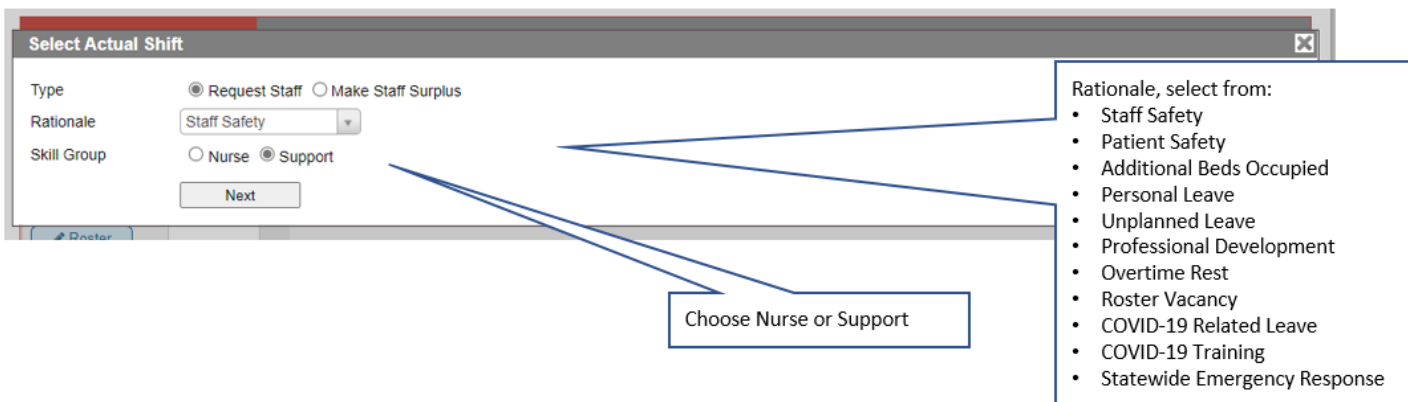


HeWS – Change to requests for Additional Care Resources

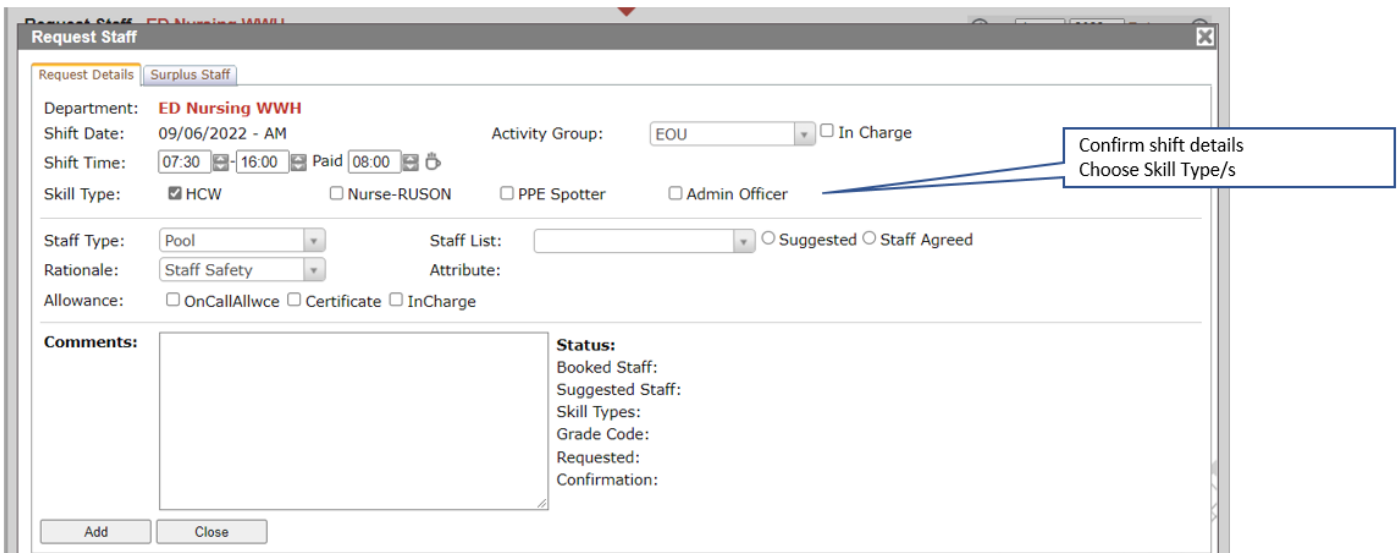
What is being changed in HeWS?

Request rationales for increased acuity, behavioural special and psych special will be replaced with Staff Safety & Patient Safety.



The screenshot shows the 'Select Actual Shift' form. It includes fields for 'Type' (Request Staff selected), 'Rationale' (Staff Safety selected), and 'Skill Group' (Support selected). A callout box titled 'Rationale, select from:' lists the following options: Staff Safety, Patient Safety, Additional Beds Occupied, Personal Leave, Unplanned Leave, Professional Development, Overtime Rest, Roster Vacancy, COVID-19 Related Leave, COVID-19 Training, and Statewide Emergency Response. Another callout box points to the 'Skill Group' section with the text 'Choose Nurse or Support'.

Within each of these type of requests, you will need to confirm shift details and skill type required and change if necessary



The screenshot shows the 'Request Staff' form. It includes fields for 'Department' (ED Nursing WWH), 'Shift Date' (09/06/2022 - AM), 'Shift Time' (07:30 - 16:00), 'Skill Type' (HCW selected), and 'Staff Type' (Pool selected). A callout box points to the 'Skill Type' section with the text 'Confirm shift details Choose Skill Type/s'. The form also includes a 'Comments' section and a 'Status' section with fields for Booked Staff, Suggested Staff, Skill Types, Grade Code, Requested, and Confirmation.

When you click to add, another screen will appear. You will then be required to select the reason for the request, enter the approvers name and role and select if an RN is required before saving the shift request. If a nurse is required, reason should be entered into the comments section as justification.

HeWS – Change to requests for Additional Care Resources

The screenshot shows a software window titled "Add Special Request". It contains several sections:

- Additional Care Resource - Required to Work With:** A dropdown menu currently showing "Behaviours of Concern" and a text area for "Comments". A callout box points to the dropdown with the text: "Select from: Behaviours of Concern, Mechanical Restraint, Clinical Workload".
- Approval Details:** Includes a checked "Approved: Yes" checkbox, and text boxes for "First Name: John" and "Last Name: Smith". A dropdown menu for "Role:" is set to "Operations Manager". A callout box points to this dropdown with the text: "Add Name of Approver" and "Select From: Operations Manager, After Hours Administrator, Divisional Director, Director of Nursing & Midwifery".
- Staff Option:** Includes radio buttons for "HCW Suitable" (selected) and "RN Required". A callout box points to this section with the text: "Choose RN if required".
- Buttons for "Save" and "Cancel" are at the bottom.

It is the responsibility of the person requesting staff to ensure they have identified the correct skill type for the work required, e.g. Registered Nurse for patient with mechanical restraints, Registered or Enrolled Nurse for Clinical Workload or as backfill for ward staff caring for patient with behaviours of concern.

Shift requests should be made to cover all shifts for current day and the following AM shift – the need for additional resource staff is to be review on a shift by shift basis and requests in advance should cancelled when no longer required.

All staff and patient safety requests must have name and role of Approver documented in the request. Approval of request includes approval for external Agency staff to be booked when all internal supplementary staff resources have been exhausted.

When patient is transferring from another area with additional care resources booked during a shift or close to shift changeover time, please ensure there is a comment in the request made for your area stating 'transferring from {name of ward}'. This will prompt allocations team to check the original area's requests and where appropriate transfer booked staff into the shift in your area as appropriate.

There is no need for specific patient information to be entered into the HeWS request as the information related to the need for additional care resources should be recorded within the patients EMR.