



CREATING A SOLUTION TO JOB DESIGN & SERVICE PRODUCTIVITY – “REALISING THE BENEFITS OF KSF”

Designed Specifically for HR Directors, Finance Directors, Senior HR Managers, Workforce Planning / Information Managers, Clinical Service Managers, Service Leads & Post Holders.

Workshop Overview

This two day workshop has been designed to help organisations create a solution to job design and service productivity. The workshop uses the NHS Knowledge and Skills Framework to underpin this work, helping to realise the benefits of the NHS KSF by relating it directly to staffing budgets and service effectiveness.

Delegates will be asked to bring to the workshop a selection of job descriptions, with associated KSF post outlines, for a range of multi-disciplinary roles that are involved in a specific clinical service. During the workshop the delegates will, identify the specific activities and tasks within process streams within a specific service and create revised KSF based Job Descriptions to better meet the patient needs, clinical obligations and budgetary requirements for their service.

Workshop Prerequisites

Delegates will need to have an understanding of the patient pathway / journey from initial admission to discharge and have a working knowledge of the Knowledge and Skills Framework (KSF). At least one delegate from each group will need to understand the staffing levels and associated costs within their service. It is not essential for your organisation to be using e-KSF, however we will explain how this tool can assist with role and service redesign.

There should be at up to four groups, of a minimum of four individuals each group, from each of the separate service areas. It is recommended that the individuals who attend the workshop should include the service manager(s), along with the KSF Lead and Workforce Information Manager.

Workshop Programme

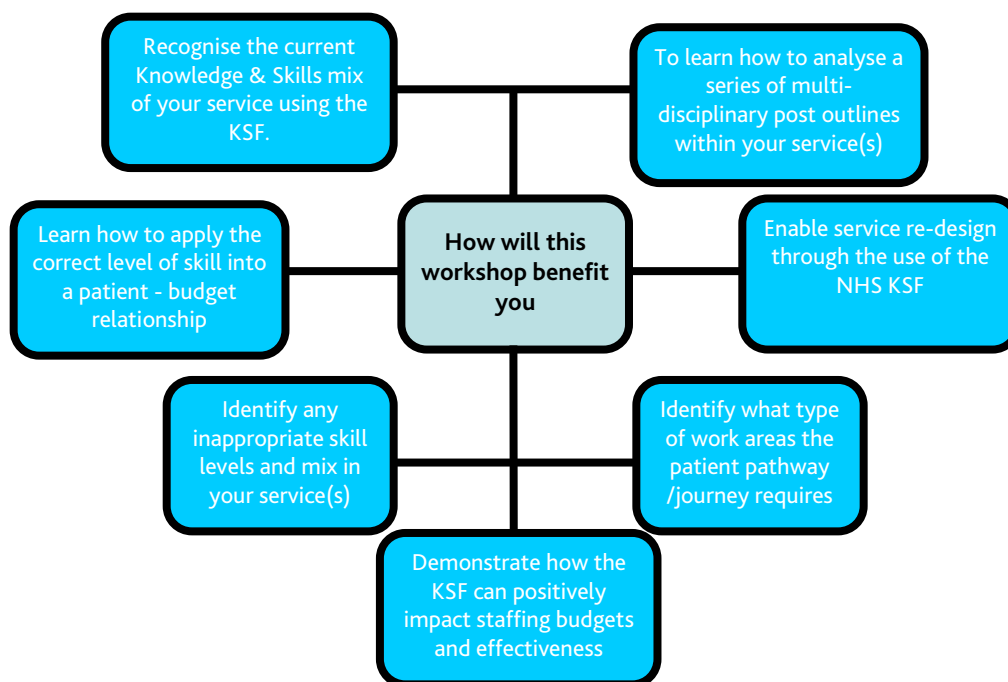
The workshop will be highly interactive and relies on active participation and contribution from delegates. Using real examples from within the service the workshop will deliver working examples that can then be replicated in other areas of the organisation. The workshop is structured into the following core sections:

| Workshop Sections | Outcomes | You will need to prepare the following prior to the workshop and bring with you. |
|---|---|--|
| Day 1 | | |
| Stages of the Patient Journey within your Service | <ul style="list-style-type: none"> • Identify the separate processes within the service(s) • Identify the activities and functions within those processes within the service(s) • Identify the Key Performance Indicators and Patient expectations for your Service(s) • Identify the Knowledge and Skills requirements for your service(s) | <p>A range of related Job Descriptions from the service that will benefit from redesign in the organisation. These do not need to be from a single profession.</p> <p>Representatives from services within your organisation who understand the needs of the service and can relate this into stages within individual processes.</p> <p>A staff side perspective is beneficial.</p> <p>Existing post outlines that have been developed for the identified service(s).</p> |
| Current Roles within the Service | <ul style="list-style-type: none"> • Identify how many staff you have in the identified service(s) • Identify what those staff do | <p>They do not necessarily need to be from the same profession or pay band but could be where two Whitley grades have been compressed into one pay band during Job Evaluation, for example.</p> <p>Job descriptions of the posts involved will be useful to aid the identification of what your staff deliver to the service(s)</p> <p>Existing post outlines that have been developed for the identified service(s).</p> |
| Current Roles within the Service (continued) | <ul style="list-style-type: none"> • Create a summary of how the NHS KSF has been used in your service(s) | |
| Required Roles within the Service | <ul style="list-style-type: none"> • To identify what you need to deliver the Service(s) to your Patients, described in terms of Knowledge and Skills • To identify the costs involved with current delivery model • To identify a more efficient model of service delivery | <p>A summary of the patient volumes, staffing levels and expectations of your service(s)</p> <p>Associated staffing budgets for your service.</p> <p>A vision of how the service would be run in an 'ideal world'</p> |
| Day 2 | | |
| Results & Findings | <p>To present back to the group the findings from the workshop</p> <p>To identify where posts are inefficient in delivery</p> <p>To present a revised costing model for the service(s)</p> | |

How will this workshop benefit your organisation?

The outcomes of this workshop are of particular interest to HR Directors and Finance Directors. We recommend that these Directors attend the second morning of the workshop to understand how this can better improve the service delivery, and assist with cost savings against your wage bill, within your organisation in the ever changing NHS climate.

During the 'Results & Findings' session a short presentation will be given to the HR & Finance Directors of the findings, savings and efficiencies from the workshop. Discussion will also take place with the participants to better understand the findings and advise on any additional work required locally.



Who will run the workshop?

The group will be divided into small groups of 4/5 and will be facilitated by at least two Solutions Managers from Think Associates.

Additional information

If you would like more information on this workshop please contact Richard Bradbury at richard@think-associates.co.uk.