

# Putting you in control

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Hull and East Yorkshire Hospitals NHS Trust

Let's take back control



Vote Leave



What you might think of when you hear the word "Control"



# What "control" might actually mean in everyday life



WhatDoTheyKnow

English

Sign in or sign up

Make a request

Browse requests

View authorities

Read blog

Help

Volunteer

## Hull and East Yorkshire Hospitals NHS Trust

A part of the National Health Service and an NHS trust

217 requests

### e-Referral Service

NHS Choices

AVERY, Marcus Reference Number: 3432 0000 5304

A...A Resize Text Help Log Out

Step 1 of 4: Choose Your Clinic(s) (3432 0000 5304)

Please choose one or more of the clinics below, and click 'Continue to Step 2' to view all available appointments. If you want more information to help you make your choice, click on the name of the clinic. To compare all listed clinics, click 'Compare All Clinics'. If the clinic is shown with a telephone symbol, you will need to book by telephone. Please follow the booking instructions.

- MSK Physiotherapy Clinic - The Royal Hospital (R8F02)**  
9 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment: 3 days**  
86% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS UET TRUST, WEST HOUSE, 2 SQUINCES ROAD, LEEDS, WEST YORKSHIRE, LS1 2SY
- Lower leg Orthopaedic Service - St Johns Hospital- (R8G02)**  
3 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment: 3 days**  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TRUST, CRESTE ROAD, PRINCES EXCHANGE, PRINCES SQUARE, LEEDS, WEST YORKSHIRE, LS1 4HY
- Knee- (General) - Orthopaedic Dept - The General Hospital Trust R8B**  
39 miles from postcode DN17 2SD  
**Approximate Wait Time until First Appointment: 17 days**  
85% of patients referred to the department that runs this clinic started their treatment within 18 weeks.  
**Location:** HSCIC E-RS TEST TRUST SITE, PROCTOR LANE, HORSFORTH, LEEDS, WEST YORKSHIRE, LS18 4RE  
**Booking Instructions:** 01233 456789 10-12

Back to Details

Continue to Step 2

Compare All Clinics

### Frequently Bought Together



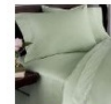
Price for all three: **\$94.23**

Add all three to Cart Add all three to Wish List

Show availability and shipping details

- This item:** 1500 Thread Count Queen 4pc Bed Sheet Set Egyptian Quality Deep Pocket White by Choice Linen \$25.75
- Chezmoi Collection White Goose Down Alternative Comforter, Full/Queen with Corner Tab by Chezmoi Collection \$44.49
- Dream Supreme Plus Gel Fiber-Filled Pillows, Standard (Set of 2) by Dream Supreme Plus \$23.99

### Customers Who Bought This Item Also Bought



1500 Thread Count Queen 4pc Bed Sheet Set Egyptian Quality Deep Pocket Sage  
★★★★☆ (216)  
\$25.75



Dream Supreme Plus Gel Fiber-Filled Pillows, Standard (Set of 2)  
★★★★☆ (920)  
\$23.99



Royal Hotel's 1200 Thread Count Queen Size Siberian Goose Down Alternative Comforter 100% Egyptian ...  
★★★★☆ (32)  
\$84.99



Chezmoi Collection White Goose Down Alternative Comforter, Full / Queen with Corner Tab  
★★★★☆ (242)  
\$44.49



3pc Egyptian Duvet Cover Set 1200 Thread Count Queen Size White  
★★★★☆ (139)  
\$23.49



Queen Size White Goose Feather and Goose Down Pillows - Set of 2  
★★★★☆ (39)  
\$26.24



Clara Cla Alternative Comforter Size, Wh  
★★★★☆ (39)  
\$36.99

# Before Totara


# ESR

- Trust used the Electronic Staff Record Oracle Learning Management System (ESR OLM)
  - Face to Face bookings done by Education admin team
  - Limited eLearning capabilities (single SCORM only)
  - Reporting and tracking of compliance generated outside of ESR and distributed periodically via reports cascaded by Human Resources team
  - Does not support importing of learning data from external sources

# Control?

- Lots of control for the Education team, but...
  - ... labour-intensive to manage learning and reporting
  - ... staff and managers didn't "own" their learning
  - ... little prospect of fundamental change or development
- But, it is the system used across the NHS, and...



A close-up photograph of a person's hands hovering over a vintage IBM computer terminal. The terminal is a light-colored, boxy device with a dark screen at the top and a keyboard below. The person's hands are positioned as if they are about to interact with the device, but they are not touching it. The background is a plain, light-colored wall.

**Nobody ever got fired for  
buying IBM.**

**Remarkable people.  
Extraordinary place.**

# How does Totara put you “in control”?



# Learners in control

- Control of how and when you learn (eLearning, self-enrolment, multiple routes to achievement)
- Control of what you need to do (Certifications and Programs, Learning Plans)
- Control of your data (Reports, Exports)

# Managers in control

- Understanding what staff need to do (Reports, Dashboards)
- Controlling when and how staff learn (Booking onto Seminars on their behalf)
- Being informed of what's happening (automated emails)

# Your organisation in control

- Controlling who does what (Audiences, Certifications and Programs, access restrictions)
- Monitoring what's happening (Reports, Dashboards)
- Controlling system data (HR Import, Course Completion Upload)

# How has Totara put us “in control”?



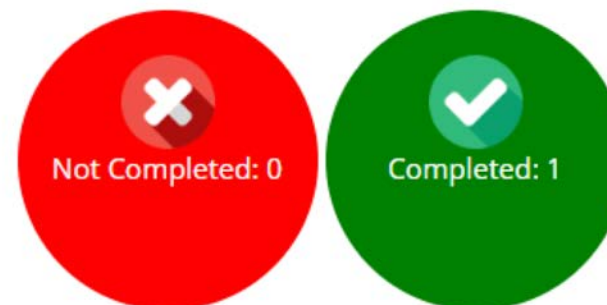
# Learners are in control of what they need to do

- Front and centre of the home page
- Click through to detailed information and links to complete learning

## Recurring Learning



## Once Only Learning



# Learners control how and when they learn

- Information about exact due dates
- Choice of routes (eLearning, Seminar) to meet learning requirement

## Moving and Handling (Non-Clinical)

This certification contains the various routes by which you can complete your Moving and Handling training.



If this topic appears in your **Required Learning**, you have been identified as needing to complete it. This certification is valid for three years from the date of completion. The initial "Due Date" is set as one month after you are assigned, but new staff should instead use their date of induction as the date the learning needs to be completed by.

30  
November  
2020, 3:07  
PM

## Recertification path

### Recommended completion routes

Any one course in this set must be completed.

Course name	Actions	Status
 Non Clinical Safety Day	<a href="#">Launch course</a>	0% <input type="text"/>
 Moving and Handling - Level 1	<a href="#">Launch course</a>	0% <input type="text"/>

# Managers understand what staff need to do

- Simple to use reporting dashboards for immediate and extended team
- Links to more detailed RAG reports



# Managers control when staff learn and stay informed

- Ability to book staff onto selected courses on their behalf
- Automated emails to staff and managers when actions occur

20 February 2019	9:00 AM - 4:00 PM	Lecture Theatre (Room details)	MEC HRI	1	Booking open	<a href="#">Allocate spaces for team (0-30)</a> Sign-up
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Manager copy

Send a copy of this notification to the user's manager

Manager copy prefix

📄
A<sub>1</sub> ▼
B
I
☰
☰
🔗
🗑️
🖼️

\*\*\* Advice only \*\*\*\*

This is to advise that [firstname] [lastname] is signed-up for the following course, and you are listed as their Team Leader / Manager. If that's no longer the case and the member of staff should be assigned to someone else, please contact Education and Development and we will do our best to help. If you have concerns about your staff member attending this course please discuss this with them directly.

\*\*\*\*\*



# The organisation identifies groups of staff

- Complex audience rules to automatically group staff and allow training to be allocated

- Ruleset #1
  - User's "Occupation Code" starts with "0", "1", "2", "3", "4", "5", "6", "7", "8", "9", "A", "H", "N", "P", "S"
  - AND User's organisation in any of their job assignments is not equal to (or a child of) "356 Level 5 Central Decontamination Unit", "356 Level 5 H&ER Public Mortuary HRI", "356 Level 3 Pharmacy", "356 Level 5 Portering Services Post Room", "356 Level 5 Centralised Ward Clerks", "356 Level 5 Ophthalmology Outpatients"within the "356-hey" framework
  - AND User's "Occupation Code" is not equal to "H2A", "H2B", "H2C", "H2R", "S0P", "S1X", "S9X"
  - AND User is NOT a member of any of these audiences: "Are Non-Clinical Staff (Are Non-Clinical Staff)"
- Ruleset #2
  - User's organisation in any of their job assignments is equal to "356 Level 5 Recovery Service Theatres HRI", "356 Level 5 Centre for Metabolic Bone Disease", "356 Level 5 R&D Dr Patel Rheumatology"within the "356-hey" framework
  - OR User's "Occupation Code" is equal to "U0E", "U0F", "U0G", "U1F", "U1G", "U2F", "U3E", "U3F", "U3G", "U4F", "U4G", "U5F", "U5G", "U6G", "U8F", "U9E", "U9F"
  - OR User is a member of any of these audiences: "Are Clinical Staff (Are Clinical Staff)"
  - OR The title of any of the user's job assignments is equal to "Visual Field Technician"
- Ruleset #3
  - User's organisation in any of their job assignments is equal to "356 Level 5 R&D Diabetes Fund", "356 Level 5 HYMS Physician Associate Student - Class of 2018"within the "356-hey" framework
  - AND User is NOT a member of any of these audiences: "Are Non-Clinical Staff (Are Non-Clinical Staff)"
- Ruleset #6
  - User's organisation in any of their job assignments is equal to "356 Level 5 Nuclear Medicine Department", "356 Level 5 Newborn Hearing Screening"within the "356-hey" framework
  - AND User's "Occupation Code" is not equal to "G2A", "G2C", "G2D"
  - AND User is NOT a member of any of these audiences: "Are Non-Clinical Staff (Are Non-Clinical Staff)"
- Ruleset #7
  - User's "Occupation Code" is equal to "S1X", "S9X", "U6A", "U6H", "U9A", "U9J"
  - AND User's organisation in any of their job assignments is not equal to "356 Level 5 Vascular Lab HRI", "356 Level 5 Radiation Protection", "356 Level 5 Clinical Engineering", "356 Level 5 Medical Equipment Library", "356 Level 5 Blood Sciences", "356 Level 5 Central Pathology Services", "356 Level 5 Blood Sciences Medical Staff", "356 Level 5 Prosthetic Service Syke St", "356 Level 5 Nursing Chaplains"within the "356-hey" framework
  - AND User is NOT a member of any of these audiences: "Are Non-Clinical Staff (Are Non-Clinical Staff)"

# The organisation pushes training out to staff

- Certifications and Programs used to offer staff training options, suitable to meet their needs

## Moving and Handling (Clinical)

This certification contains the various routes by which you can complete your Moving and Handling training.

If this topic appears in your [Required Learning](#), you have been identified as needing to complete it. This certification is valid for one year from the date of completion. The initial "Due Date" is set as one month after you are assigned, but new staff should instead use their date of induction as the date the learning needs to be completed by.

### Original certification path

#### Recommended completion routes

Any one course in this set must be completed.


Course name	Actions
 Clinical Safety Day	<a href="#">Launch course</a>
 Moving and Handling - Level 1	<a href="#">Launch course</a>

OR

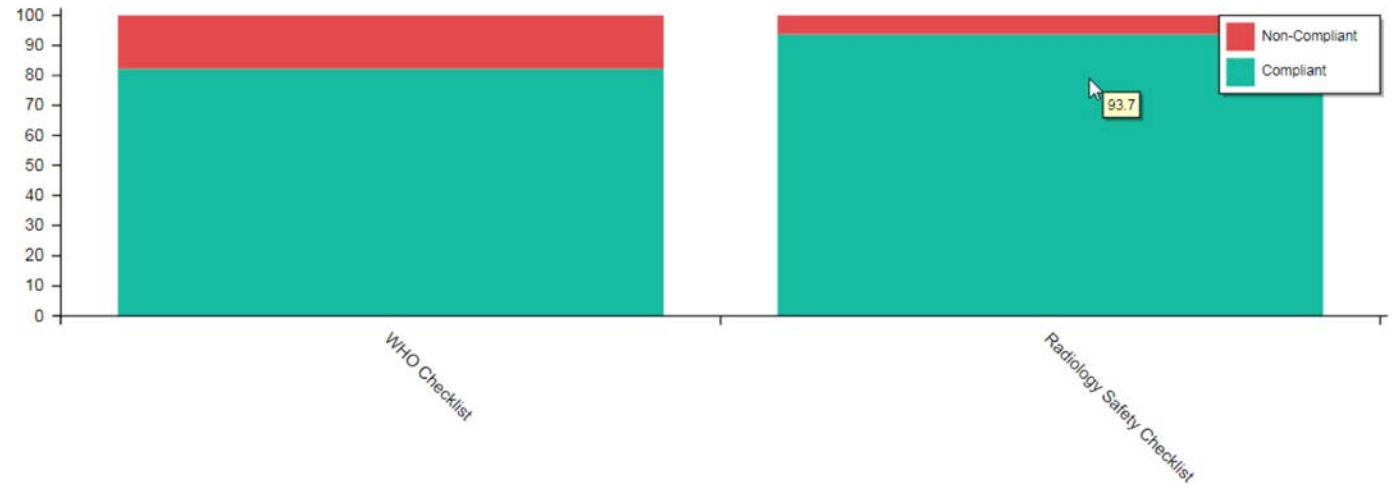


#### Non-recommended / closed routes

Any one course in this set must be completed.

Course name	Actions
 Manual (Patient) Handling - Induction - Clinical New Starter Only (Practical)	<a href="#">Launch course</a>

# The organisation can track compliance in real time



- Either directly in Totara, or by extracting reports
- Future opportunities to do more reporting directly in Totara

Certification name	Status	Completion date	Renewal available from	Expiration date	Progress	User ID Number	Username	Health Group	Division	Speciality	Department
Information Governance	Certified	27 Sep 2018	27 Oct 2018 <input checked="" type="checkbox"/> Open	27 Sep 2019	<input type="checkbox"/>	21353076	21353076	356 Level 1 Corporate Directorates	356 Level 2 Workforce & OD	356 Level 3 Workforce & OD	356 Level 5 Education and Dev
Safeguarding Children and Young People Level 1	Certified	25 Apr 2017	25 May 2017 <input checked="" type="checkbox"/> Open	25 Apr 2020	<input type="checkbox"/>	21353076	21353076	356 Level 1 Corporate Directorates	356 Level 2 Workforce & OD	356 Level 3 Workforce & OD	356 Level 5 Education and Dev
Safeguarding Adults (Non-Clinical)	Certified	8 Nov 2017	8 Dec 2017 <input checked="" type="checkbox"/> Open	8 Nov 2020	<input type="checkbox"/>	21353076	21353076	356 Level 1 Corporate Directorates	356 Level 2 Workforce & OD	356 Level 3 Workforce & OD	356 Level 5 Education and Dev

# Data can easily be imported from multiple sources



- Learning data comes from a range of external systems
- HR data comes from ESR and is updated using HR Import. Changes (email address) are manually re-input to ESR.





# Where might the future take us?

- More reporting directly in Totara?
- More sophisticated Certification pathways?
- New ways of learning?

... or maybe back to ESR?

# Any questions?

