

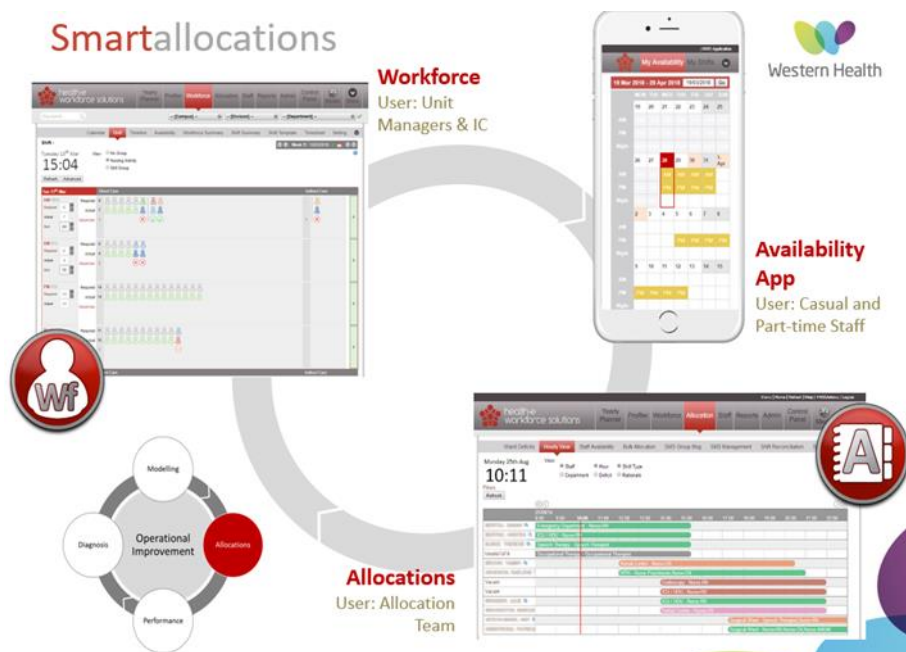
FAQ's for Mental Health Unit Managers and Shift Managers

1. What is HeWS?

Western Health uses a workforce software application - Health-e Workforce Solution to assist with workforce management.

There are several components to the software:

- Predictive Modeller - EFT & dollar development tool that enables detailed workforce profiling & modelling
- Yearly Planner – Future planning tool that enables unit managers to review workforce requirements combined with A/L, shortfall & skill mix planning functionality
- Profiler – EFT calculator that uses real staff to create budgets
- Budget Builder – Uses payroll details to generate accurate dollar budgets
- Workforce – Enables online staff requests & supplementary workforce management
- Allocations – Central approach to staff allocations



HeWS is used by shift managers to request staff and Nursing and Midwifery Workforce Unit (NMWU) to allocate supplementary staff. Supplementary staff, including Casual Bank staff, and Pool staff and part-time staff working above their contracted hours, will use HeWS to stay updated on their availabilities and assigned shifts. It is important everyone keeps the information in HeWS up to date (bank and part-time extra staff remove shift availability if no longer available and shift managers remove requests if staff no longer needed)

Table 1. Functions of HeWS – Managers vs. Supplementary staff

Managers & Allocations	Part-time, Pool, Casual Bank Users
Requesting supplementary staff Monitor supplementary and permanent staff levels and skill mix Adjust bed numbers	Manage availabilities View shifts and shift status View allocated wards

2. RosterOn vs. HeWS – What Happens Where?

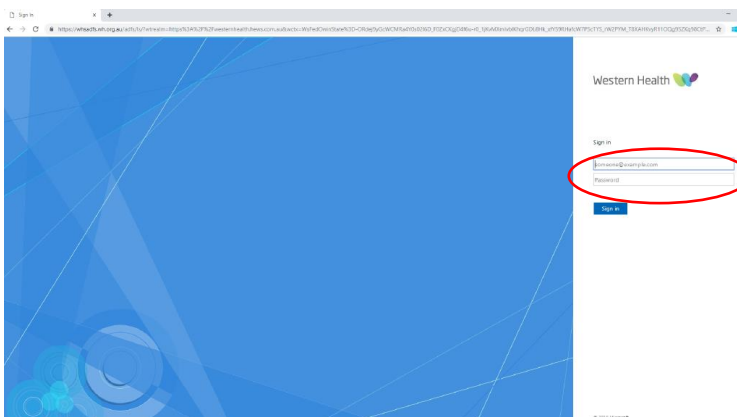
RosterOn is our rostering system and time cards for Nursing and Midwifery staff payroll. HeWS is our supplementary staff allocation system. All casual staff and vacancies requiring backfill are managed in HeWS.

Table 2. Differing applications of RosterOn and HWS

	RosterOn	Health-e Workforce
Shifts	Yes, all published rosters can be viewed by all part-time and Pool staff	Yes, all upcoming supplementary shifts can be viewed by all staff
Pool Staff Ward Allocations	Ward allocations are NOT viewable prior to shift	Ward allocations now processed through HeWS and are viewable prior to shift
Requests & Availabilities	Part-time ward staff to still enter requests on RosterOn	Casual Bank staff to enter availabilities via HeWS. Pool staff to contact allocations to enter availabilities.
Personal Leave	Continues to be processed as previously in RosterOn	-
Payroll	Continues to be processed as previously in RosterOn	-
Data Collation	-	Produces workforce reports based on staffing numbers, monitor and manage KPIs

3. How do I Access and Login to HeWS?

Go to: <https://wh.hews.com.au> and complete the registration form to be approved for login. If accessing HeWS outside of WH, type WHCN\ then WH Username in top box and WH Password in bottom box.



Access will be pending until completed by a HeWS SuperUser; once registration is complete staff will be able to login to the system using their WH email/username and WH OneSign password.

HeWS can also be accessed through the WH Intranet Quick Links menu > More Quick Links.

4. How do I request staff through HeWS?

There is a learning package now available in WeLearn to assist In-Charge Nurses and Midwives in managing supplementary staff.

This package aims to give shift managers a head start on requesting and managing Western Health's supplementary staffing and ensures that your department has the nurses and midwives it needs to deliver patient best-care.

It contains lessons regarding setting up a HeWS in-charge account and requesting staff based on activity. It also illustrates what is required of you when you have these staff on your ward.

The package is very comprehensive and can be accessed through the link below or through WeLearn portal.

[Course: Supplementary Staffing for the In-Charge Nurse/Midwife \(wh.org.au\)](https://wh.org.au)