improve roster planning

Disrupting weaker rosters ahead of time and addressing the issues early is a key part of Ward Guardian's strategy. Instead of fire fighting when things are going wrong, problems are anticipated.

Ward Guardian approaches rostering from a unique perspective. Our data engine, Sentinel AI, sifts, sorts and models multiple Trust inputs and continually enhances the patterns, predictions and outcomes through sophisticated machine learning capabilities.
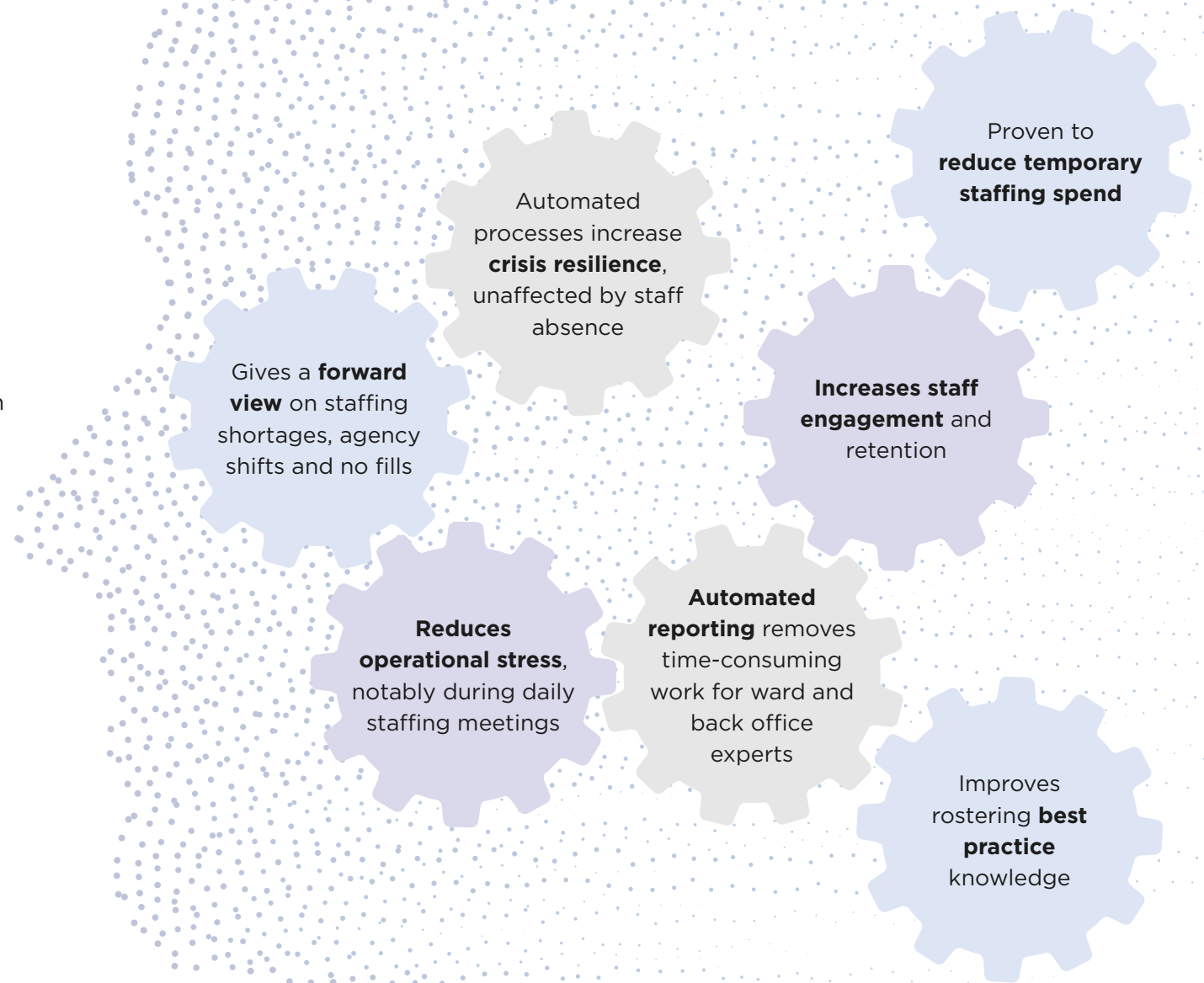
This means compliance issues in rosters are not just identified, but can be predicted – giving the nursing team time to create stronger rosters and a new and improved reality.

Using the data to understand where improvements can be made is more important than ever. Giving notice means mitigating actions can be employed, for instance aligning the staff pool with shortages within a directorate.

The power of a nudge

Nudge theory and the psychology of human bias is employed throughout the Ward Guardian design. Performance comparisons, rankings and natural language are used to encourage compliance even in the cohort of wards most resistant to change.

Proven to **reduce temporary staffing spend**

Automated processes increase **crisis resilience**, unaffected by staff absence

Increases staff engagement and retention

Gives a **forward view** on staffing shortages, agency shifts and no fills

Reduces operational stress, notably during daily staffing meetings

Automated reporting removes time-consuming work for ward and back office experts

Improves rostering **best practice** knowledge

How it works

Ward Guardian checks **every roster every day** for actual or predicted compliance issues
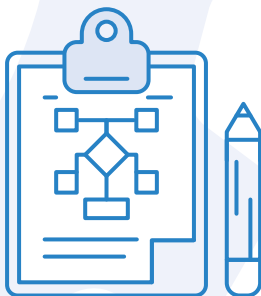
Issues **email alerts** to specified wards or matrons with key data and recommended corrective actions

Data is presented in **user-friendly** charts, heatmaps and as comparisons

Recommendations are **aligned to Trust policy** and communicated in jargon free-language

App option for escalations and KPI breaches

Benefits

- Roster planning issues are highlighted immediately or before they happen

- Prompt mitigation of issues reduces temporary staffing costs and improves staffing compliance

- Wards only receive insight relevant for actioning, reducing data overload

- Clear information and tailored advice enables busy wards to focus on fixing the issues quickly - e.g. if rostered annual leave is low then Ward Guardian will propose staff who need to take more leave

- Frees your e-rostering experts to work 1:1 with the wards that need support

- Structured information supports roster clinics and goes hand in hand with operational KPI reporting

"Always on" mobile escalations

Ward Guardian is available via our mobile app. It provides essential data on KPI breaches and escalated issues.

Connecting executives, for example Divisional Nursing Directors, with the operational issues on the wards is essential for understanding and resolving compliance issues.

Ward Guardian 'alerts' can be escalated, cancelled or actioned via a carousel of options making it easy to reach out to a ward for clarification or to set up a meeting.

This "always on" offering will give Directors of Nursing and Matrons direct access to e-rostering information, whether walking the wards or working at home - and all without having to be an e-rostering expert or dissect complex rosters.

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WARD GUARDIAN

Email

Password

Sign in

Forgot password?

oceansblue
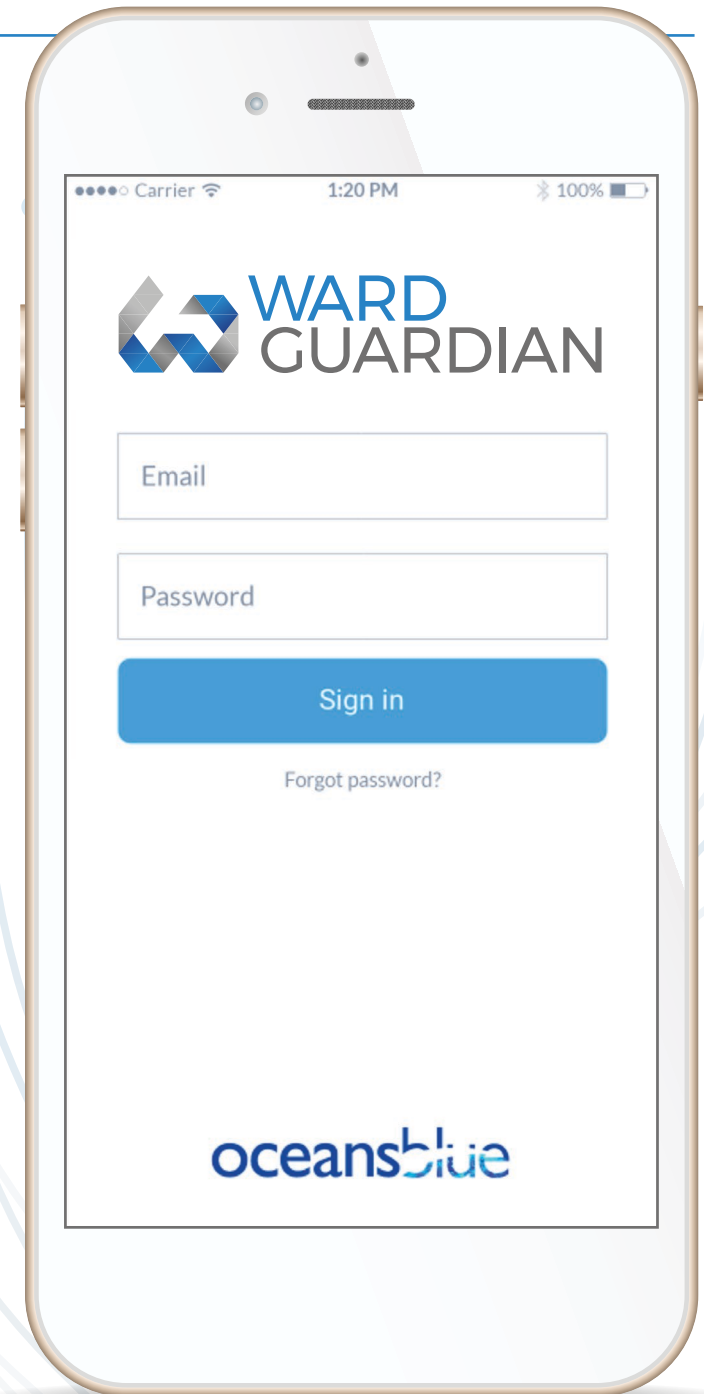
Ward Guardian in numbers

- **90%** of ward managers surveyed said they **depend on Ward Guardian** to build stronger, safer rosters

- **80%** of ward managers surveyed believe **Ward Guardian improves staff wellbeing** by reducing stress on the working day

- **1628 rosters** automatically checked each day by Ward Guardian, to date

- **105 million shifts** processed each day by Sentinel AI, our AI technology that sifts, sorts, models and prepares a rich data repository to drive reports and alerts

- Predictive modelling **accuracy of 92%** for temporary shift outcomes - whether or not they will fill, and if filled, will it be by bank or agency

Case Study

Sandwell and West Birmingham Hospitals NHS Trust

Sandwell and West Birmingham take control of e-rostering to reduce their Bank and Agency run rate and show impressive care quality improvements.

Sandwell and West Birmingham Hospitals NHS Trust were keen to get to grips with e-rostering and fully exploit the benefits of this technology, in accordance with Carter recommendations. But knowing where to start and what steps to take was a challenge.

- The over-arching goals were to stabilise the pay bill, reduce agency spend and assure the board of e-rostering quality and effectiveness.

- Oceansblue delivered a comprehensive project, within which the Ward Guardian automation solution played a significant part. Ward Guardian distributed alerts and reports, at the appropriate level of detail to the right staff. Instead of overwhelming staff – "big data" was broken down into personalised "small data" and presented simply in the Trust's

own style to staff, increasing the likelihood of action and informing better decisions.

- All roles in the Trust were able to share the same accurate information, in board reports, bed meetings and roster clinics - a "single version of the truth".

- Both in the central e-rostering team and out on the wards, the automation of previously manual and intensive processes freed staff to spend time improving planning, supporting ward staff or as clinical shifts.

- Meanwhile, the wards were sent structured guidance to disrupt weaker roster plans, with an automated forensic breakdown of their rosters, showing avoidable costs and ways to improve their plans before they were worked. And these snapshots were taken throughout the lifecycle of rosters – not just at roster approval

Headline benefits

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%**

- Substantive contract hours owed **down by over 90%**

- Proportional use of temporary staff use **reduced by 16%**

- RN shortages **cut by over 50%**

- Trust pay bill **stabilised**

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 expension 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.

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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 our 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

"

We wanted to look forwards to find ways to improve our rosters, not just trawl over historic data. We're changing our future rosters now, so that they're strong when we come to use them.

Lesley Barnett
Deputy Director
Human Resources

About Oceansblue

Oceansblue converge and analyse key NHS workforce data at raw database and extract level. We are in a unique position to help our customers deliver to the Long Term Plan, leading to cost savings, safer rosters and improved staff retention.

We are an award-wining data science company with deep experience in e-rostering transformation, uniquely underpinned by the ability to deliver freeform database analysis on core NHS workforce systems.

Ideal for fast track delivery, our solutions help Trusts and Health Boards extract greater value from their investment in workforce systems, with a typical transformation value of £6m per annum.

The company prides itself on delivering an intelligent and responsive service, based on à la carte analytics for those NHS customers with a thirst for data, who are demanding greater depth and breadth to their data science capabilities.

Oceansblue's founders pioneered the introduction of e-Rostering and bank solutions in the UK, almost 20 years ago. These days the company is focussed on helping customers improve e-rostering effectiveness and compliance, increase staff retention and return concrete savings.

ALLOCATE

Partners with Allocate

- Transformation
- Data science
- Reporting Your Way

Oceanblue's analytics complements Allocate Insight, with Ward Guardian driving operational change, and Insight providing the visualisations to track transformation. Oceanblue's unique ability to bring together data from multiple core NHS workforce systems beyond e-rostering alone, enables joined-up, customised and automated reporting your way.

Our shared reward programme can be attractive to customers looking to minimise risk as they deploy.

KEITH ELKIN
CEO & Founder

GREG BULL
CIO & Founder

As your data science partner, we'll support you to achieve sustainable change, meet your compliance goals and take control of temporary staffing costs.

GREG BULL

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WARD GUARDIAN

Get in touch

To find our more about Ward Guardian and how your Trust can benefit, call us on **01564 711 186** or email **hello@oceansblue.co.uk**

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