



## Case Study

# Calderdale & Huddersfield Foundation NHS Trust

---

**Setting up Target Audience within AT-Learning to provide accurate TNA & Reporting**

April 2010

---

## Trust background

Calderdale and Huddersfield NHS Foundation Trust runs the two main hospitals in Huddersfield and Halifax – Huddersfield Royal Infirmary and Calderdale Royal Hospital. They provide healthcare for more than 435,000 people across Calderdale and Kirklees in West Yorkshire. In an average year, approximately 100,000 men, women and children are cared for as inpatients (stayed at least one night) and they dealt with almost 400,000 outpatient visits. Added to that their two accident and emergency departments who cared for about 130,000 people.

The Trust is recognised as being amongst the top performing hospitals in England and they constantly continue to modernise and invest in local health services to build on their strong reputation. The Trust currently employs approximately 6,600 staff, and a key aim to help attain their key goals is that all their staff are fully compliant with mandatory, statutory and induction training in line with NHS Litigation Authority requirements.

The Trust is committed to the use of the AT-Learning learning management system, currently the only system integrated to the e-KSF which is used for the recording of all KSF based development reviews and appraisals.

## What was the need

The Trust currently uses AT-Learning to record all training data for all training activities. AT-Learning has full functionality, that is simple to use, to enable effective targeting of training to populate the e-KSF PDP rows automatically for all staff who require the training. This enables reporting on who has completed and, perhaps more importantly, reporting on staff who are not compliant with the training. The Trust also reports on those booked to attend a future event mapped to those staff who are recorded as DNAs.

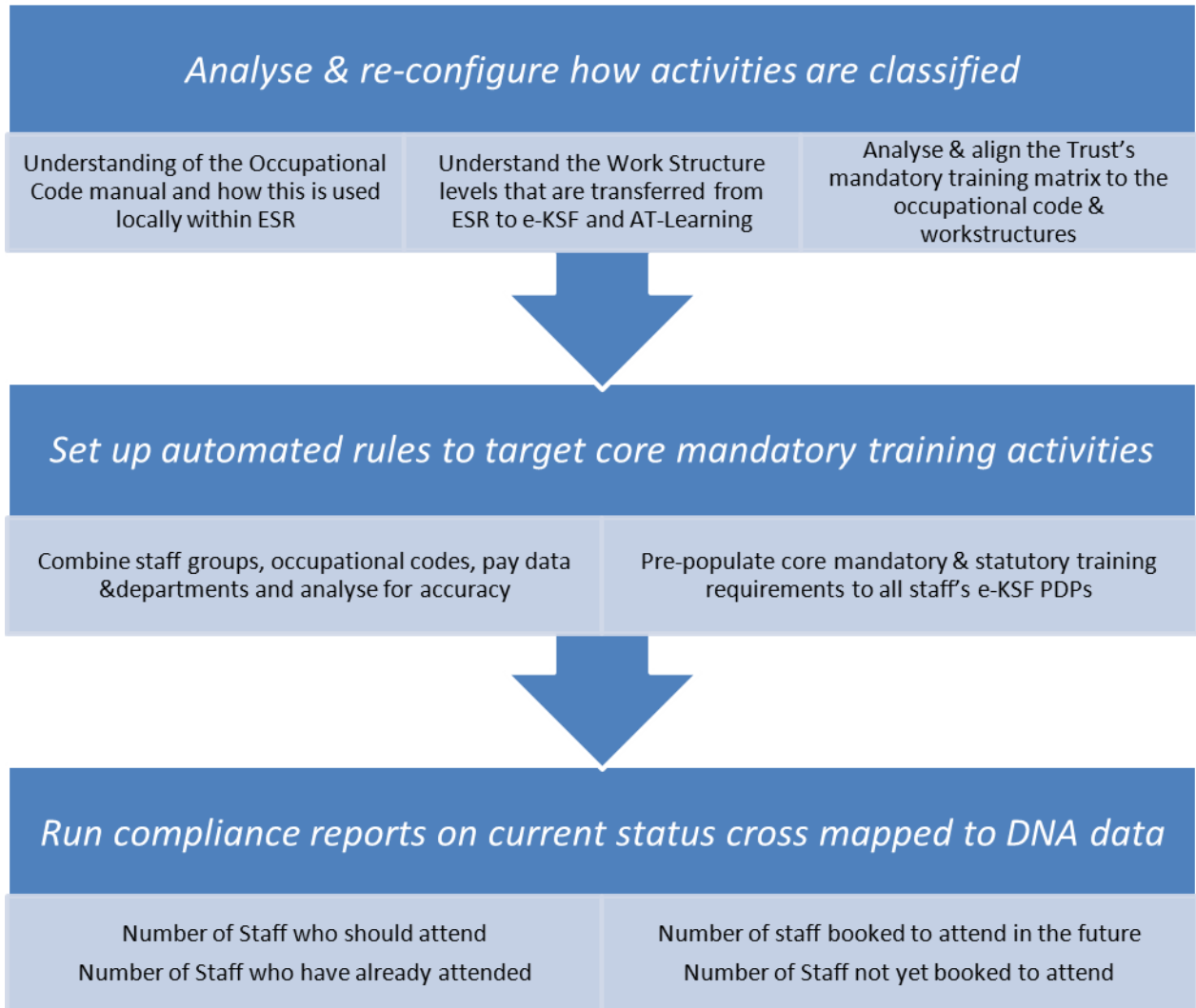
This functionality is reliant on the organisation's Work Structure and NHS Occupational Code data in AT-Learning. We were asked to help the OD & Training team with their understanding of this HR data, how to manage it effectively to provide powerful OD & Training reports, and how to filter activities to the e-KSF PDP when required to provide staff with a reminder during their annual KSF PDR.

The administration team also required an understanding of how some AT-Learning activity fields directly affect reporting and how these should be set up and maintained.



## What we provided

Think Associates were contracted to provide on-site support to work with the administration team to move this work forward. A series of weekly half day sessions were planned, where the Think Associates Consultant worked with the local Administration Team Leader in the main administration office over three months. These sessions concentrated on several main areas;



## Benefits to the organisation

As a result of our support, Calderdale and Huddersfield now have robust processes for managing statutory and mandatory training (which also supports CQC and NHSLA requirements), clear communication for all staff about their core training requirements, and real-time reporting on compliance to help target follow-up activities. The local OD & Training team also now have the knowledge, skills and confidence to manage this important work themselves, going forwards.

## What does this cost?

The level of support required to complete this work depends on the size of your organisation, the number of staff without an assigned post outline and the support of your senior Learning & Development team. A typical support package to complete this work would comprise of a mix of on & off site support days, audit of current situation, post data analysis, and data reconfiguration & upload costs. Tailored programme costs can be provided upon request.

## What expectations were met with our client?

*“More and more legislation and targets have come into the trust which has led to certain groups of staff needing to be assessed as competent in a number of skills. The types of competency training that CHFT has currently are Blood Competencies, Oxygen Training and ANTT (Aseptic Non Touch Technique). The work that Think Associate has helped with, is that of setting up the target audiences using the ESR download and matrices produced from this. Now that target audiences have been set (initially for Oxygen) this means that we can negative report on who is out of compliance and also when they need to do the training again. This has led to more up to date, live data being reported to divisions”.*

*Kirsty Hull, OD, Training & Development Governance Lead*

## More information

If you would like to run a similar project please contact your Regional Account Manager, email us using [info@think-associates.co.uk](mailto:info@think-associates.co.uk) or call 0117 344 5007.

