

Annex 2

People: Exception Reports and Risks

1. There are four main people and training elements necessary to support the effective implementation of Unity which are detailed below:

- Cutover / Go Live planning
- Training Timeline
- Play system
- E-learning timeline

2. Cutover / Go Live Planning

The Unity team are preparing their plans for Cutover / Go Live and have an approach requiring additional training for three groups in the run up to Go-Live.

- Digital Champions – staff who have an enhanced level of knowledge about Unity and can support colleagues in their local areas
- Floor Walkers – external staff who are Cerner experienced who need to learn the specifics of our Unity product design to specifically support go live / cutover
- Super-Users – our staff trained with detailed knowledge of the system at an expert role level to support go live and retain in house expertise longer term

3. **End User Training (EUT)** is now above 95%, with the majority of the remaining 5% consisting of new starters who are yet to undertake their training. The training team are targeting the 5% in the run-up to switchover for the new induction.

4. The other **remaining critical training activities** in the run-up to Go-Live are:

- Digital Champion Training (1.5 days x 400 people)
- Super-user Training (5 days x 200 people)
- Classroom sessions as targeted intervention from “Unity – It’s all about U”
- IT Helpdesk Training
- New Induction - 8 weeks pre Go-Live
- Training identified in Go Live Criteria, e.g. in equipment for those rostered to be on shift during Go Live

5. The **“Train” environment** will be unavailable whilst it is being upgraded to reflect the live system from 29th April until the end of May, therefore system training using ‘Train’ can recommence from June 19.

6. The **‘Play System’** has recently been upgraded and released to staff to use and practice individually or as teams in the use of Unity.

There are 5 key e-learning modules for Unity training including:

1. Doctors
2. Nurses

3. ED
4. AHP
5. Capman

The modules become available in the order above in a phased way, with the first modules for doctors available on 24th April.

7. E-learning Timeline Induction

All new employees at SWBH have a planned induction from their first day at work. This induction is in two-parts;

Part 1 - Corporate Induction where employees receive their IT access, Smart card, ID and badges, a talk about SWBH, an Executive talk and all practical mandatory training subjects.

Part 2 - Local Induction where new employees are inducted to their work area, local process/procedure and introduced to the person who will be able to support and advise them (a buddy/mentor/contact).

8. Corporate Induction

The Trusts' Corporate Induction is provided weekly on a Monday and will be extended to two days to ensure that all new employees who require Unity training are provided with all essential learning before undertaking duties in their new work area.

- Day 1 – Corporate Welcome & Mandatory Training (Practical)
- Day 2 – Group Unity e-learning (facilitated), IT System Training and Access (all Nurses/Doctors/AHP's) e.g Midwives undertake Badgernet training

Pharmacy does not have an e-learning module and the department have requested that all training for new employees will take place by the Pharmacy Team locally.

9. Local Induction

All new staff will continue to have a local induction as per existing Local Induction Checklist which will have an additional local check that staff are inducted to Unity locally.

For example:

- Example 1 - a paediatric inpatient nurse will complete the inpatient nurse e-learning (facilitated) to provide system overview, access, quick reference guides. On Day 3 the new starter will complete their local induction including local induction to Unity
- Example 2 – a new Consultant will complete the doctor e-learning (facilitated) to provide system overview, access, quick reference guides. On day 3 the new starter will complete their local induction including local induction to Unity.

Short videos will also be developed to support more specific localised training e.g for the paediatric nurse UNITY training, to support the corporate UNTIY Training module.

- 10.** In conclusion, preparing our people for the safe and effective implementation of Unity is progressing, however the timescales for training in the run-up to Go-Live present a challenge to both the Training teams and the organisations capacity, which will be closely monitored through the management of the integrated programme.