

Department of Health

GPO Box 125, HOBART TAS 7001 Australia

Web: www.health.tas.gov.au



Contact: Lee Wallace
Phone: (03) 67774043
E-mail: lee.wallace@health.tas.gov.au
File:

Emily Shepherd
Branch Secretary
ANMF – Tasmanian Branch
182 Macquarie Street
HOBART TAS 7000
emily.shepherd@anmftas.org.au

Tim Jacobson
State Secretary
HACSU
PO BOX 635
NORTH HOBART TAS 7002
tim.jacobson@hacsu.org.au

Thirza White
General Secretary
Community and Public sector Union
T.White@tas.cpsu.com.au

Dear Emily, Tim and Thirza,

Subject: Change Proposal – Browser Operated Self Service (BOSS) Roll Out

Please find details outlined below of a change proposal in relation to the rollout of the Browser Operated Self Service (BOSS) for users of the ProAct rostering application within the Tasmanian Health Service. This proposal is for consultation and I would appreciate any feedback you may have.

Browser Operated Self Service (BOSS) Roll Out

Background

BOSS is an additional front-end module of ProAct that provides the functionality to automate the current manual, paper-based processes involved in the collection and entry of roster requests and availability, to streamline roster development.

ProAct the current principal rostering application, was implemented in 1992. The application is used primarily to manage our rostering requirements. There are two separate databases:

- ProAct Main – Nursing and Midwifery and HAHSAs employees
- ProAct Medical – Medical Officers

BOSS involves and engages staff and managers through on-line access to roster information and a means by which changes to rosters can be effectively managed and communicated. BOSS is accessible any time of the day via any web-enabled device, i.e. work or personal computer, tablet or smart phone.

While a new Human Resources Information System (HRIS) is in the process of development and implementation, it is still relevant to pursue the use of BOSS for the interim period of years, to encourage a transition to electronic systems and processes which will improve the timeliness of information and access and move away from reliance on the current paper forms.

As part of the COVID response BOSS has been implemented in the Casual Pool Units across the four hospital sites as well as Covid Vaccination/Testing/Response Units, statewide Telehealth Service, Community Rapid Response Team at Ulverstone and Mersey Leven Community Nursing to capture availability and allow staff to easily see their rosters. There are approximately 2,700 current users. The learnings from this deployment have been used to develop plans for further rollout across the state.

BOSS can be available to any or all users in the ProAct staff database, with active rosters.

Proposal

The objective of implementing the broader use of BOSS is to deliver the functionality and transparency of information to engage our employees and managers in the rostering process particularly roster requests and availability. Using BOSS will eliminate paper intensive, manual processes and can be accessed at home or work via smart phones, tablets, laptops or workstations.

To do this a series of actions need to be taken to create consistency in the use of ProAct to enable the successful implementation of BOSS across the service:

System Change Control Processes which function to ensure secure statewide administration of ProAct will require roles and responsibilities to be documented and will clarify the security access that will be fair and equitable and appropriate to position requirements. This will require the development of role-based security groups to improve consistency and ease of management.

To be 'BOSS Ready' a checklist of minimum requirements needs to be met to ensure Managers and ward/unit/service is ready to transition to BOSS. To be BOSS ready a business unit shall meet the following requirements:

- The above role-based security group delineation has occurred
- Consistent (and documented) business processes are in place for rostering
- Business processes include the task of Roster coding / changes being captured in ProAct as close to live as possible to ensure reliability of shift accuracy visible in BOSS

A phased Implementation plan is being followed:

- Phase 1 – Mersey Community Hospital (MCH)
- Phase 2 – North West Regional Hospital (NWRH)
- Phase 3 – North West (NW) Primary Health Units actively using ProAct
- Phase 4 – Permanent Pool Unit at Launceston General Hospital (LGH)
- Phase 5 – Permanent Pool Unit at Royal Hobart Hospital (RHH)
- Phase 6 – Launceston General Hospital (LGH)
- Phase 7 – Royal Hobart Hospital (RHH)
- Phase 8 – North Primary Health Units actively using ProAct
- Phase 9 – South Primary Health Units actively using ProAct
- Phase 10 – Any Statewide services not included above

This Implementation schedule may be subject to change following further consultation with key stakeholders.

Potential Employee Impact

Managers

This change gives Roster Managers which include Nurse Unit Managers (NUM) and Midwifery Unit Managers(MUM) and Corporate Operational Service Managers who use ProAct for rostering purposes the opportunity to utilise ProAct to prepare for the transition of the new HRIS rostering platform. They will be able to consider changes to their current workflows, develop the governance supports that can then flow

into the new system, over time there will be a reduction of paper forms; rostering will commence moving to a more online model; there will be capability improvements for Managers.

Roster Support Units

Roster Support Units (RSU) across the state have varying processes in supporting the roster managers/creators in developing and maintaining the roster. As part of the further rollout of BOSS there will need to be improved consistency in the support provided to roster managers and creators. This could include improved quality assurance activities for in-depth coding and reporting to improve information for managers to support them in managing their services.

The potential impact on the RSUs may mean that current custom and practices will need to change. As part of the consultation and rollout the key roster support units in Hospitals South, North and North-West will be consulted. This consultation will assist in developing the plans for the next steps of the rollout of ProAct utilisation.

Staff

It is acknowledged the change to online access to the rostering process will impact each person to varying degrees, depending on their role. It is anticipated that most staff will be minimally affected with minor changes to current processes and practise. The positive change will be improved consistency in how staff can engage with the roster solution. Below is a summary of the BOSS functionality and what it means for the majority of staff who are rostered in ProAct.

BOSS functionality allows employees to:

- View personal contact details (with on-line link to ESS to update as required)
- Receive warnings of expiring mandatory training at logon
- Submit roster requests with relevant notes as appropriate
- Submit and update availability in live time
- View current rosters
- Message between BOSS users (e.g. for shift swaps etc)
- View and confirm fortnightly worked hours.

Potential Service Impact

- Flexibility for staff communicating requests and roster visibility 24/7
- Changes to work flows for managers provides more up-to-date information for improved rostering and decision-making
- Changes to processes in roster support units can potentially allow for other value add work to be completed.

Consultation Communication

- Key stakeholder engagement/consultation has already commenced through meetings utilising existing committees and seeking feedback on various documented processes attached to the rollout. The ongoing consultation will occur in line with the planned implementation and specific meetings are being planned with the roster support units across the four larger hospitals namely the Royal Hobart Hospital(RHH), Launceston General Hospital(LGH), Mersey Community Hospital(MCH) and North West Regional Hospital(NWRH).

- Other communication will be through the existing Intranet page for BOSS, REACH utilisation, service meetings when BOSS ready
- As part of the BOSS implementation which was started in 2021 in the COVID emergency response units and then into the Casual Pools there has been significant communication with key groups which has attracted interest from other areas wanting BOSS. This expansion of the utilisation of BOSS is to manage the expectation and interest of service areas.

I look forward to your comments on this proposal and would appreciate that you forward your comments to me by COB 29th July 2022. In the interim, please feel free to contact me should you have any questions.

Yours sincerely



Lee Wallace
Nursing Director Rostering and Resource Innovation
Roster Strategy Unit
Human resources, Department of Health

15 July 2022

Copy to Rebecca Howe, Director of Human Resources Department of Health