

## Allocate Awards 2019

Highly Commended: Making Your Organisation A Great Place To Work

### Virgin Care

Deploying HealthRoster to improve the work-life balance of its staff

**Virgin Care has deployed the HealthRoster system across its services to improve workforce allocation, reduce agency spend and improve the work-life balance of its staff.**

Prior to the implementation of HealthRoster, the majority of Virgin Care were using paper-based rostering systems, if any at all. The organisation wanted to ensure it was using its workforce to best meet patient needs and reduce agency usage.

Clinical staff were requesting an increase to the bank pool available and were able to explain the benefits and value of e-rostering they had experienced in other organisations.

Virgin Care was able to use Allocate software to implement 107 rosters nationally within 11 months across a wide variety of services.

There was an initial reluctance to evolve from paper-based rostering to e-rostering and some services were not aligning their rosters against the workforce rostering standard operating procedure (SOP).

A dedicated project team has been vital in increasing the use of e-rostering. The project has had a strong focus on evidencing the benefits to all different service types. Clinical leads and senior management have run workshops to increase compliance against the SOP and improve buy-in.

Through this engagement and a standardised pre-implementation plan, HealthRoster has been deployed across the organisation, providing data through bespoke dashboards.

Teams using HealthRoster are now able to identify where key improvements can be made to reduce agency spend, improve bank hours and compliance and provide a flexible, fair roster to improve working lives of Virgin Care staff.

Prior to implementing Allocate software, a number of Virgin Care services, in particular 9am-5pm services, didn't have a roster. There are now 50 teams using HealthRoster that didn't use a roster before to manage and plan their workforce.

Through its reporting framework, Virgin Care has been able to evidence avoidable costs in terms of use of bank and agency staff, such as in its early adopter site where e-rostering has contributed to making pay efficiencies each month (against baseline) through reduced agency and better workforce allocation.

Emily Kilvington, Project Manager at Virgin Care said:



The highly commended Virgin Care roster team collect their Allocate Award for the Making Your Organisation A Great Place To Work category

**“Virgin Care has deployed a completely new system across a diverse range of services in such a short time span and improved the work-life balance of approximately 2,625 staff in 107 teams.”**