



Rostering in NSW Health



What Rostering is...

Rostering is a critical enabler to the achievement of the Health Professionals Workforce Plan vision of Right People, Right Skills, Right Place.

It ensures staffing resources are allocated appropriately in order that the right person with the right skills is available in the right place to provide excellent patient care every time and to foster an environment that supports the health and wellbeing of our staff.

Optimal rostering has demonstrated benefits to improving patient safety and quality, supporting the health and wellbeing of our staff and represents better value care for the system.



Framework for Rostering in NSW Health 2018 – 2023

The objectives that will drive the direction of rostering over the next five years are:

Process Improvement

To deliver further process improvement in the planning, development and management of rosters

Roster to Payroll Outcomes

Monitoring of roster to payroll outcomes by HealthShare NSW includes working with Health Agencies on the ongoing management of over and under payments as well as providing Health Agencies with information to support improved processes locally.

Local Health District/ Network Initiatives

Continued improvement to local rostering practices and processes by Health Agencies.

Rostering Best Practice

The Rostering Best Practice Team works with each Health Agency to standardise and reduce variation in practice and procedure through the development of a localised package of resources, guidelines, staff brochures and educational workshops with supporting local data. They have developed the NSW Health Rostering Resource Manual, which contains principles and rostering guidelines, as well as tools to facilitate best practice rostering and reporting across the State.

HealthRoster Process Improvement

The eHealth NSW HealthRoster team has been assisting Health Agencies in post implementation process improvement activities by using the HealthRoster system to its maximum potential, such as being able to use the Auto Roster system functionality based on the required demand and staff skill sets.

Capability Building

To build and sustain the rostering capability within NSW Health, with the needs of patients and carers, staff and organisational efficiency in mind

Rostering Capability Framework (RCF)

The RCF outlines new training, mentoring, support and culture initiatives designed to improve rostering capability in the NSW Health workforce. Including, elearning and face to face training workshops on leave management.

NSW Health Rostering Portal

The Rostering Portal has been designed to support the consolidation of information about Rostering in NSW Health. It provides an easy point of access to Rostering documents produced by the Ministry of Health and links to relevant resources and information produced by other Health agencies.



Technology Enhancement

To enhance the technology solutions that support rostering our workforce

Staffing Intelligence Application (SIA)

SIA is an analytical tool available for executives of NSW Health organisations to discover workforce trends and patterns in relation to staff rostering and highlight possible areas for improvement.

HealthRoster

The state-wide rostering system, HealthRoster provides a consistent approach to rostering with inbuilt rules and notifications to support award compliance and decision making. Roll out of HealthRoster is planned to be complete across the State in 2018. Roster Perform is an additional module of HealthRoster that provides real time management reporting.

Benefits

Patient safety and quality



Staff wellbeing and culture



Organisational productivity and performance



Right people
right skills
right place

It should be noted that this document is intended to demonstrate how the current Rostering programs and initiatives align with the objectives in the Framework for Rostering. The Framework will also drive numerous new initiatives in these areas over the next five years.