Out of Hours Support Process

In the instance that the Health-e Workforce Solutions (HWS) system is unavailable i.e. The application is unable to be logged onto and staff are unable to complete essential business processes such as allocation of casual staff for the next shift. HWS help desk is available between 8:30 and 5:30 Monday – Friday to provide support. In case of such an event occurring outside these hours HWS strongly recommend our clients implement the below Backup Procedure to assist the Allocations team to operate until 8:30 on the subsequent business day. System unavailability should be escalated ASAP to NMWU Ops Manager during business hours or AHA after hours.

For additional information please refer to the "WH-Maintenance & Support" document.

Recommended Backup Procedure (Manual Allocation)

HWS recommend completing the following 2 steps each day for, minimally, a 24-hour period, to ensure that, in the unlikely case that the system is unavailable, Allocations staff can still temporarily operate with an export of the information captured within the application. From this export utalise an excel process to Manually match staff availabilities to Ward deficits and record the booking details.

See steps over page.

Generate an Excel and printable version of:

1. **Staff Availabilities** using the **Workforce Availability Report**.
   - Depending on how the system is utilised there may be a need to run the report for 'Available & Priority' status.
   - Run report and copy or export the data into an Excel format where it can be managed or printed.

2. **Ward Deficits** using the **Workforce Deficits Report**.
   - Run the report for Vacant shifts and copy/export to Excel.
   - Use the Allocation Status and Name cells to track & priorities shift deficits. Add new deficit shifts to the list as they are reported (Edits can be added into the application when accessible).


Date	Day	ShiftType	StaffType	FirstName	LastName	Phone1	Phone2	EmailAddress	Skill Type
16/04/2019	Tuesday	AM	Part-time	John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-RN
				John	Doe	400000000	1000 0000	email@wh.org.au	Midwife
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-GN
				John	Doe	400000000	1000 0000	email@wh.org.au	Midwife
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-CN
				John	Doe	400000000	1000 0000	email@wh.org.au	
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-EN
			Bank	John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-EN
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-RN
				John	Doe	400000000	1000 0000	email@wh.org.au	
		PM	Part-time	John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-EN
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-CN
				John	Doe	400000000	1000 0000	email@wh.org.au	Midwife
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse-CN
				John	Doe	400000000	1000 0000	email@wh.org.au	Nurse Coordinator

ShiftDate	Department	Rationale	Skill Type	ShiftType	GradeCode	StaffType	FirstName	LastName	StartTime	EndTime	Hour	Allocation Status
15/04/2019	Ward 1	Special - Psych	Nurse-RN	AM		Pool			7:00:00	15:30:00	8	NotRequired
15/04/2019	Ward 1	Personal Leave	Nurse-RN	PM		Pool			13:00:00	21:30:00	8	Vacant
15/04/2019	Ward 1	Personal Leave	Nurse-RN	PM	YP11	Overtime	John	Doe	12:00:00	22:00:00	9.5	Confirmed
15/04/2019	Ward 1	Increased Ward Acuity	Nurse-RN	PM		Pool			13:00:00	21:30:00	8	Vacant
15/04/2019	Ward 1	Personal Leave	Nurse-RN	AM	YP11	Part-timeExtra	John	Doe	7:00:00	15:30:00	8	Confirmed
15/04/2019	Ward 1	Personal Leave	Nurse-RN	AM	YP8	Part-timeExtra	John	Doe	7:00:00	15:30:00	8	Confirmed
15/04/2019	Ward 1	Roster Vacancy	Nurse-EN	Night	IB75	Overtime	John	Doe	21:00:00	7:30:00	10	Confirmed
15/04/2019	Ward 1	Roster Vacancy	Nurse-RN	Night		Pool			21:00:00	7:30:00	10	Vacant
15/04/2019	Ward 1	Roster Vacancy	Nurse-RN	Night		Pool			21:00:00	7:30:00	10	NotRequired
15/04/2019	Ward 1	Personal Leave	Nurse-RN	PM		Pool			12:00:00	20:30:00	8	Vacant

The HWS application is accessed via a range of different internet browsers, most commonly Internet Explorer, Edge, Google Chrome & Safari. Each has different variations of error messages & pop ups. These errors are not controlled by HWS.

The below image is an example:
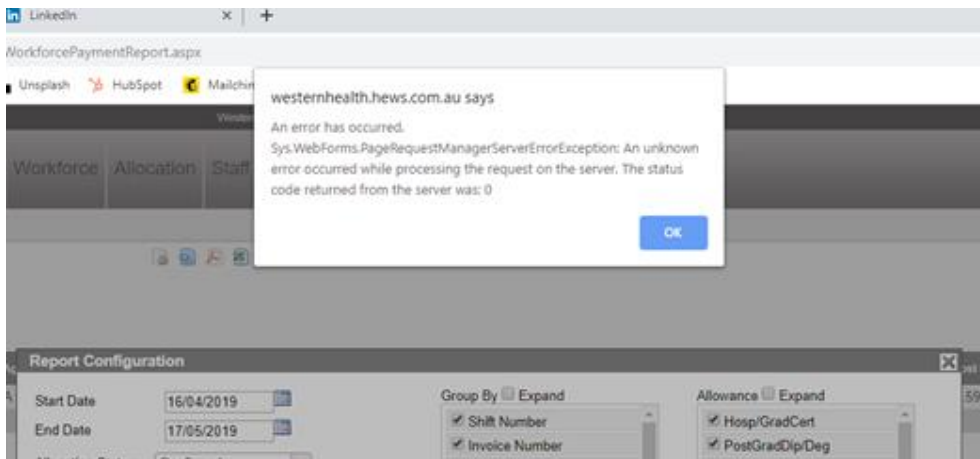
What Does This Mean?
- Most commonly you have an internet connection error.
- This could be network or Wi-Fi related.
- Your network may be experiencing high traffic or slow downs.
- You may experience a request timeout due to slow speeds etc.
- There maybe system updates or backups at certain times of the day etc.

What Do You Do?
- Close the pop up, refresh your page and try again.
- You could check your internet connection & switch networks if possible.
- Wait & check back in 5 minutes.
- If still unable to access, contact WH IT service desk 8345 6777
- Utilise a mobile internet enabled device – emergency allocator laptop.

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The below image is an example:
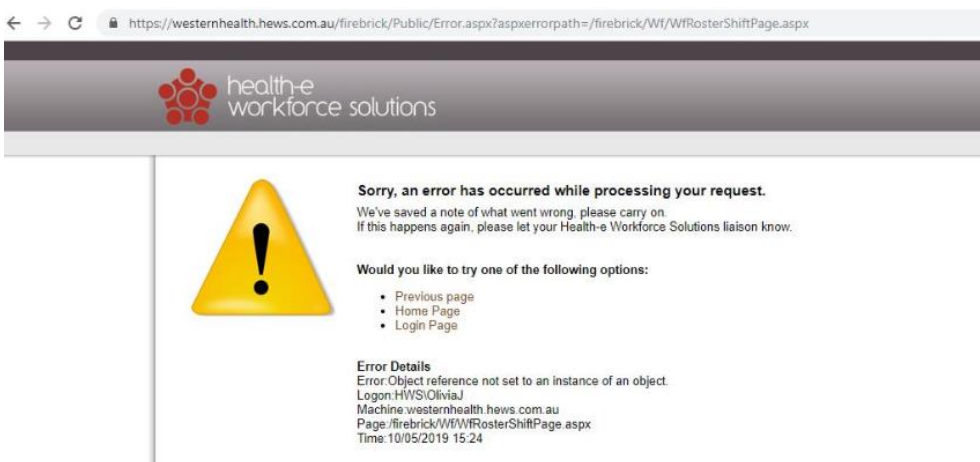
What Does This Mean?
- There has been an error in the application.
- You may not have access.
- Another user maybe doing something that has caused you to experience an error.
- You may have tried to update something causing an error.
- There may be administration maintenance.
- There maybe high traffic or large database functions underway.

What Do You Do?
- Select the best link & try again.
- If you experience this again provide a screen shot or forward the error to your HWS representative with a summary explanation of what task or sequence of actions cased the Error.
- Exit the browser and try again
- Check back in 5 Minutes