Using the dataload functionality in the Electronic Staff Record (ESR) system
Northern Devon Healthcare NHS Trust

As a non-Oracle Learning Management (OLM) user the trust used a streamlining dataload support tool to upload core skills training framework competencies in ESR. This has enabled the electronic transfer of training records to other NHS trusts.

The case for change

The trust, along with other organisations in the South West of England had been discussing their approach to streamlining for a number of years, with a view to sharing training records and reducing the amount of time new starters spent repeating mandatory and statutory training. In 2018 an opportunity to collaborate gave the trust a clear structure and set of objectives to enable them to understand what work was required.

Northern Devon Healthcare NHS Trust had been aligned with the Skills for Health core skills training framework for a number of years, however as a non-OLM trust who used a separate Learning Management System (LMS,) none of their training records were held within ESR. To enable the transfer of training data to occur at the pre-hire recruitment stage, a regular data upload process from LMS into ESR needed to take place.

The trust was not in a position to commence a full roll-out of OLM, so they needed an effective solution that enabled them to use both systems simultaneously, without needing any extra resource.

The solution

The solution was to use a streamlining dataload support tool which had been developed in the North West and used successfully by several other trusts. The trust established a project group, with representation from their workforce development, workforce information, recruitment, medical staffing, payroll, IT and occupational health teams.

How they did it

- The team held a webinar session to understand how to implement and use the pre-hire Inter Authority Transfer (IAT) functionality, they also assigned themselves the ESR roles.
• Some of the URPs (user responsibility profiles) were restricted to more senior staff within the teams so that they could see the notifications coming through and work out how best to manage these.

• The HR team logged an SR (system request) with IBM to book a mass upload of mandatory and statutory training records and downloaded the training records from their LMS system in readiness for the upload.

• The workforce development team undertook a review of the corporate induction and mandatory training for new starters. They looked at ways they could adapt the existing induction process to avoid new starters with competency data having to repeat mandatory and statutory training. One option included making computers available for staff to step out of induction and undertake alternative e-learning so they didn’t have to repeat topics.

• The trust continued to use their manual form process for verifying and accepting previous mandatory and statutory training from other NHS employers. This ran alongside their competency URP process due to the limited data coming through. The trust plans to end this process soon and automatically verify and accept the mandatory and statutory training data coming through the ESR pre-hire process.

• The HR team reviewed their employment checklist process to include information about the ESR data sharing that occurs as a result of the streamlining process. Nationally approved wording was included on privacy notices and offer letters. This has now been incorporated into their recruitment documents.

• Some minor expenditure was incurred by having to reconfigure the out-put report from LMS in order to produce an access database report. It was configured to meet the exact requirements for the data loader report for ESR. This was worthwhile especially for a non-OLM trust; the team did not want to manually reconfigure the report for the upload every fortnight. This should save time for their job share duo who currently undertake the LMS reporting.

• The trust used this tool whilst continuing to use their LMS, as this was how staff booked their training and completed their annual appraisal process. The tool also provides HR with all their training compliance reporting data.

Challenges

It’s still early days and the trust are working closely with colleagues in the region to try and enable all trusts to realise the benefits of streamlining and collaborate, this would increase the number of training records transferring electronically.

The data load process from the LMS into ESR has been the most challenging and time-consuming aspect of the whole project. Nonetheless, they have effectively tested the tool and created the user guide as part of the implementation process. As a result, the trust have a fully tested user guide that sets out click by click how to use the data load tool. This will help speed up the process for other non-OLM trusts.

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Outcomes and next steps

- The trust is currently uploading approximately 2,260 training records on a monthly basis using the data load tool, this currently takes around 5.5 hours.
- 28,124 training records have effectively loaded into ESR.
- Successful troubleshooting of the data load tool to create a comprehensive user guide to assist other trusts.
- The trust conducts fortnightly uploads of training records from LMS into ESR to keep both systems aligned.
- An automated ESR reference process is now embedded within recruitment, medical staffing and HR teams.
- Successful implementation of the mandatory and statutory training streamlining actions with no extra resource.
- Embedded the ESR reference process for all new recruits, utilising the ESR notifications to prompt the HR team to complete the on-line reference form.

Since going live in April 2018 and over a two-month period:

- The competency role holder has received 11 competency notifications, six of which contained core skills training framework competencies for review, resulting in 42 core skills training framework competencies being accepted.
- They have received one reference request through ESR from another trust using the pre-hire IAT references for a junior doctor due to leave in August 2018.
- The recruitment and medical staffing teams have used ESR to request 20 references and have received six back.

The trust are in the process of reviewing the induction process to identify how they could adapt it to make it tailored to each new employees training needs, rather than putting everyone through all mandatory and statutory training packages as standard.

Top Tips

✓ Co-ordinate your first local data upload within one to two weeks of your initial bulk upload to ensure you don’t end up with a huge number of records to upload.

✓ Ensure you change the parameters on the BI (business intelligence) report to include all assignments.

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