

Update Report	Trust Board 25.01.2024
Reporting period	January 2024

Project Management Office (PMO)

The encompass Project Management Office are responsible for the implementation of the encompass system across the Trust Acute and Community Services. It is led by the Trust Programme Lead and a team of seven specialists in project management. There is also a Professional Lead for each of the HSC professions, Nursing & Midwifery, Medicine, Pharmacy etc. The team is supported by two administration staff and a small cohort of affiliated specialist staff such as Information Governance, IT Project Support and Estates staff such as an Electrical Engineer.

Current Projects

The current projects the team are focusing on are the following:

1. Site Audits
2. End User Device Audits
3. Super User Identification
4. Training
5. Communication and Engagement

1. Site Audits

The Programme Team have been auditing every location in the Trust over the past seven months. The first phase involved identifying every power and data point. Once all Acute Clinical areas were completed the second phase began, this phase identified where additional points are required and was supported by the Professional Lead team who advised the best location for equipment and also the best type of equipment, either static or mobile depending on the area and the related workflow.

Acute clinical areas were completed by the end of October when the assessment phase then moved into community areas, with some 400 locations/services to be audited. This work, though in the second phase is ongoing with the estimated completion date of 29th February 2024.

2. End User Device Audit

End Users are those staff who will be using the encompass system and there will be many additional computers, both static, on wheels, wall mounted and hand held, deployed across clinical areas to ensure these staff have access to a computer to record their activities at the point of care without any delays.

Each type of equipment has different needs, either WiFi or power related and the locating of them can require significant Estates enabling works. These have begun in Antrim Area Hospital with a view to completion by the end of September, though plans have been impacted by a lack of in year programme funding to date.

3. Super User Identification

Super Users are a subset of end users who participate in activities to assist their department or service to prepare for encompass and support their peers during end user training during pre-live, go-live, and post live. This role is voluntary and does not include additional remuneration.

The Programme Team are aiming to have 20% of staff nominated as Super Users to ensure sufficient support is in place for go-live in autumn 2024. This process began in December and the current total across Divisions stands at 1380, 58% of the required total. The team will continue to work with Divisions on this.

There will also be a cohort of Super Users that come from the other four Trusts to support our go-live, a reciprocal arrangement that has been in place since SEHSCT went live in November 2023. There are currently 137 NHSCT staff who have been nominated to support the BHSCT go-live on 06.06.24, this is an opportunity for our staff to be trained early and experience supporting HSC colleagues with go-live support.

4. Training

Role Analysis is the first phase of training, this is where Line Managers review their staff roles and ensure they are correctly recorded on the Trust HR system. This work was initially completed with support from the Regional encompass Team in 2022 and is now being updated by the programme team. Work has commenced with support from Professional Leads, initially focusing on Nursing and Midwifery and Pharmacy. The second phase, in early February will require Line Managers to review and quality assure that all staff are aligned to the correct role, therefore assuring the correct match of training. This is a crucial task as encompass training is role specific and also indicates the type of access to the system the staff member will require.

As encompass training for staff is completed only eight weeks prior to go-live, there is a significant requirement for training room. An assessment of rooms took place during the site audits and the required 43 rooms have been identified. All of these rooms require Estates enabling works to make them fit to support the classroom computer training necessary for encompass and this work is beginning in the next two weeks.

5. Communication

The Programme Team work closely with Corporate Communication colleagues both in the Trust and the Regional Programme Team to ensure sufficient communication across all stakeholders. A 90 day rolling plan for communication activities is in place with all appropriate media deployed.

Roadshows, Professional Lead open, on-line sessions, newsletters and features on the Trust Staffnet are ongoing. As we move towards a go-live date, communications will reach external stakeholders to educate our patients and service users on the system and in particular the 'My Care' portal which will give them access to some of their on-line records.