



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.

PHONE 03 8345 6637 EMAIL wh.allocations@nwhcn.org.au

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).

health workf	pe orce solutions	anner Profiler Workforce Allocation Sta	ff Reports Admin S	ettings Model	More	Report Conf Start Date End Date Availability Sta	iguration 16/04/2019 16/04/2019 16/04/2019 tus: Available		Organisation Department Western Health Show Inactive Department 	Division Campus ® Hi partments	ospital					
Favourite Repo	orts	Modelling Reports +	Performance Repo	rts 🛓		Shift Type				X.						
Performance Repo	ort	+ EFT Profile Reports	+ Management Reports			Run Report	- Export Excel	-								
Dashboard		+ Budget Reports	+ Shortfall Reports				<u> </u>									
Supplementary Re	eport	+ Nursing Reports	- Workforce Reports			Date	Day	ShiftTyp	e StaffTyp	e FirstName	LastNam	e Phone1	Phone	e2 Ema	ilAddress	Skill Type
Profile Report		+ Demographic Reports	Workforce Report	sut.		16/04/2019	Tuesday /	AM	Part-time	John	Doe	4000000	00 1000 000	0 email@	wh.org.au	Nurse-RN
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			+ Staff Reports							John	Doe	40000000		0 email@	wh.org.au	Midwife
			+ Other Reports							John	Doe	40000000	00 1000 000	0 email@	wh.org.au	Nurse-CN
										John	Doe	4000000	00 1000 000	0 email@	wh.org.au	Nurse Coordinator
1	Report Configuration	10 10	ShiftDate	Department	Ratio	nale	Skill Type	ShiftType	GradeCode	StaffType	FirstName	LastName	StartTime	EndTime	Hour	Allocation Status
	End Date 15/04/20	19	15/04/2019	Ward 1	Special - Ps	ych	Nurse-RN	AM		Pool			7:00:00	15:30:00	8	NotRequired
	Organisation		15/04/2019	Ward 1	Personal Le	ave	Nurse-RN	PM		Pool		-	13:00:00	21:30:00	8	Vacant
	Department Division	Campus 🖲 Hospital	15/04/2019	Ward 1	Personal Lea	ave	Nurse-RN	PM	YP11	Overtime	John	Doe	12:00:00	22:00:00	9.5	Confirmed
	× Western Health	×	15/04/2019	Ward 1	Increased W	/ard Acuity	Nurse-RN	PM		Pool			13:00:00	21:30:00	8	Vacant
	Allocation Status Staff	Type Rationale Type Skill Type Skill Gru	15/04/2019	Ward 1	Personal Le	ave	Nurse-RN	AM	YP11	Part-timeExtra	John	Doe	7:00:00	15:30:00	8	Confirmed
	Shift Type		15/04/2019	Ward 1	Personal Le	ave	Nurse-RN	AM	YP8	Part-timeExtra	John	Doe	7:00:00	15:30:00	8	Confirmed
	- Smit Type	1 miles	15/04/2019	Ward 1	Roster Vaca	ancy	Nurse-EN	Night	IB75	Overtime	John	Doe	21:00:00	7:30:00	10	Confirmed
	Run Report - Export Exce		15/04/2019	Ward 1	Roster Vaca	ancy	Nurse-RN	Night		Pool			21:00:00	7:30:00	10	vacant
			15/04/2019	Ward 1	Roster vaca	ancy	Nurse-RN	Night		Pool			21:00:00	7:30:00	0	NotRequired
			15/04/2019	vvaru	FersonarLe	ave	nuise-rin	PIVI		FUUI			12.00.00	20.50.00	0	vacatil



Network, Connection & Timeout Errors

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.



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VorkforcePaym	entReport.aspx							
Unsplash 🧏 HubSpot 🦉 Mailchin Workforde Allocation Staff			westernhealt An error has or Sys.WebForms. error occurred code returned	h.hews.com.au says courred. PageRequestManagerServerErrorExceptio while processing the request on the serv from the server was: 0	on: An unknov er. The status			
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Start Date End Date	16/04	/2019 /2019		Group By □ Expand Shift Number Finvoice Number	î	Allowance 🗐 Expand 🗭 Hosp/GradCert PostGradDip/Deg	ŕ	59

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.



Errors

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The below image is an example:

health- workfo	e rce solutions	
!	Sorry, an error has occurred while processing your request. We've saved a note of what went wrong, please carry on If this happens again, please let your Health-e Workforce Solutions liaison know. Would you like to try one of the following options: • Previous page • Home Page • Login Page	
	Error Details Error-Object reference not set to an instance of an object. Logon-HWS:OlfviaJ Machine-westernhealth.hews.com.au Page/firebrick/WHWRosterShiftPage.aspx Time:1005/2019 15:24	

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