

NURSING+
MIDWIFERY

HeWS User Guide

for Clinical Hospital Coordinators



Western Health

Table of Contents

Introduction to NMWU Allocations Team	2
CHC Roles and Responsibilities.....	2
Health Workforce Solutions (HeWS).....	2
Accessing HeWS.....	2
View shift vacancies and confirmed shifts for one hospital.....	3
Creating a request	4
Staff Choices.....	5
Key things to action prior to offering shift	6
Refer to the following indicators to assist your selection for staffing	6
Filling a Shift	7
SMS Messaging	8
Confirming Booking with Agency	9
Adding New Agency Staff	13
Editing Requests	14
Cancelling a shift	14
Taking a Pool staff sick call.....	15
Replacing a Confirmed Shift following staff call in sick	15
How to view all pool and bank staff for the morning shift	15
How to find 'Safety' roles	17

Introduction to NMWU Allocations Team

The allocations team are responsible for ensuring that nursing vacancies at Western Health are filled according to health service policy and rostering guidelines using in order of priority – Part-time extra, Pool, Bank and Agency staff. Tasks include but not limited to sourcing and matching available staff to shift deficits, timecard maintenance, rostering, agency invoice reconciliation, maintenance of bank and pool staff profiles, competency and employment records, recruitment documentation and requirements, and to provide operations reports. This is achieved by providing exemplary customer service to all who make contact with the NMWU team and working collaboratively within the team.

The allocations office is open from 0500 – 2130 hrs 7 days per week. From 2100 hrs each evening the allocator hands over to the night CHCs.

CHC Roles and Responsibilities

Between the hours of 2100 – 0530hrs the CHCs are responsible for the management of the supplementary workforce. Responsibilities include receiving leave calls from Pool staff, receiving cancellations from Bank staff, replacing staff vacancies, moving staff allocations to ensure EBA ward ratios are met for the morning shift, and for the booking of agency staff where required. CHCs must ensure Health Workforce Solutions is kept accurate and up to date at all times.

Outside of regular Office hours for Divisional Directors/Ops Managers, CHCs are also responsible for approving OT for all WH staff, approving additional resources for Safety requests, and approving Agency usage for Nurse/Midwifery vacancies.

Health Workforce Solutions (HeWS)

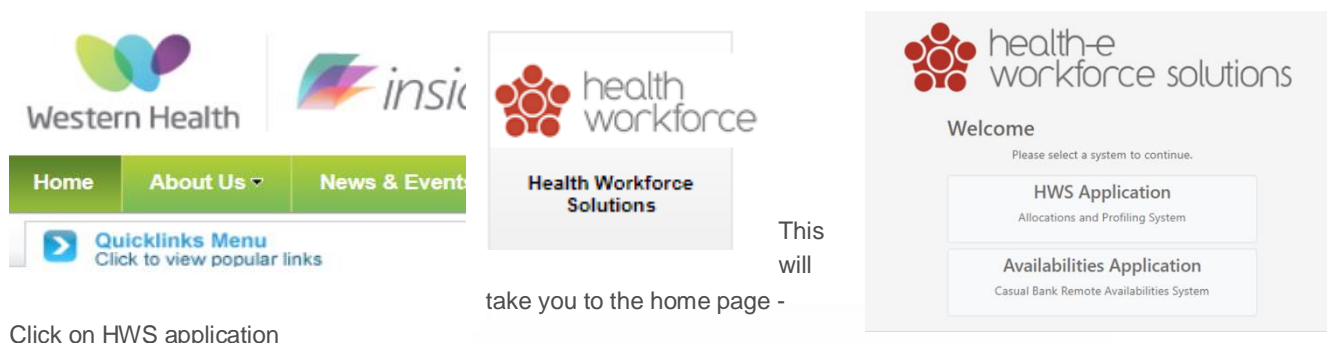
HeWS is allocations software for matching staff to shift requests to fill staffing requirements in wards / departments. Also has additional modules to assist with data for workforce planning, understanding needs and utilisation of supplementary staffing.

Completing the WeLearn module for shift manager will provide the details on how to request staff [Course: Supplementary Staffing for the In-Charge Nurse/Midwife \(wh.org.au\)](#)

For more detailed information beyond this user guide, refer to the Allocations User Guide (located in Help section of HWS) and resources on the intranet [Health-e Workforce Solutions Resources - Nursing & Midwifery \(wh.org.au\)](#)

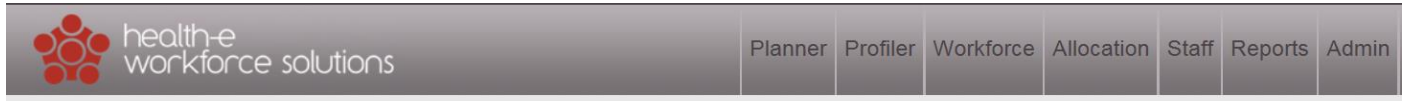
Accessing HeWS

Go to WH Intranet page and click on Quicklinks Menu or in your Okta portal



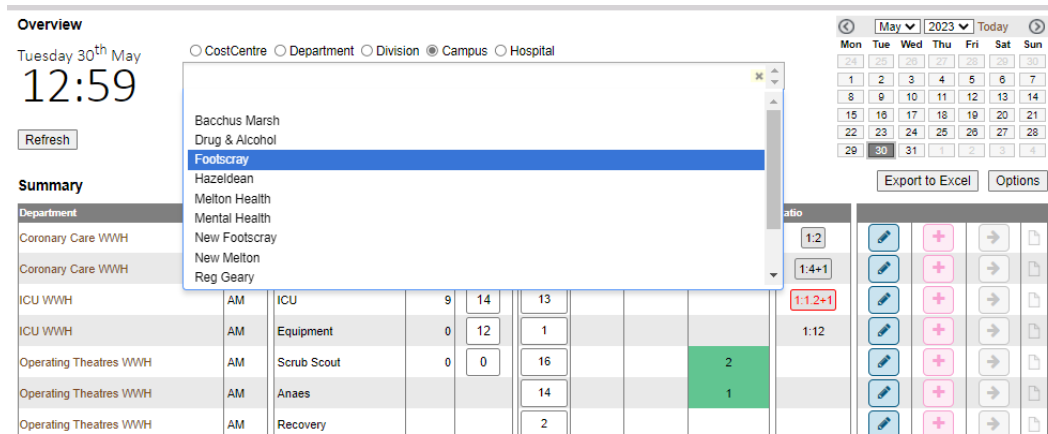
The image shows two screenshots. The left screenshot is the Western Health Intranet Quicklinks Menu, featuring the Western Health logo, 'insic' branding, and a 'Quicklinks Menu' button with the text 'Click to view popular links'. The right screenshot is the Health Workforce Solutions application login page, displaying the 'health-e workforce solutions' logo, a 'Welcome' message, and two application options: 'HWS Application (Allocations and Profiling System)' and 'Availabilities Application (Casual Bank Remote Availabilities System)'. A box labeled 'Health Workforce Solutions' is overlaid on the left screenshot, with an arrow pointing to the 'Quicklinks Menu' button. Text next to it says 'This will take you to the home page -'. Below the screenshots, the text 'Click on HWS application' is present.

The tabs you see across the top will be dependent on your access level.

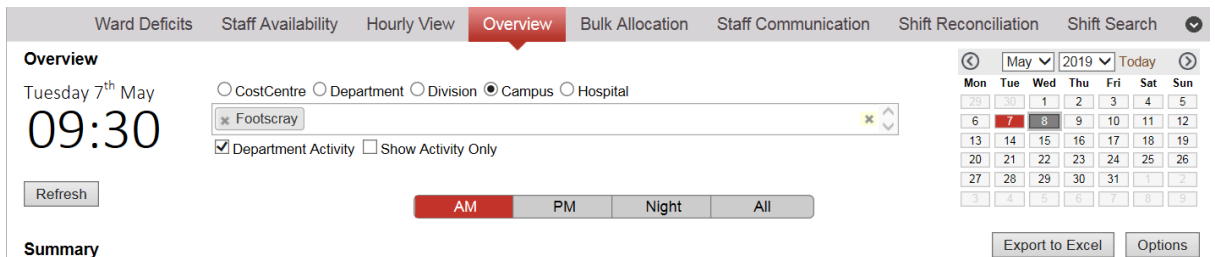


View shift vacancies and confirmed shifts for one hospital

Go to Allocation – Overview – click on ‘Campus’ and select hospital from dropdown box.



Select date and shift and click ‘Refresh’



Please note:

You will see all vacant and confirmed shifts and be able to fill shifts or enter requests from this screen.

Department	Shift	Activity	Target	Actual	Occupancy	Rostered	Vacant	Pending	Confirmed	Surplus	Specials	Acuity	Work Hours	NH/PPD	Ratio	Cost
Day Proced Unit WWH	AM	Endo				4							29.5			\$1,062
Day Proced Unit WWH	AM					1							8.0			\$288
Day Proced Unit WWH	AM	DPU				8							64.0		+ 1	\$2,304
ED Nursing WWH	AM					5							40.0		+ 1	\$1,440
ED Nursing WWH	AM	Clinical				13							104.0			\$3,744
ICU WWH	AM	ICU	9	8	89%	11							124.0	30.30	1:0.89 + 2	\$4,464
ICU WWH	AM					2							16.0			\$576
Surg Ward 3 East WWH	AM					1							8.0			\$288
Surg Ward 3 East WWH	AM	Beds	24	24	100%	7	1		1			1	64.0	6.33	1:3.43 + 1	\$2,304
Ward 1 West WWH	AM					1			1				16.0			\$576
Ward 1 West WWH	AM	Beds	25	25	100%	8			1				64.0	5.68	1:3.57 + 1	\$2,304
Ward 2B WWH	AM					2							16.0			\$576
Ward 2B WWH	AM	Beds	25	27	108%	5			1				48.0	4.96	1:4.5	\$1,728
Ward 2C WWH	AM					1							8.0			\$288
Ward 2C WWH	AM	Beds	25	25	100%	7	1						48.0	3.77	1:5 + 1	\$1,728
Ward 2C WWH	AM	Beds				0			1				8.0			\$288
Ward 2D WWH	AM					1							8.0			\$288
Ward 2D WWH	AM	Beds	20	20	100%	6			1				56.0	5.82	1:3.33 + 1	\$2,016
Ward 3B WWH	AM	3A Beds	16	16	100%	5							40.0	5.25	1:4 + 1	\$1,440
Ward 3B WWH	AM					1							7.6			\$274
Ward 3B WWH	AM	3B Beds	20	20	100%	5							40.0	4.20	1:5 + 1	\$1,440
			21	21	100%	84					0	1	817.1			\$28,416

Creating a request

To create request click on the arrow on the far right corresponding to the ward where request is needed

Summary												Export to Excel	Options			
Department	Shift	Activity	Target	Actual	Occupancy	Rostered	Vacant	Pending	Confirmed	Surplus	Specials Acuity	Work Hours	NH/PPD	Ratio	Cost	
Day Proc Unit WWH	AM	Endo				4						29.5			\$1,062	+
Day Proc Unit WWH	AM					1						8.0			\$288	+
Day Proc Unit WWH	AM	DPU				8						64.0	+ 1		\$2,304	+
ED Nursing WWH	AM					5						40.0	+ 1		\$1,440	+
ED Nursing WWH	AM	Clinical				13						104.0			\$3,744	+
ICU WWH	AM	ICU	9	8	89%	11						124.0	30.30	1.0.89 + 2	\$4,464	+
ICU WWH	AM					2						16.0			\$576	+
Surg Ward 3 East WWH	AM					1						8.0			\$288	+
Surg Ward 3 East WWH	AM	Beds	24	24	100%	7	1		1		1	64.0	6.33	1.3.43 + 1	\$2,304	+
Ward 1 West WWH	AM					1			1			16.0			\$576	+
Ward 1 West WWH	AM	Beds	25	25	100%	8			1			64.0	5.68	1.3.57 + 1	\$2,304	+
Ward 2B WWH	AM					2						16.0			\$576	+
Ward 2B WWH	AM	Beds	25	27	108%	5			1			48.0	4.96	1.4.5	\$1,728	+
Ward 2C WWH	AM					1						8.0			\$288	+
Ward 2C WWH	AM	Beds	25	25	100%	7	1					48.0	3.77	1.5 + 1	\$1,728	+
Ward 2C WWH	AM	Beds				0			1			8.0			\$288	+
Ward 2D WWH	AM					1						8.0			\$288	+
Ward 2D WWH	AM	Beds	20	20	100%	6			1			56.0	5.82	1.3.33 + 1	\$2,016	+
Ward 3B WWH	AM	3A Beds	16	16	100%	5						40.0	5.25	1.4 + 1	\$1,440	+
Ward 3B WWH	AM					1						7.6			\$274	+
Ward 3B WWH	AM	3B Beds	20	20	100%	5						40.0	4.20	1.5 + 1	\$1,440	+
			21	21	100%	94					0	817.1			\$29,416	

This will take you to the ward's shift template. Make sure you have the correct date and shift for the request and click on the green plus sign +

Calendar
Request Staff
Timeline
Availability
Timesheet
Settings

Request Staff - Ward 2B WWH

Tuesday 7th May

10:09

Refresh Advanced

May 2019 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Wednesday 8th May

AM

Required

Actual

Bed

Beds 1:4.5

Required 7

Actual 8

Vacancies

+

PM

Required

Actual

Bed

PM

Required

Actual

Bed

Beds 1:3.9

Required 7

Actual 8

Vacancies

+

Night

Required

Actual

Night

Required

Actual

Beds 1:9.0

Required 3

Actual 3

Vacancies

+

The following request form will open – select the correct rationale and skill group

Complete any specific details (adjust time if required, choose alternate or additional skill types write any messages to allocators in the 'Comments' box) and click 'Add'. You will see the shift added into the Request staff screen with a cross below (as currently vacant)

Staff Choices

Permanent Part-time staff

- Are contracted to specific wards and maybe available to work additional shifts
- Enter availabilities through their HeWS profile
- Should be contacted by ward staff and notes as 'staff agreed'
- Allocators/CHCs should not book part-time staff directly (unless RosterOn comparison is actioned to ensure overtime will not be accrued), should notify shift managers when a part-time staff member is available for a specific shift
- Part-Time staff need pre-approval to work outside their home cost centre, with the exception of the below specialty areas. Approval will be noted on their staff profiles.
 - Maternity staff working in other Maternity wards
 - CCU staff working in other CCU ward
 - ICU staff working in other ICU ward
 - Theatre staff working in other Theatre wards
 - Cath Lab staff working in other Cath Lab ward
 - Dialysis staff working in other Dialysis wards
 - Drug and Alcohol staff working in other D&A ward.

Pool staff

- Priority when allocating to HeWS shortfalls.
- Rostered for AM, PM, ND shifts and noted as 'priority' into HeWS
- Are assigned by an Allocator (or CHC) during prior shift based on shift requirements and skill mix in requests.
- Some pool staff are to remain unallocated as long as possible before a shift – to be utilised for last minute backfill
- Refer to their HeWS availabilities screen to see their ward allocation for each shift (or call allocations office if not sure)

Bank Staff

- Casual employees who can be contacted to work / cancelled with limited notice
- Submit availabilities to work on their HeWS availabilities screen

- may be offered and confirmed to advanced shortfalls up to 4 weeks
- if booked to work and not required, should be replaced by priority Pool staff at least 1 hour prior shift commencement time and cancelled
- if arrive at work and not required, should be paid minimum engagement hours (2hrs for nursing/midwifery, 3hrs for HCW)
- are expected to work at least one shift per fortnight (unless by prior arrangement with NMWU management)

Agency staff

- employed by private organisations contracted to provide staff to public hospitals through Health Purchasing Victoria (HPV) agreement
- names and contact details of agencies are in phone list in allocations office
- Agency staff are only booked as last option and with approval from Division Director / Operations Manager / CHC – name must be entered into shift booking when being confirmed
 - Agency approval is automatically approved for Safety requests.
- If not required must be cancelled at least 2 hours prior to shift start time, and shift request marked as not required
- If not cancelled 2 hours prior and not required, cancellation prior to arrival will accrue a cancellation fee of 2 hours – shift request to be changed to 2 hours length and name of Agency staff member added as confirmed
- If arrive at work and not required, a 4 hour cancellation fee will be charged– shift request to be changed to 4 hours length and name of Agency staff member added as confirmed

Key things to action prior to offering shift

- Review comments for specifics or notes from other allocators/CHCs
- Observe **matched staff** to help make your selection based on nursing / midwife preference for the shift.

Refer to the following indicators to assist your selection for staffing

- Are they **BANK** or **POOL**?
- What skill level are they? ie. EN, RN, midwife, graduate etc.
- Have they worked in this unit before? symbol and number reflect number of times worked in that unit in past 3 months
- How many hours are they already booked to work this week?



Need to ensure they do not go above 76 hours in fortnight without overtime approval by last unit they are booked to work

- Does the staff member have any notes associated with their profile? (i.e.) not work in, specialty e.g ICU only etc.



When 'matched staff' are not suitable – check staff type request e.g. Nurse-RN, Nurse ANUM, Nurse EN and see if other within 'available and preference' are suitable.

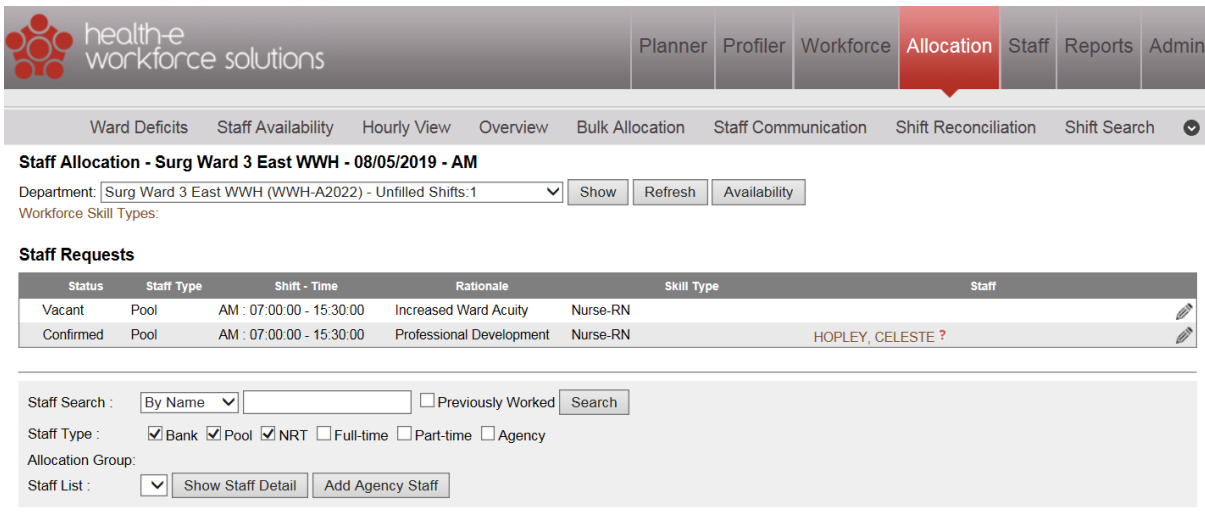
Filling a Shift

In Allocations – Overview screen, click on red box to be filled.

Summary Export to Excel Options

Department	Shift	Activity	Target	Actual	Occupancy	Rostered	Vacant	Pending	Confirmed	Surplus	Specials	Acuity	Work Hours	NHPPD	Ratio	Cost
Day Proc Unit WWH	AM	Endo				4							29.5			\$1,062
Day Proc Unit WWH	AM					1							8.0			\$288
Day Proc Unit WWH	AM	DPU				8							64.0	+ 1		\$2,304
ED Nursing WWH	AM					5							40.0	+ 1		\$1,440
ED Nursing WWH	AM	Clinical				13							104.0			\$3,744
ICU WWH	AM	ICU	9	8	89%	11							124.0	30.30	1.0.89 + 2	\$4,464
ICU WWH	AM					2							16.0			\$576
Surg Ward 3 East WWH	AM					1							8.0			\$288
Surg Ward 3 East WWH	AM	Beds	24	24	100%	7	1		1		1		64.0	6.33	1.3.43 + 1	\$2,304
Ward 1 West WWH	AM					1			1				16.0			\$576
Ward 1 West WWH	AM	Beds	25	25	100%	6			1				64.0	5.68	1.3.57 + 1	\$2,304
Ward 2B WWH	AM					2							16.0			\$576
Ward 2B WWH	AM	Beds	25	27	108%	5			1				48.0	4.96	1.4.5	\$1,728
Ward 2C WWH	AM					1							8.0			\$288
Ward 2C WWH	AM	Beds	25	25	100%	7	1						48.0	3.77	1.5 + 1	\$1,728
Ward 2C WWH	AM	Beds				0			1				8.0			\$288
Ward 2D WWH	AM					1							8.0			\$288
Ward 2D WWH	AM	Beds	20	20	100%	6			1				56.0	5.82	1.3.33 + 1	\$2,016
Ward 3B WWH	AM	3A Beds	16	16	100%	5							40.0	5.25	1.4 + 1	\$1,440
Ward 3B WWH	AM					1							7.6			\$274
Ward 3B WWH	AM	3B Beds	20	20	100%	5							40.0	4.20	1.5 + 1	\$1,440
			21	21	100%	94					0	1	817.1			\$29,418

Click on pencil to edit or fill.



This will take you to the allocation screen where you can commence SMS messaging of staff

SMS Messaging

Single Message

You can send a single staff member a message by clicking on the phone next to the person

The screenshot shows the 'Request Staff' window with the following details:

- Department: **Surg Ward 3 East WWH**
- Shift Number: 33928
- Shift Date: **08/05/2019 - AM**
- Shift Time: 07:00 - 15:30 Paid 08:00
- Skill Types: Nurse-RN
- Staff Type: Pool
- Rationale: Increased Ward Acuity
- Suggested:
- Allowances: OnCallAllwce Certificate InCharge

Staff View: Matched Staff | Shift Type: AM | Communication: SMS - SMS: Every 5 minutes

Pool	Staff Name	Grade	Priority	Skill	Rate	Phone Icon	Checkmark
✓	TRINH, YULIYA	YP11	Priority	Nurse-RN	32.00	📞	<input type="checkbox"/>
✓	EDNEY, MARK	YP3	Priority	Nurse-RN	48.00	📞	<input type="checkbox"/>
✓	RIAK, SHIMON	YP8	Priority	Nurse-RN	40.00	📞	<input type="checkbox"/>
✓	PENAFIEL, ANDREA	YP3	Priority	Nurse-RN	28.00	📞	<input type="checkbox"/>
✓	SELE, ZEYNEP	YP3	Priority	Nurse-RN	32.00	📞	<input type="checkbox"/>
✓	AQUINO, JERRY	YP11	Priority	Nurse-RN	56.00	📞	<input type="checkbox"/>
✓	CARREON, MERLINDA	YP11	Priority	Nurse-RN	40.00	📞	<input type="checkbox"/>

Comments: Roanld Blythe- airway/free flap
Approved C Culley

Status: Vacant ✖

Booked Staff:
Confirmation:
Grade Code:
Date:

Buttons: Save, Refresh

Bulk Message

You can send concurrent message to numerous staff by selecting all the staff you wish to message and click on phone icon next to SMS. If you want to send a staggered message 5 minutes apart, click on the people icon next to the phone.

The screenshot shows the 'Request Staff' window with the following details:

- Department: **Ward 1 West WWH**
- Shift Number: 34590
- Shift Date: **10/05/2019 - Night**
- Shift Time: 21:00 - 07:30 Paid 10:00
- Skill Types: Nurse-EN
- Staff Type: Pool
- Rationale: Increased Ward Acuity
- Suggested:
- Allowances: OnCallAllwce Certificate InCharge

Staff View: Matched Staff | Shift Type: Night | Communication: SMS - SMS: Every 5 minutes

Pool	Staff Name	Grade	Availability	Skill	Rate	Phone Icon	Checkmark
✓	FLETCHER, LUCY	IB70	Available	Nurse-EN	38.00	📞	<input checked="" type="checkbox"/>
✓	SANCHEZ, DOLORES	IB81	Available	Nurse-EN	22.00	📞	<input checked="" type="checkbox"/>
✓	VANDENBERK, SHARON	IB88	Available	Nurse-EN	39.00	📞	<input checked="" type="checkbox"/>
✓	STARCK CORREA, PATRICIA DEL CARMEN	IB88	Available	Nurse-EN	61.60	📞	<input type="checkbox"/>

Once a staff member responds to SMS confirming shift, the red box disappears and replaced by green box – confirmed. Nothing further is required – shift is filled!

Please note other information available: You can hover over the blue info icons in the allocations tab to see whether staff have experience in specialty areas, or are exempt from a particular ward. Hovering over the yellow note icons in the allocation tab will allow you to see notes made about that staff member for that particular shift.

Confirming Booking with Agency

1. Write down Agency staff member's name
2. Ask if they have worked at Western Health before?
3. If yes, ask for Full name and AHPRA no. (for Nurses / Midwives)
4. If no, also ask for Grade / classification e.g. Grade 2 Year 10
If staff is a nurse/midwife, you will also need their mobile number to check EMR access is set-up

To confirm booking, open up the shift

The screenshot shows the 'Staff Allocation - Community Recovery Program - 20/10/2015 - PM' interface. At the top, there are navigation tabs: Ward Deficits, Hourly View, Staff Availability, Bulk Allocation, SMS Group Msg, SMS Management, Shift Reconciliation, and Shift Search. Below the title, the Department is set to 'Community Recovery Program (H0352) - Unfilled Shifts: 1'. There are buttons for 'Show', 'Refresh', and 'Availability'. Under 'Workforce Skill Types', there is a 'Staff Requests' section with a table:

Status	Staff Type	Shift - Time	Rationale	Skill Type	Staff
Vacant	Pool	PM : 13:00:00 - 21:30:00	Roster Vacancy	Nurse-EN	

Below the table is the 'Staff Search' section. The 'Staff Search' label is circled in red. It includes a dropdown menu set to 'By Name', a text input field, a checkbox for 'Previously Worked', and a 'Search' button. Below this are checkboxes for 'Staff Type': Bank, Pool, NRT, Full-time, Part-time, and Agency. There is also an 'Allocation Group' dropdown set to '-- Select --'. At the bottom, the 'Staff List' dropdown shows 'Bank - Abdulla, Mohamed - PS21', with 'Show Staff Detail' and 'Add Agency Staff' buttons.

Type in AGENCY staff member's name in STAFF SEARCH section.

Remember to tick AGENCY and untick bank & pool in STAFF TYPE to refine the search. Click on SEARCH beside name. If the agency staff has worked before the name will appear in STAFF LIST - use drop down box to search for name and click on correct one.

Select SHOW STAFF DETAIL - this will show the agency staff members profile.

1. Check correct Agency i.e. Belmore, etc. and change if required.

Staff Search : Previously Worked

Staff Type : Bank Pool NRT Full-time Part-time Agency

Allocation Group: -- Select --

Staff List :

Abdulnasir, Farhia(Agency)

Staff Type: Staff is Active: Abdulnasir, Farhia

First Name: Grade Code:

Last Name: Qualification:

Phone 1:

Phone 2:

Agency: Reg. Type:

Nurse Reg No: AHPRA Register

Other Reg. Type:

Other Reg. No:

2. If a nursing shift, ensure you check the AHPRA number and cross reference it to ensure they are authorised to work (this is a governance requirement as part of Standard 1)

Click on AHPRA register and this will take you to the AHPRA site

The screenshot shows the AHPRA website with the 'Registration' tab selected. The 'Details of practitioner' section is visible, containing the following fields:

- Family name:
- Given name:
- Registration number: ?]"/>
- Select health profession: ?]"/>

Below these fields is the section 'Principal place of practice'.

Right click and paste in the 'registration number' box – click search

More information about the terms used in the registers can be found in the [Glossary](#).

Search Results

Your search for a practitioner with registration number NMW0001663273 returned 1 result. You can [refine your search](#) or [start a new search](#).

Miss Myrthle Angaia Abaya
Profession: Nurse

Registration number:	NMW0001663273	Endorsements:	No
Status:	Registered	Notations:	No
Registration expiry date:	31/05/2016	Conditions:	No
Principal place of practice:	ELSTERNWICK VIC 3185	Undertakings:	No
Division/ Registration Type:	Registered Nurse (Division 1), General	Reprimands:	No

[View Details](#)

Cross reference to the name supplied to ensure it matches and review the notations on the right of the page to ensure all reflect 'No'.

If yes, open the view details to check further information provided.

If reprimands or undertakings are present – do not book.

Once confirmed into shift, click on Agency name and go to staff detail page.

In details tab, add current date into Reg. Seen on: box

Registration Numbers

Reg. Type:	<input type="text" value="Nursing Registr..."/>	Reg. Expiry Date:	<input type="text" value="31/05/2020"/>
Reg. No:	<input type="text" value="0002329437"/>	AHPRA Register	Reg. Seen on: <input type="text"/>
Other Reg. Type:	<input type="text" value="EN Medical End..."/>	Other Reg. Expiry Date:	<input type="text"/>
Other Reg. No:	<input type="text"/>	Other Reg. Seen on:	<input type="text"/>

Make the agency staff member available for the shift to be filled by clicking on 'Availability' tab and click in the correct shift available box.

Request Staff ✕

Request Details | Specialling | Allocation | **Availability** | Deployments | Shift Split | Request Log

Date:

Staff Name: KAUR, PARMINDA

	T 07/05	W 08/05	T 09/05	F 10/05	S 11/05	S 12/05	M 13/05
AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	T 14/05	W 15/05	T 16/05	F 17/05	S 18/05	S 19/05	M 20/05
AM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Search:
 Staff Name:
 Staff Type: Bank Pool NRT Full-time Part-time Agency
 Staff List:

Go back to 'Allocation' tab and the agency member should now come up as an option either in matched staff or available and preference view.

Click on the green tick left.

Request Staff

Request Details | Specialising | **Allocation** | Availability | Deployments | Shift Split | Request Log

Department : **Ward 3F WSH** Shift Number : 33889
 Shift Date : **07/05/2019 - PM** Shift Time : 15:00 - 21:00 Paid 05:30
 Skill Types : Nurse-EN,Nurse-RN Staff Type : Pool
 Rationale : Personal Leave Suggested :
 Allowances: OnCallAllwce Certificate InCharge

Staff View: Matched Staff Shift Type: PM Communication: SMS - SMS: Every 5 minutes

<input checked="" type="checkbox"/>	Part-time	BAUTISTA, ALGENE	YP11	Available	Nurse-RN	8.00		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MUHAMMAD, NAJIYYAH	ZU6	Available	Nurse-RN	35.05		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MARTIN, ABBY	ZU5	Available	Nurse-RN	56.20		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MAGRIS, LEAH	ZU13	Available	Nurse-RN			<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	RYAN, TEAGHAN	ZU6	Available	Nurse-RN	23.20		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Agency	KAUR, PARMINDA	YP8	Available	Nurse-RN	12.00		<input type="checkbox"/>

Comments :
 no bank/pool staff avail. need approval for agency-
 Approved by ops manger Tim for agency

Status : Vacant ✖
 Booked Staff :
 Confirmation :
 Grade Code : YP2 (RN GRADE 2 YEAR 1(GRAD YR)) (Nu...
 Date :

Save Refresh

And then click on the yellow smiley face to confirm shift booked.

Request Staff

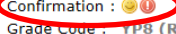
Request Details | Specialising | **Allocation** | Availability | Deployments | Shift Split | Request Log

Department : **Ward 3F WSH** Shift Number : 33889
 Shift Date : **07/05/2019 - PM** Shift Time : 15:00 - 21:00 Paid 05:30
 Skill Types : Nurse-EN,Nurse-RN Staff Type : Agency - Approved -
 Rationale : Personal Leave Suggested :
 Allowances: OnCallAllwce Certificate InCharge Hosp/GradCert Mast/DocCert
 PostGradDip/Deg

Staff View: Matched Staff Shift Type: PM Communication: SMS - SMS: Every 5 minutes

<input checked="" type="checkbox"/>	Part-time	BAUTISTA, ALGENE	YP11	Available	Nurse-RN	8.00		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MUHAMMAD, NAJIYYAH	ZU6	Available	Nurse-RN	35.05		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MARTIN, ABBY	ZU5	Available	Nurse-RN	56.20		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	MAGRIS, LEAH	ZU13	Available	Nurse-RN			<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bank	RYAN, TEAGHAN	ZU6	Available	Nurse-RN	23.20		<input type="checkbox"/>

Comments :
 no bank/pool staff avail. need approval for agency-
 Approved by ops manger Tim for agency

Status : Pending ✖
 Booked Staff : KAUR, PARMINDA - Agency ✖
 Confirmation : 
 Grade Code : YP8 (RN GRADE 2 YEAR 7) (Nurse Divisio...
 Date :

Save Refresh

Adding New Agency Staff

If agency staff not in the system, you will need to click on 'Add Agency Staff'

Ward Deficits Staff Availability Hourly View Overview Bulk Allocation Staff Communication

Staff Allocation - Coronary Care WSH - 14/05/2019 - AM

Department:

Workforce Skill Types:

Staff Requests

Status	Staff Type	Shift - Time	Rationale	Skill Type
Vacant	Pool	AM : 07:00:00 - 15:30:00	Roster Vacancy	Nurse-RN

Staff Search : Previously Worked

Staff Type : Bank Pool NRT Full-time Part-time Agency

Staff List :

Enter name and click on 'check staff name'.

Complete all the fields in the staff details and click in 'Add Staff'

Check staff member has EMR access by searching mobile number in the [Agency EMR checklist](#). Staff needs to be showing as active in this checklist to be able to access EMR.

Staff Records **Agency Records** Search Staff S

Add New Agency Staff

First Name: * Required

Last Name: * Required

Staff Details

Agency:

Grade Code:

Skill Type:

AHPRA Reg Number: AHPRA Register

Gender:

Return to the staff request screen and follow the confirm booking with agency process. i.e. search for name, show staff detail, add availability and confirm into shift.

Editing Requests

You can edit the request by clicking on the 'Request Details' tab

Request Staff

Request Details | Specialling | Allocation | Availability | Deployments | Shift Split | Request Log

Department : **Surg Ward 3 East WWH**

Shift Date : 08/05/2019 - AM Activity Group : Beds In Charge

Shift Time : 07:00 - 15:30 Paid 08:00

Skill Type : Nurse-RN,

Staff Type : Pool Staff List : Suggested Staff Agreed

Rationale : Increased Ward... Attribute :

Allowance : OnCallAllwce Certificate InCharge

Comments : Roanld Blythe- airway/free flap
Approved C Culley

Status: **Vacant**

Booked Staff:
Suggested Staff:
Skill Types:
Grade Code:
Requested: 07/05/2019 09:03
Confirmation:

Save Not Required Show Details Unable to Fill Refresh Close

If the request has been made in the wrong ward you can go to the 'Deployment' tab and use the dropdown box to change ward.

Request Staff

Request Details | Specialling | Allocation | Availability | Deployments | Shift Split | Request Log

Department	Start Time	End Time	Rationale Type	Skill Type
Surg Ward 3 East...	07:00	15:30	Increased Ward A...	Nurse-RN

Save

You can also see what has been done with the request by going to the 'Request Log' tab.

Request Staff

Request Details | Specialling | Allocation | Availability | Deployments | Shift Split | Request Log

Allocation Status	Member	Time Stamp
Request Staff	Linda Pocock (ID: 260)	07/05/2019 09:03
Update Shift (WF)	Linda Pocock (ID: 260)	07/05/2019 09:06

Cancelling a shift

When a casual staff member needs to be cancelled from a shift -

If within 24 hours:

- consider other shift deficits that could be offered to this person
- Phone them to notify of cancellation
- If no answer, send an SMS message

If more than 24 hours notice – send SMS cancellation

Taking a Pool staff sick call

When a Pool staff member calls in sick, you need to:

- remove them from their booked shift,
- remove their availability and make a notation – personal leave
- in Rosteron, change their shift to personal leave - unauthorised

Replacing a Confirmed Shift following staff call in sick

If a staff member already booked for a shift calls in sick – go to ‘staff availability’ in allocations module

- Enter staff name, click on refresh
- Click on ‘go to book’ and into relevant date / shift
- Remove from shift
- Click on pencil next to staff member’s name who is calling in sick

Staff Requests

Status	Staff Type	Shift - Time	Rationale	Skill Type	Staff
Confirmed	Pool	AM : 07:00:00 - 15:30:00	Increased Ward Acuity	Nurse-RN	TRINH, YULIYA
Confirmed	Pool	AM : 07:00:00 - 15:30:00	Professional Development	Nurse-RN	HOPLEY, CELESTE ?

This will open the request.

Click on the red exclamation mark next to staff members name to make shift vacant and remove availability.

Shift will become vacant.

Status : Vacant ✘
Booked Staff :

How to view all pool and bank staff for the morning shift

Click ‘Allocation’ – ‘Hourly View’ and click ‘Advanced’

Ward Deficits Staff Availability **Hourly View** Overview

Hourly View

Friday 10th May

13:51

View: Department Hour Skill Type
 Staff Deficit Rationale

Refresh Advanced ⓘ

Select date/Time and check ‘Staff Name’ box and the Staff Type ‘Pool’ and and click refresh

Workforce **Allocation** Staff Re...

- Ward Deficits
- Staff Availability
- Hourly View**
- Overview
- Bulk Allocation
- Staff Communication
- Shift Reconciliation
- Shift Search

TRINH, YULIYA

HOPLEY, CELESTE

‘Bank’

Ward Deficits Staff Availability **Hourly View** Overview Bulk Allocation Staff Communication Shift Reconciliation Shift Search

Hourly View

Friday 10th May View: Department Hour Skill Type
 Staff Deficit Rationale

13:59

Date / Time : 07:00

Attributes: StartTime EndTime Department StaffName StaffType SkillType Grade
 Rationale DeploymentInfo

Allocation Status: Vacant NotRequired Pending Confirmed Cancelled UnableToFill NoShow

Rationale Type: Roster Vacancy Personal Leave Unplanned Leave Professional Development
 Additional Beds Occupied Increased Ward Acuity Special - Psych Special - Behavioural
 OnCall/ReCall Surplus Staff

Department:

Staff Type: Full-time Part-time Permanent Part-timeExtra Redeployment Overtime Pool Bank
 Agency

Skill Type : Workforce Skill Types:
Options: Show Supply

Refresh Advanced

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

This will show you all Pool and Bank Staff

	08/05/19	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00
Birthing Ward WSH	Birthing Ward WSH - CASSIDY, MICHELLE - Bank - Nurse-RN									
Birthing Ward WSH	Birthing Ward WSH - NotRequired - Pool - Midwife,Nurse RN Midwife									
Birthing Ward WSH										
Birthing Ward WSH										
Coronary Care WSH	Coronary Care WSH - AQUINO, JERRY - Pool - Nurse-RN									
Coronary Care WSH	Coronary Care WSH - CARREON, MERLINDA - Pool - Nurse-RN									
Coronary Care WSH	Coronary Care WSH - FARRAR, JESSICA - Bank - Nurse-RN									
Coronary Care WSH	Coronary Care WSH - NETTLETON, LAURA - Pool - Nurse-RN									
Coronary Care WSH	Coronary Care WSH - LE, ANH									
Coronary Care WSH	Coronary Care WSH - CA									
Coronary Care WSH										
Coronary Care WSH										
Coronary Care WSH										
Coronary Care WSH										
Coronary Care WWH	Coronary Care WWH - ERIKSS									
Day Proced Unit WSH	Day Proced Unit WSH - THAPA, KARUN - Pool - Nurse-RN									
Day Proced Unit WSH	Day Proced Unit WSH - GHUGE, KAVITA - Bank - Nurse-RN									
Day Proced Unit WSH	Day Proced Unit WSH - DHANJU, AMAN - Bank - Nurse-RN									
Day Proced Unit WSH	Day Proced Unit WSH - KAUR, RAMANDEEP - Bank - Nurse-RN									
Day Proced Unit WSH	Day Proced Unit WSH - NotRequired - Bank - Nurse-RN									
Diabetes Edu WWH	Diabetes Edu WWH - UnableToFill - Pool - Nurse Consultant									
Diabetes Edu WWH	Diabetes Edu WWH - UnableToFill - Pool - Nurse Consultant									
ED Nursing WSH	ED Nursing WSH - VO, THUONG - Bank - Nurse-RN									
ED Nursing WSH										

How to find 'Safety' roles

Go to Allocations – Ward Deficits – select 'Shift Search'

Western Health | Home | Refresh | Help | WHCNIReadML | Logout

health-e workforce solutions

Planner Profiler Workforce Allocation Staff Reports Admin

Ward Deficits Staff Availability Hourly View Overview Bulk Allocation Staff Communication Shift Reconciliation Shift Search

Ward Deficits

Tuesday 7th May 09:20

Display : Ward Deficits All Depts

Skill Type : Workforce Skill Types

Refresh - Bulk Allocation Shift Search

May 2019 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
3	4	5	6	7	8	9

Select date range and shift type, then click 'Advanced Search' and

- select allocation status (e.g. vacant, confirmed, etc)
- select 'patient safety' and 'staff safety' in rationale type

Shift Search

Search

Search By: Filter Shift Number

Shift Date: 30/05/2023 To 31/05/2023

Department:

Agency:

Staff Type: Full-time Part-time Permanent Part-time Extra Redeployment Overtime Pool Bank Agency

Shift Type: All AM PM Night

Advanced Search

Allocation Status: Vacant NotRequired Pending Confirmed Cancelled UnableToFill NoShow

Skill Type : Workforce Skill Types:

Rationale Type: Staff Safety Patient Safety Additional Beds Occupied Personal Leave

Unplanned Leave Professional Development Overtime Rest Roster Vacancy

Change of Roster COVID-19 Related Leave Statewide Emergency Response Project Resource

Surplus Staff

Search

Shift List

Display Option: Shift Change View

Page: 1 2

Date	Shift	Time	Department	Status	Rationale	Grade	Staff	Hours	Comment
30/05/2023	AM	08:55 - 15:30	Coronary Care WWH	Confirmed	Patient Safety	WP1	KAUR, PARAMJEET 2 (FCH)	6.08	Behavioral special required Staff did not arrive until 0855 confirmed with ward and FCH -CM
30/05/2023	AM	07:00 - 15:30	ED Nursing WSH	Confirmed	Patient Safety	IN38	KAUR, KULJINDER	8	Special for Magdalena Michalcewicz (Confirmed by message: Id=1098968)
30/05/2023	AM	07:00 - 15:30	ED Nursing WSH	Confirmed	Patient Safety	IN38	MARTINEZ, ANA CHRISTINA	8	Special for Yuliana Lay
30/05/2023	AM	07:00 - 13:00	ED Nursing WWH	Confirmed	Patient Safety	WP1	SEKHON, GURPREET (First Call)	5.5	
30/05/2023	AM	07:00 - 15:30	GEM Ward WWT (Hazeldean)	Confirmed	Patient Safety	IN38	SINDHI, REKHA	8	Bed 6 Frances Vis Covid Positive Wanderer, staff unable to keep PT in room risk to co PTs and staff.
30/05/2023	AM	07:00 - 15:30	RADU (Ward 2G) WSH	Confirmed	Patient Safety	IN38	OJHA, NABINA	8	Accepted via CasualBank

This will give you a list of all safety requests. You can edit the view by using the dropdown box and clicking 'change view'.