

Health-e Workforce Solutions Frequently Asked Questions

1. Does Health-e Workforce Solution (HWS) replace RosterOn?

No, RosterOn will continue to be our rostering system and time cards for Nursing and Midwifery staff pay. Health-e Workforce Solution will be our supplementary staff rostering system. All casual staff and vacancies requiring backfill from 16 April 2019 will be managed in HWS.

2. How do I get access to the system?

Go to: <https://wh.hews.com.au> and complete the registration form. Access will be pending until completed by HWS. The link is also available through WH Intranet Quicklinks menu.

3. Where does staff enter requests and see their roster?

Staff Type	RosterOn	Health-e Workforce Solutions (HWS)
Full time staff	Enter requests and view roster in RosterOn	
Part-time staff	Enter request and view roster in RosterOn	Add shift availabilities above contracted hours (do not exceed 76hrs) in HWS and view extra shifts booked
Pool staff	Enter requests and view roster	View allocated ward and add additional shift availabilities above contracted hours (do not exceed 76hrs) in HWS and view extra shifts booked
Casual/Bank staff		Enter shift availabilities and see shifts booked in HWS



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4. Where do I or my delegate complete rosters and create vacancies?

Task	RosterOn	Health-e Workforce
Rostering staff	UM or delegate to enter all rostered shifts and publish roster 6 weeks in advance	
Vacancy - not to be backfilled	UM or delegate to enter staff leave into RosterOn	
Vacancy to be backfilled	UM or delegate to enter staff leave into RosterOn	UM or delegate to create vacancy in HWS
Filling vacancies	Allocations to create vacancy and enter shift into RosterOn on day shift is worked	View replacement staff in HWS

5. HWS Goes Live on 16 April 2019. Do all vacancies from 16 April 2019 have to go into HWS, even if they are already in RosterOn?

No, only the unfilled vacancies that require backfill need to be entered into HWS. NMWU will not be actioning any RosterOn vacancy requests made for 16 April 2019 onward.

6. When can I start to request staff in HWS?

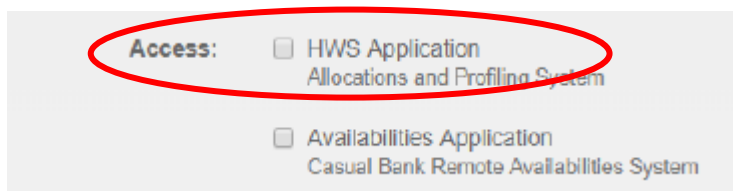
From now, all requests for 16 April 2019 onwards must be completed in HWS. Ongoing, it's expected you will create shift requests as rosters are published and when unplanned leave cover is identified.



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7. Can senior nursing staff (not UM or AUM) request staff in HWS?

Yes, they just need to request access to HWS Application and subject to UM approval access will be granted.



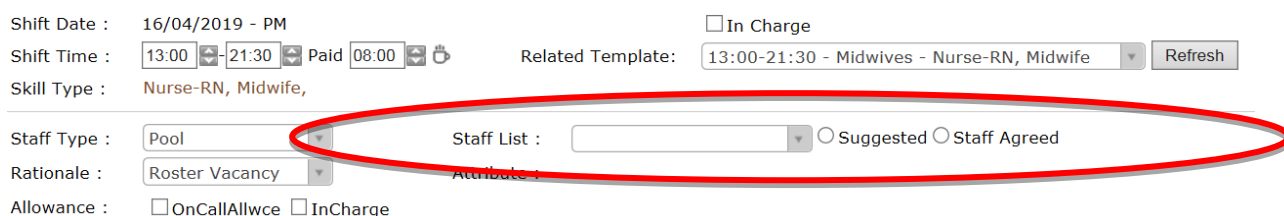
Access: HWS Application
Allocations and Profiling System

Availabilities Application
Casual Bank Remote Availabilities System

8. What if I know who I want to fill the vacancy?

Simply select a staff member from drop-down staff list in the staff request page and select either:

- Suggested - (I haven't spoken to the staff member, but think they may want the shift – allocations will contact staff member and offer the shift to them)
- Staff Agreed - (You have spoken with the staff member and they have agreed to work the shift – allocations will not contact the staff member, but will process the request)



Shift Date : 16/04/2019 - PM In Charge

Shift Time : 13:00 - 21:30 Paid 08:00 Related Template: 13:00-21:30 - Midwives - Nurse-RN, Midwife Refresh

Skill Type : Nurse-RN, Midwife,

Staff Type : Pool Staff List : Suggested Staff Agreed

Rationale : Roster Vacancy Attribute :

Allowance : OnCallAllwce InCharge



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9. What if I have specific requirements and want to communicate this to allocators?

Type the detail in the comments section of staff request and allocators will be able to see any specific needs or requirements.

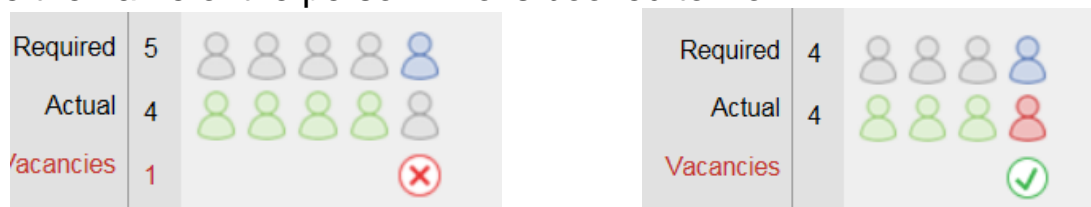
Shift Date : 16/04/2019 - PM In Charge
Shift Time : 13:00 - 21:30 Paid 08:00 Related Template : 13:00-21:30 - Midwives - Nurse-RN, Midwife Refresh
Skill Type : Nurse-RN, Midwife,
Staff Type : Pool Staff List : Suggested Staff Agreed
Rationale : Roster Vacancy Attribute :
Allowance :
Comments :
Status: Vacant
Booked Staff:
Suggested Staff:
Skill Types:
Grade Code:
Requested: 09/04/2019 12:07
Confirmation:
Not Required Delete Show Details Refresh Close

10. What if I have a vacancy before I publish RosterOn? Do I need to put it in HWS?

No fill as many vacancies as possible prior to RosterOn publication. Once RosterOn is published, all vacancies must go into HWS.

11. How do I know my vacancy has been filled?

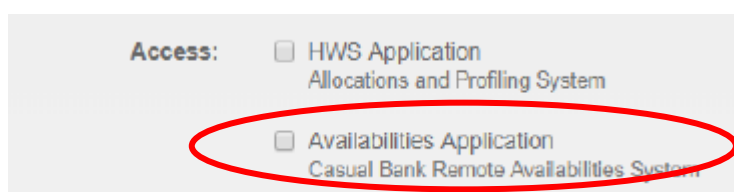
You will see your cross become a tick and by hovering over the tick, you will see the name of the person who is booked to work.



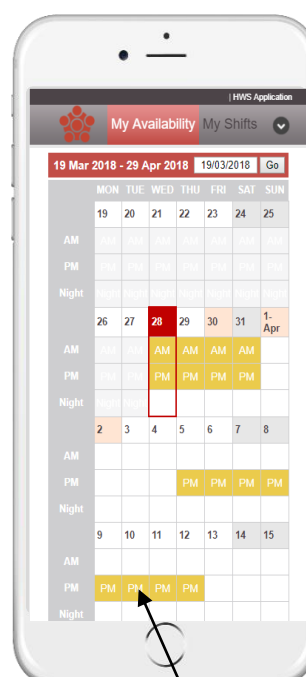
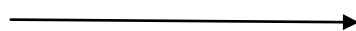
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12. How do my permanent part time staff (above contracted hours) and casuals add their availabilities?

When they register for the system they need to tick Availabilities Application.



They need to log their availabilities in the Availability Application



13. How does staff remove availability?

Simply click on the shift you wish to remove (it will be yellow) and it will disappear.

14. What happens if allocators cannot fill the request?

As per current process, allocators will call you and discuss possible options with you.



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15. What are the Rationales in HWS and are they different to RosterOn?

Clinical Special is now included in 'Increased Ward Acuity' and Personal Leave is separated from other leave.

Rationales



Roster Vacancy	Shift request to cover rostered EFT and expected / planned leave (i.e. EFT deficit, annual leave, parental (maternity) leave, long service leave, secondment, leave without pay, purchased leave)
Personal Leave	Shift request to cover <u>unexpected</u> sick/personal leave
Unplanned Leave	Shift request to cover <u>unexpected</u> leave (i.e. <u>carer's leave, compassionate leave, special leave, workcover</u>)
Additional Beds Occupied	Beds opened and occupied beyond budgeted ward bed capacity – additional staff to meet required <u>staff:patient</u> ratio
Increased Ward Acuity	A cohort of patients with complex clinical care needs which cannot be met through usual <u>staff:patient</u> ratio (Clinical special) (approved by Operations Manager, Divisional Director or, after hours, After Hours Administrator)
Specials – Psych	Psychiatric patient at significant risk requiring 1:1 supervision (approved by Consultant Liaison Psychiatric Nurse / Treating Med Reg or Consultant or, after hours, After Hours Administrator)
Specials - <u>Behavioural</u>	Higher level supervision which cannot be met through usual <u>staff:patient</u> ratio i.e. cognitive impairment, acute confusion, delirium, aggression, risk of absconding (approved by Consultant Liaison Psychiatric Nurse / Treating Med Reg or Consultant or, after hours, After Hours Administrator)
Professional Development	Shift request to cover rostered day of permanent staff attending induction / orientation, supernumerary time, professional development, study leave, exam leave (professional leave)

Footer Text



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16. How do I request staff in HWS?

Available also in the help section

Western Health | Home | Refresh | Help | **Workforce**

Workforce Request Staff Quick Guide

- 1. Enter 'Workforce Module' and Select 'Request Staff'
- 2. Go to the required shift. Use the calendar to navigate to required dates.
- 3. Click the 'Add Icon'
- 4. Follow the prompts to complete a request form. Choose a 'Rationale' that best suits the request and select a shift template. If there is a pre arrangement with a staff member, go to the 'Staff List' and select their name. Select whether they are 'Suggested' or 'Staff Agreed'. Leave further comments for Allocations i.e. Preferred/Suggested Staff member or specific requirements. Click 'Add'. The request is complete and available for Allocation to book.
- 5. Select alternate views: 'Calendar', 'Timeline' and 'Shift Summary'.

Request Staff - Ward 1

Tuesday 4th Sep
14:46

Calendar | **Request Staff** | Timeline | Availability | Timesheet | Setting

AM
Required: 13, Actual: 13
PM
Required: 13, Actual: 12

Select Actual Shift

Type: Request Staff Make Staff Surplus
Rationale:
Skill Group: Nurse Support
Shift Template: 07:00-15:00 Nurse

Week: Mon 30th Jul, Tue 31st Jul, Wed 1st Aug, Thu 2nd Aug, Fri 3rd Aug, Sat 4th Aug, Sun 5th Aug

Shift	Time	Staff	Status	Staff	Hours	Count	Notes
AM	07:00-15:00	Rostered Staff - FT - Nurse - RN	Confirmed	Orderly	7.5	1	Doc, Jane
AM	14:00-22:00	Rostered Staff - FT - Nurse - RN	Confirmed	Orderly	7.5	1	Smith, John
AM	14:00-22:00	Rostered Staff - FT - Nurse - RN	Vacant		7.5	1	

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17. What happens if I have a question that is not on this FAQ?

Contact Michelle Read, Project Manager on 0466 618 966 or NMWU allocations team on 83456637



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