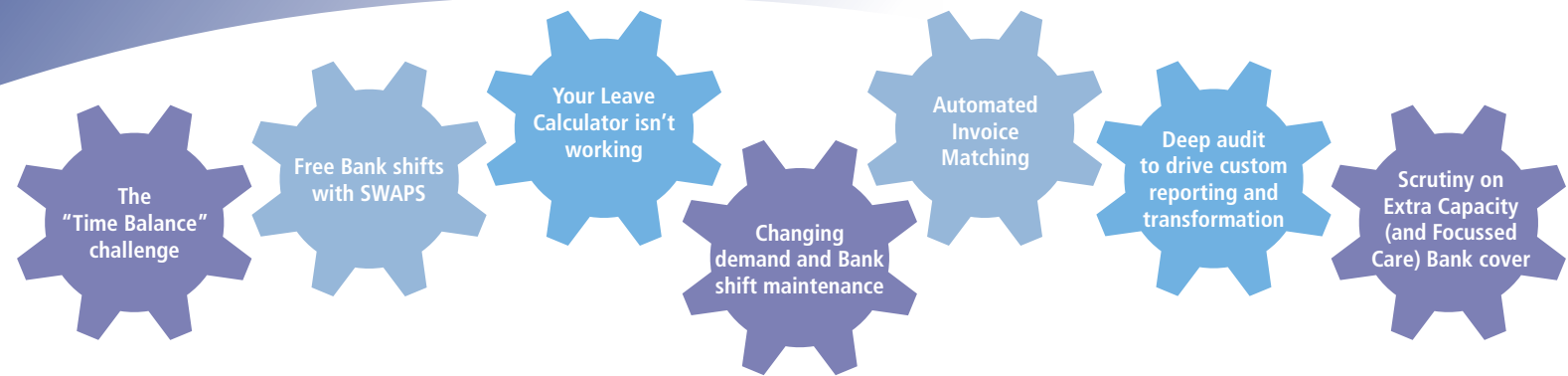


# Solution Snapshots



## Reducing pain for our Trusts through the use of innovative technology solutions.

We leverage our expertise in NHS workforce and patient systems to automate, integrate and ultimately reduce costs.

To drive transformation towards "excellence in e-Rostering", much of our strategy is based on finding simple ways to connect the executive team with the operational detail out on the wards, cutting through layers of obfuscation.



This makes non-compliance transparent - the executive body can see the cost and safety impact – fast tracking the Trust to improve through a combination of challenging and supporting the wards.

To illustrate how we do this, here are some of our 'Solution Snapshots' that we use with Trusts today to tackle specific problems.

Our range of solutions is continually evolving as we work in partnership with Trusts to identify and fix new issues.



### The Challenge



### The Solution



### The Benefits

Oceansblue investigated our Healthroster e-rostering system and workforce processes. They've helped us identify and prioritise opportunities to transform, looking at how we work with a fresh pair of eyes.

**Margaret Daly**  
Deputy Director of Human Resources  
King's College Hospital NHS Foundation Trust



## The "Time Balance" challenge

**Challenge:** It's crucial that Trusts can provide assurance that contracted staff hours are worked, that shifts are allocated equitably and that key staff are not over working. In any manual entry system, data quality is at risk even though board decisions are best made against accurate data.

**Solution:** In one screen, we can show balances for all staff in the Trust and help wards identify where their data is poor, before the actual worked times are forgotten.

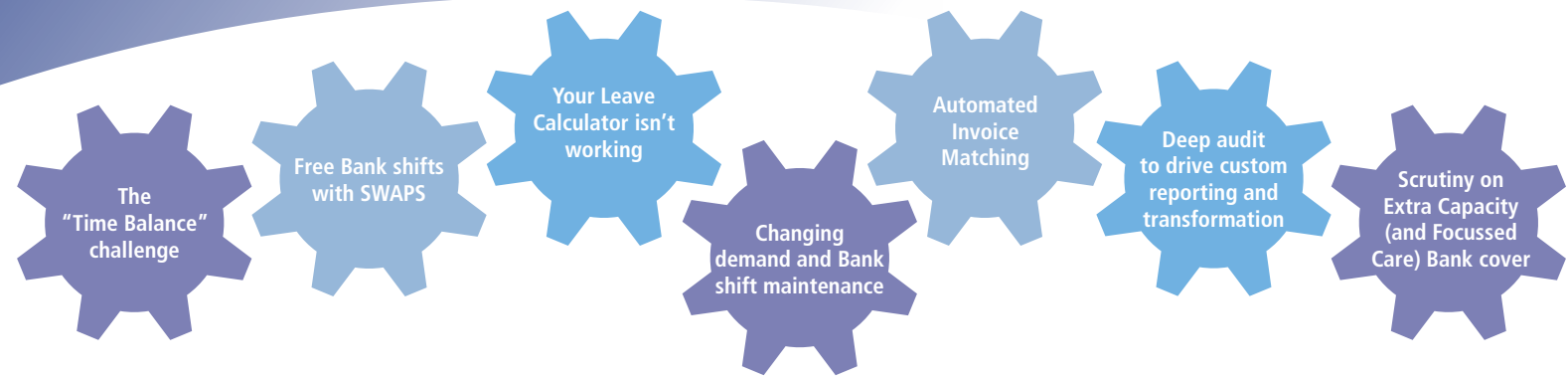
**Benefits:** The firm management of time balance can radically improve data quality, and return lost hours typically valued at £300K per annum.



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

**oceansblue**  
instant intelligence

# Solution Snapshots



## Free Bank shifts with SWAPS

**Challenge:** Staff are working on the Trust Bank when they owe the Trust hours.



**Solution:** By cross referencing time balance with staff bank commitments, we identify when a staff member with a positive time balance is down to work a Bank or Agency shift and automatically send an advisory email alert.

**Benefits:** This mechanism significantly reduces unnecessary bank shifts, saving the Trust avoidable Bank and Agency spend and lowering outstanding time balance.

## Your Leave Calculator isn't working

**Challenge:** Trusts are often surprised at how poorly leave is managed by wards, after all aren't leave calculators provided? The reality is that entitlement calculations are complex – factoring length of service, variable bank holidays and changes in contract hours. And there needs to be a robust way to audit agreed entitlements and carry overs, too.

That's not all, because generally leave shifts should be balanced across a year, as peaks and troughs will cause unnecessary Bank and Agency spend or over-staffing.

The key benefit of the new insight we're receiving from Oceansblue is the level of control it gives us and seeing metrics we couldn't see before. Because reports and alerts are automated, it's a real time-saver for our reporting team!

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

**Solution:** We handle these tricky computations by using a combination of ESR and e-Rostering data, giving wards access to an easy to use screen that computes an accurate entitlement for any period, shows the leave booked and then "What's Left" all side by side.



**Benefits:** Forearmed is forewarned – so we equip wards with visualisations of future leave periods to identify where leave is unbalanced. And confidently knowing who needs to take more leave makes it easy for managers to ask for volunteers or remind staff to put their requests in.

Having all of the key information elegantly to hand means a big reduction in ward administration time too.

A saving of £300K per annum in controlling the over allocation of leave can be expected, with balanced leave planning returning up around 1 WTE per ward, per annum as a Bank/Agency hours reduction – this really adds up!

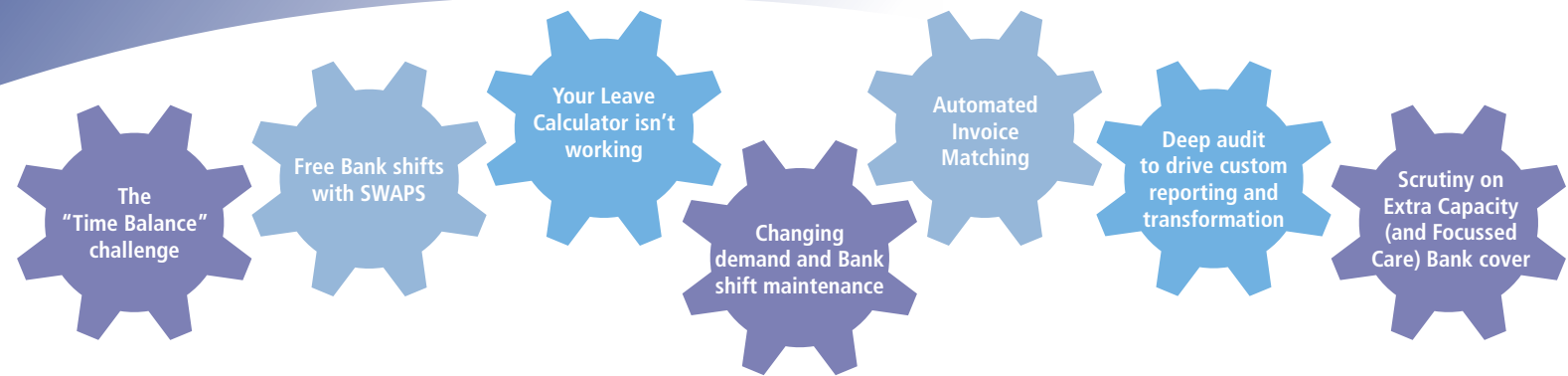
## Changing demand and Bank shift maintenance

**Challenge:** The most expensive and difficult to organise Bank and Agency cover is for the shifts that are booked last minute. If only wards would raise cover for their shortages with Carter-esque notice?

Let's also remember that the roster is a living entity, subject to change even after approval. So what if assigned cover is no longer needed, or if cover to be assigned would result in an overstaffed shift?



# Solution Snapshots



**Solution:** Knowing this, we can set up daily alerts for our wards to support and guide them to housekeep effectively. We'll show them exactly which shifts have issues in a friendly email. Wards can then finesse their rosters – to deliver stronger and better value plans.



**Benefits:** With future-focussed analytics, rosters can be tuned to reduce or remove Tier 4 and HCA Agency entirely and to radically bring down the general requirement for cover. Fill rates will then likely increase as a pleasing side effect. One of our Trusts has reduced its Bank and Agency run rate by £12M per annum.

## Automated Invoice Matching

**Challenge:** Bank and Agency shifts contribute to the Trust workforce on a daily basis, raising an additional administrative requirement - the manual checking of agency invoices against the e-Rostering shifts worked. Multiple WTEs may be required to cover this task.

**Solution:** Let the automation take the strain! This time-consuming task can be fully automated via EDI feeds from the agencies, which we can cross-reference with e-Rostering data.

**Benefits:** As only unmatched exceptions are flagged for checking, this approach significantly releases administrative staff time and improves accuracy. Exceptions are addressed more quickly and approvals are actioned faster, supporting agency relationships.

Oceansblue have helped us to see our processes through a new perspective. They are proactively working with us on new areas for sustainable improvement and cost savings.

**Liz Pugh**  
HR Business Partner  
Harrogate and District NHS Foundation Trust

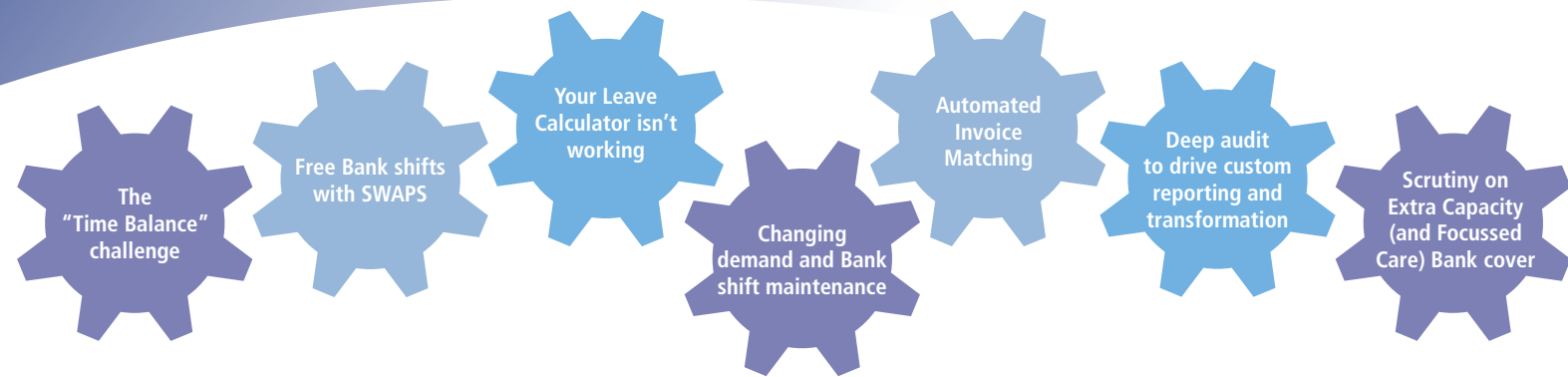


## Deep audit to drive custom reporting and transformation

**Challenge:** Sometimes key transformational metrics can't be exposed – for instance, they may be held across different systems, or are not presented in the Trust's own familiar style. This can hide out of tolerance ward metrics, which in turn severely limits compliance actions. Conversely, throwing every metric possible on reports will result in data overload. And execs may be unaware of the huge, manual effort back office staff make to deliver the frequent reports they need.

**Solution:** Oceansblue Periscope brings together different datasets so that executive reporting can be automated and "all in one place". Yes, that's one piece of paper pulling together metrics from e-Rostering, PAS, ESR, and Datix etc.

# Solution Snapshots



With our deep audit, we can show the Trust which metrics to select to best inform transformation effort – as few as possible! We give executives the ability check clinical, patient and workforce metrics easily and we support the measurement of transformation projects.

**Benefit:** Targeted metrics “your style” and run automatically at the right frequency are more likely to be actioned with effect. The time saving element frees back office staff to be proactive with wards and help support transformation.

## Scrutiny on Extra Capacity (and Focussed Care) Bank cover

**Challenge:** Even with an Acuity solution in place, the determination of whether shifts require additional support is still subjective. This can mean millions of pounds per annum spent with Bank and Agency that actually wasn't required.

**Solution:** We connect the leadership team with actionable insight so that ward decisions can be double checked, and safe decisions made around staffing. This lightweight workflow solution includes the bank office,

who will remove cover requests no longer needed. Finally, each decision is tracked, to better inform safety, resourcing and cost/benefit analysis.

**Benefit:** One of our Trusts is showing £500k per annum in cancelled temporary staffing.

## Conclusion

Oceansblue specialise in finding solutions to Trust problems, helping Trusts see the really important issues and understand how to tackle them effectively. We are very confident in our ability to secure significant savings against your current Bank and Agency spend, and we underpin this with our Shared Reward contract.

**We work in close partnership with our customers, whether it is to deliver a one-off bespoke project, or as part of an ongoing commitment.**

Speak to us today, to find out how we can help your Trust reduce spend, while improving transparency and best practice.



[oceansblue.co.uk/projects](https://oceansblue.co.uk/projects)



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