

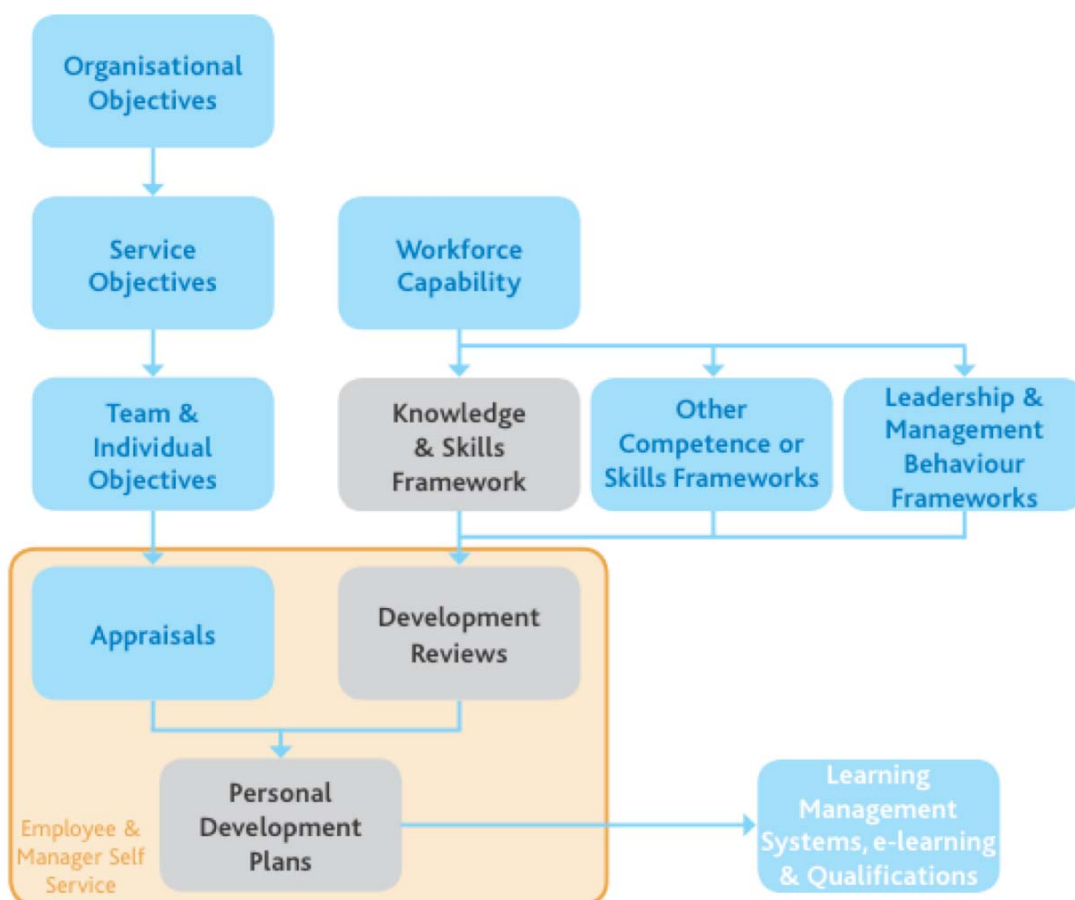
AT-Performance - The Solution For Joined-Up Performance Management, Appraisal and Development Review for the NHS

AT-Performance is the new web-based employee management tool, designed to help you to centrally manage competence, behavioural and performance objectives for all your staff and align these to business targets and results.

UK healthcare organisations are being asked to demonstrate regular staff appraisal as a way of focusing on performance management and competent workforce, and as a response to the Darzi Next Stage Review. The Care Quality Commission reports, in the last national staff survey, that 61% of NHS staff had an appraisal. Overall only 32% of staff felt that the appraisal led to improvements in how they did their jobs, and only 46% felt that the appraisal resulted in clear objectives.

AT-Performance, along with the support we can provide to help you create and implement an appraisal and development culture, can be a key part of driving up these figures.

The following diagram illustrates the key performance management processes and how AT-Performance can help you to manage these. (Items in grey can already be managed by the e-KSF, which is free for NHS organisations).



AT-Performance Functionality in more detail

Organisational, Service, Team & Individual Objectives and Appraisal

Create objectives, weight them to indicate their relative importance, link them to a balanced scorecard, then assign them to staff centrally or locally, before monitoring performance against objectives.

This element of the tool gives you the ability to:

- Define corporate objectives and strategic themes, and place these within a balanced scorecard.
- Create banks of standard objectives to give consistency of approach.
- Cascade standard or bespoke objectives to locally definable groups of staff based on your work structures.
- Allow staff and managers to align personal objectives to the objectives of their own team or manager – creating a direct link between individual targets and organisational goals.
- Record and track completion of appraisal discussions and achievement of objectives.
- Add additional reviewer layers such as the use of 'grand parent' sign-off.

Workforce Capability

Use national competence frameworks, or your own local framework, as the basis for identifying knowledge, skill and behavioural targets. Review progress of staff against these targets.

This element of the tool gives you the ability to:

- Input any national competency framework or set of standards that you have permission to use.
- Create locally defined competence frameworks using a highly flexible module.
- Optionally map your local frameworks to the NHS KSF to allow individuals to demonstrate achievement of KSF Post Outlines at the same time as achievement of their local competency targets and appraisal goals.
- Record achievement of competencies by staff, and also identify competencies that are not part of current roles.
- Link objectives and competencies to show what knowledge and skills are required for the achievement of targets.
- Report on competency achievement (including the achievement of related KSF dimensions/levels) and identify and act on competence gaps and wider workforce plans.
- Virtually unlimited ability for staff to upload files of evidence to support their competence and objective achievements.

AT-Performance Functionality in more detail

Personal Development Plans (PDP)

AT-Performance includes a flexible and easy to use personal development planning tool. The PDP provides integration to the current e-KSF and AT-Learning datasets, but with additional flexibility.

AT-Performance will provide integration to the current e-KSF Personal Development Plan, but with additional flexibility. AT-Performance implementers have additional control over which PDP fields to display, and which should be mandatory.

The PDP allows managers and staff to record a holistic development plan, which builds up over time into a complete learning record for the member of staff. The PDP can be used to track learning requirements, learning activities, target completion dates, barriers and enablers of success, and more!

In addition, the Personal Development Plan provides integration to our learning management system, AT-Learning, for the processing of training and e-learning requests. (please see www.think-associates.co.uk/Learning_Management_Systems.html for more information about this system).

AT-Intelligence reporting built-in

Use our powerful new reporting engine to create rapid, real-time and engaging reports

AT-Performance uses the new “AT-Intelligence” engine which allows you to:

- Build your own bespoke reports using a very wide range of data items.
- Filter, combine and sort data to create the output you need.
- Store and share your library of reports.
- Set reports to run immediately, or on specified times/days, and have them automatically emailed to stakeholders of your choosing according to the schedule you set.
- Export data to Excel for further analysis.
- Create engaging and relevant board-level reports in minutes!

Summary of the Benefits of AT-Performance

- Integrated performance management. AT-Performance can be used by all healthcare organisations and all staff groups (not just Agenda for Change staff), resulting in a joined-up performance tool for the entire organisation, including senior managers and medics.
- Flexible assessment of skills, knowledge and behaviours. Use local or national competence and skills frameworks to ensure standard descriptions of roles – with links to the KSF where necessary.
- Align teams and individuals with organisational targets. Create and cascade performance objectives to align team and individual activities with corporate objectives.
- Respond rapidly to a changing environment. Easily create and allocate new objectives, to keep individuals in-step with new corporate requirements and create an agile and flexible workforce.
- Manage organisational KPIs. AT-Performance is flexible enough to work across organisational boundaries, meaning you can use it to set and track targets and outcomes as part of Commissioning contracts.
- A key part of your overall workforce systems strategy. AT-Performance integrates with the e-KSF and AT-Learning, but can also be used stand-alone to manage performance, without needing the e-KSF in place.
- Instant, robust and powerful organisational intelligence. AT-Performance has a full reports engine to allow you to track achievement of appraisals, and also interrogate information to build organisational performance management and capability plans.
- Low, transparent cost. AT-Performance is priced to make the return on investment case easy for your organisation, and future fees are transparent with no hidden surprises. Can you say the same about alternative solutions?

In common with our other employee development tools, AT-Performance is:

- Hosted on a secure website, meaning that you don't need any software or server hardware in your organisation.
- Intuitive to use, with processes designed from the bottom up to be compliant with NHS approaches. This means that the system can be rolled out quickly to your managers and staff, ensuring you achieve rapid results.
- Developed with our predominantly NHS client base under our registered methodology: Development by Democracy® ensuring the tool evolves with your needs.

We also recommend the e-KSF for NHS organisations, however any healthcare organisation can benefit from AT-Performance and therefore there is no requirement to use e-KSF before you can use AT-Performance. If you are using e-KSF, then AT-Performance will integrate seamlessly with it, using e-KSF data about employees, pay bands and points, and work structures.

Further Information

For further information about AT-Performance or to arrange a no-obligation demonstration of the tool please contact your Regional Account Manager, email info@think-associates.co.uk or call us on 0117 344 5007.

Some screenshots of AT-Performance in action

Assigning objectives in a balanced scorecard

Personal Profile | Competency Profile / JD | Objectives | Appraisal / Review | Training & Development

e-KSF [0] | Financial [1] | Internal processes [0] | Learning and Growth [2] | Patient/clinical [4]

Pending for Approval [0] | Archive [0]

Show **All** ▾ objectives having status **All** ▾ Assign Objective

<p>Statutory/mandatory training [LG 2-16112009] Creation Date : 16/11/2009 Ensure personal and team's compliance with statutory and mandatory training requirements</p>	<p>View Export to PDF Archive</p>	<p>Agreed</p>
<p>Appraisal and review [LG 3-16112009] Creation Date : 16/11/2009 Participate in appraisal/review/PDP processes and/or - ensure that all team members have an effective (read more)</p>	<p>View Export to PDF Archive</p>	<p>Agreed</p>

Marking achievement of competencies, relating them to objective and personal development

Personal Profile | Competency Profile / JD | Objectives | Appraisal / Review | Training & Development

Objectives Review | Competency Profile Review

Staff Name: Ashcroft SHAUNEO, Sarah Jane
 Job Title:
 Job Description: [View](#)
 Actual Review Date: DD/MM/YYYY
 Associated Files: [0 File Associated](#)

Competency Title	Evidence	Achieved	Remove
<p>Framework: Values</p> <p>Core / Respect each other-Provide regular balanced feedback Regularly ask for feedback Value diversity B 1</p>	<p>Comments 0 PDP Linked 0 Objectives Linked</p>	<p>Select One ▾</p>	
<p>Core / Learn, Develop, Achieve Potential-We will learn and grow from our experience. We develop ourselves 1</p>	<p>Comments 0 PDP Linked 0 Objectives Linked</p>	<p>Select One ▾</p>	
<p>Core / Be Accountable-Being accountable is about taking personal responsibility. If we feel there is a pro 1</p>	<p>Comments 0 PDP Linked 0 Objectives Linked</p>	<p>Select One ▾</p>	

Overall Outcome and Comments
 Outcome: ▾
 Comments: [Select to view/update comments](#)

Sign Off
 Reviewer Staff

[Add Specific Competencies](#)

Save Cancel

The AT-Performance PDP

The screenshot shows the 'Training & Development' section of a user interface. At the top, there's a user profile for 'ShaunDemoEO, Tim in' and a 'Page Tips' icon. Below this are several tabs: 'Personal Profile', 'Competency Profile / JD', 'Objectives', 'Appraisal / Review', and 'Training & Development'. Under the 'Training & Development' tab, there are sub-tabs for 'Data Entry Form [1]', 'CPD Plan [0]', 'Mandatory & Statutory Training Plan [0]', 'Organisational & Personal Objectives [0]', 'Archive [0]', and 'All [0]'. The main area is a data entry form with columns: 'Completion Date (DD/MM/ YYYY)', 'Learning Aim/Purpose', 'Activity (What will I do)', 'Priority', 'e-Learning Link', 'Reviewer', 'Staff', and 'Options'. The 'Activity' column has a 'Link Activity' link. The 'Priority' column has a dropdown menu currently set to 'Personal Ob'. The 'Options' column has 'More Details' and 'Delete' links. At the bottom of the form are buttons for 'Add New', 'Save', 'Print Summary', 'Print Details', and 'Cancel'. At the very bottom of the page, there is a footer with 'Version: 1.1 Copyright © 1999-2009, ikonami (Pvt.) Ltd. All rights reserved.' and 'Terms of Use | Privacy Policy'.

AT-Intelligence report builder – configuring a report

The screenshot shows the 'Edit Report' interface. At the top, there's a 'Report Title' field with the text 'Objective achievement' and an 'Add/Edit Description' button. Below this is a 'Data Categories' section with a search bar and a list of categories including 'Competency Profile', 'Departments', 'Job Description', 'Objective Assignment', 'Objective Bank', and 'Objective Review'. The main area is a 'Design' view for the report, showing a table structure with columns like 'EmployeeID', 'Name', 'Job Title', 'Review Type', 'Actual Review Date', 'Overall Rating', and 'Objec'. There are several pop-up windows for selecting data items, such as 'Staff', 'Objective Review Document', and 'Objective Assignments'. A 'Quick Preview (Displaying Sample Data)' window is open, showing a table with sample data. At the bottom, there are buttons for 'Save Report', 'Get Actual Data', 'Check Performance', and 'Run Report'.

EmployeeID	Name	Job Title	Review Type	Actual Review Date	Overall Rating	Objec
462	Name_1	Job Title_1	Review Type_1	14-05-2009	Overall Rating_1	Objec
542	Name_2	Job Title_2	Review Type_2	17-09-2007	Overall Rating_2	Objec
685	Name_3	Job Title_3	Review Type_3	19-03-1965	Overall Rating_3	Objec

Think...what you could do