

NHSCT Encompass Update Report	Trust Programme Board
Reporting period	November 2024

Encompass is Live!

Following many months of planning and preparations the Trust went live on Thursday 7th November 2024. A Go-Live Launch event took place at switch-on at 04:00am with a video link to both Antrim Area Hospital and Causeway Hospital Staff Restaurants to mark the end of our preparations and the beginning of our Epic journey. All staff were invited and the event was well attended.

All Trust encompass Command Centres and Help Hubs were stood up prior to Go-Live from Monday 4th November. Super Users were able to connect with their local hubs and collect both their T-shirts and Super User kits in advance of the launch. The Trust Command Structure oversaw Soft Go-Live, a process prior to Go-Live where activity which has been electronically migrated from our old systems across to encompass is then kept up to date on both legacy systems and encompass until the launch when encompass takes over.

Significant progress was made prior to go live in two of the only three remaining areas reported as risk status red at our Trust GLRA30.

- End User Devices (the deployment of our new digital devices across service areas) achieved 98% of our sites ready for Go-Live, this involved the testing of 8,850 IT devices with 8,580 testing successfully during the 12 weeks prior to Go-Live. This was recognised by the Regional encompass Technical Team as being an amazing achievement and the best of any N Ireland Go-Live to date.
- Despite the late submission of information to the Trust regarding Admin Letter Templates which required extensive quality assurance this task was 99% complete prior to Go-Live. This ensured the correct addresses and contact information on letters going out from the Trust from day one.
- Statutory Reporting which has been challenging in previous Trusts is still in development by Epic. Significant efforts to move this forward are being made by the Trust Planning and Performance Team, but progress is slow. It remains to be seen what statutory reports can be produced once there is a sufficient level of data in the system.

Communication

Communication was an essential tool during encompass preparations and the Go-Live period. Significant comms ensured that staff were aware of the various support resources available to them and how and when they could contact them. Site and profession specific WhatsApp groups were set up for Super Users, Epic Floor

We provide compassionate care with our community, in our community

Trust Board Reference Number: TB161/7/B

Walkers and encompass Trainers to join and enabled them to respond quickly to requests for support and the sharing of quick fixes, prompts and system tips.

People Readiness

Training

As at 5.11.2024*	Number of staff / %
Perm / temp staff with at least 1 certificate	8709 (99%)
Bank only staff with at least 1 certificate	814 (68%)
Affiliates with at least 1 certificate	1327 (67%)
All staff and affiliates with at least 1 certificate	10855 (90%)

**131 staff attended classroom training on 6/11/24*

The Trust Training Programme was extremely successful with 99% of all permanent and temporary staff achieving at least one Epic system proficiency certificate prior to Go-Live. This level of encompass staff training has not been seen before in N Ireland and indeed Epic would say that most organisations aim for 95% and rarely achieve it. The success of the programme was witnessed by the low numbers of staff requiring emergency Just in Time training in the days after Go-Live with only 177 staff attending.

Super Users

Divisions nominated 2200 staff from across their services to act as Super Users for Go-Live. These staff received their training first and therefore had additional time to practice on the test system and attend further training to prepare them for this support role. Super User briefings were held both before Go-Live to outline expectations and twice daily following Go-Live to receive feedback and update on issue resolution.

A further cohort of 500 Super Users attended from across the region over the Trust Go-Live period with around half coming from live Trusts, SEHSCT and BHSCT and the other half WHSCT and SHSCT.

Post Live Governance Structure

A Post-Live governance structure, as agreed by Trust SMT on 15th October 2024 is now in place with the first meeting of the encompass Stabilisation Group, scheduled for Friday 22nd November. This group will oversee the return of Trust activity to

Business As Usual levels, ensuring optimisation of the use of the system to improve outcomes for patients.