

Encompass Update Report	Trust Board
Reporting period	March 2024

Preparations for the Trust encompass implementation continue to progress across the Trust at pace. There is a palpable air of both excitement and trepidation as we approach a six month marker to our Go-Live in November 2024.

Encompass Risk Summit

On the 11th March 2024 the Trust held a Joint Risk Summit on with senior representation from the Regional encompass Programme Team, Trust Programme Team, Epic, the supplier and Trust Senior Management Team. The purpose of the Summit was to share and review Regional and Northern Trust programme risks and issues in order to understand any dependencies and assess the achievability of a Northern Trust go-live in autumn of 2024. The planned outcome was to formulate a recommendation for the Regional encompass Programme Board regarding a potential November go-live date.

Preparations For Going Live

The Trust continues to prepare for the encompass Programme implementation taking learning from our colleagues in the South Eastern Health & Social Care Trust who implemented encompass in November 2023. Colleagues in Belfast Health & Social Care Trust also have to be commended for their collegiate approach to their own go-live on 6th June 2024. They are inviting Northern Trust representatives to workshops, senior meetings and their series of Go Live Risk Assessments to share their learning and assist us to prepare for our own go-live.

Within the Trust, our Human Resources Organisation Development Team will deliver a ICT Fundamentals course which will be made widely available from April 2024 to assist our people prepare. This course will provide basic computer awareness for those areas where paper is the main method of recording care.

Our ICT Department have been working tirelessly with the entire encompass team who have carried out site inventories of current ICT equipment across the Trust and then assessed the future ICT needs of our clinical teams based on the expected digital workflows. This has been a laborious task requiring the focus our encompass Professional Leads, ICT colleagues and encompass Programme Office team over many months of site visits. The team successfully completed this project on 29th February and have now moved to the procurement phase.

Encompass Team Accommodation & Training Hub

The Northern Trust encompass Team Hub business case is currently with the Department of Health and a draft lease is in development with a view to commencement 08.04.24. The location in Ballymena provides office accommodation for the team and hot desking for affiliated colleagues as well as two fully enabled training rooms for ICT Fundamentals training as well as encompass training.

Super Users

The Trust has identified over 400 staff who are currently undergoing encompass training to support the Belfast Trust go-live. These staff receive early training and system familiarisation that allows them to assist colleagues as supernumerary, at the elbow workflow and moral support. There have also been in the region of 1900 staff identified as Super Users to support

our own Trust go-live in November, these staff are from across all professions and divisions to ensure support is widespread and present in every department and every shift during the first few weeks of operating the new ways of working.

Training

It is essential that staff receive the correct encompass training, in order to ensure this line managers across the Trust are currently carrying out a Role Analysis of all direct reports. This allows for the identification of those with dual roles, potentially requiring different training and those that have moved roles. Once complete analysis needs to be maintained up to go-live and incorporate additional information requirements to ensure the appropriate system user access.

Training rooms are required across the Trust from August 2024 for Super Users and September for staff training. These rooms require enabling works and the installation of PC's and other digital equipment to facilitate familiarisation. This project is proving challenging but is on track to provide the 42 training rooms required.

Communication

Regular updates on encompass events, tasks, training and information sessions are consistently communicated on the Trust Staffnet. Recently, staff were updated on the Northern Trust Risk Summit held on Monday 11th March. Staff have also been asked via Staffnet and a screensaver message to participate in the Northern Trust data cleanse; a key task in preparing for our encompass Go Live this autumn.

A dedicated encompass SharePoint site is set to officially launch at the end of March providing staff access to the latest encompass updates and information specific to their professional area. Additionally, IT have helped establish an "encompass News" email address for disseminating valuable information directly to all staff.

There is a 6-month Communications plan in preparation as we approach the Northern Trust's impending Go Live date; the plan will incorporate regional initiatives and insights from our Professional Leads.

Sites and areas are currently being evaluated for the strategic placement of encompass promotion graphics and countdown clocks as we approach our Go Live date