

Guideline for the Implementation of WorkMAPP

Custodian/Review Officer: Executive Director, Clinical Workforce Planning & Development Branch

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Applicable To: Health Service Districts implementing WorkMAPP

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EQuIP and other criteria and standards

1. Purpose

This guideline describes the recommended implementation processes for WorkMAPP (**W**orkforce **M**apping, **A**nalysis and **P**lanning, **P**rojections) Software.

WorkMAPP Software provides a consistent approach to corporate and local clinical workforce mapping, analysis, planning, projections and reporting.

2. Scope

This guideline provides information for all Queensland Health employees and consultants engaged by Queensland Health undertaking Queensland Health clinical workforce planning, who choose to implement WorkMAPP as a workforce planning tool, within Queensland Health Corporate and Health Service Districts (Districts).

WorkMAPP is recommended to be utilised for workforce planning and reporting at the District level for the clinical workforce. WorkMAPP may also be used for clinical workforce planning and reporting at facility and unit level and for planning and reporting for staffing other than the clinical workforce if required.

3. Related documents

Forms and templates

- WorkMAPP Change Management Plan (incl. Deployment Phases Chart)
- WorkMAPP Training Guidelines
- WorkMAPP User Manual
- WorkMAPP QHEPS Hyperlink

<http://qheps.health.qld.gov.au/waru/content/workMAPP.htm>

4. Recommended Deployment Phases for the implementation of WorkMAPP within Queensland Health

4.1 Phase 1- Initial Communication (District / Project Team)

4.1.1 The WorkMAPP Project Team, within the Workforce Analysis and Research Unit (WARU), should provide the WorkMAPP Change Management Plan and this procedure to District People and Culture Executive (PACE).

4.2 Phase 2 - District PACE Business Analysis (District)

4.2.1 District PACE should identify and maintain a list of key stakeholders and key personnel within the District requiring information on WorkMAPP and the deployment process.

4.2.2 The WorkMAPP Project Team should facilitate a “Methodology and System Demonstration” to identified District Users.

4.2.3 District PACE should identify the appropriate workforce planning model (centralised or de-centralised) and resources required, and seek endorsement from District Executive.

4.3 Phase 3 - District Executive Endorsement (District)

4.3.1 District Executive should consider the recommended workforce planning model for endorsement.

4.4 Phase 4 - Train-the-Trainer Systems Training (District)

4.4.1 Health Service Districts should identify WorkMAPP Users designated as the District Trainers (Entity/User Managers).

4.4.2 Identified WorkMAPP District Trainers should complete the approved WorkMAPP training prior to using the system.

4.4.3 District PACE should maintain a current list of identified WorkMAPP trainers for that District.

4.5 Phase 5 - WorkMAPP System Configuration (District / Project Team)

4.5.1 Each Health Service District or Work Unit using WorkMAPP should configure their data sets according to the framework identified in the WorkMAPP User Manual instructions.

This includes:

- Mapping all physical locations (entities) in which staff will be allocated.
- Adding current and future assets and equipment (metrics/multipliers) to the applicable entities including any other specific activity expected in the physical locations such as occasions of service.
- Utilising Health Service District workforce and service plans, and FTE establishment profiles to establish the foundation for initial Plans.

- Identifying and creating pools of staff and structures within the pools that will be grouped together for projections.
- Allocating staffing structures to entities, specialties and service types.

4.6 Phase 6 - Implementation (District)

4.6.1 WorkMAPP Users should create Private Plans/Projections for each staffing structure before converting into Public Plans/Projections.

4.7 Phase 7 - District End User Training (District)

4.7.1 District PACE should maintain a current list of identified WorkMAPP Users.

4.7.2 Identified WorkMAPP Trainers should deliver WorkMAPP Basic User training in accordance with WorkMAPP Training Guidelines. Refer to Related Documents.

4.8 Phase 8 - Post Implementation (District / Project Team)

4.8.1 Data Maintenance

4.8.1.1 All WorkMAPP Users should comply with the instructions set out in the WorkMAPP User Manual.

4.8.1.2 WorkMAPP Users should make staffing or configuration changes in the Public Plans/Projection in line with Health Service District annual workforce planning activities.

4.8.2 System Upgrades & Support

4.8.2.1 The WorkMAPP Project Team should provide ongoing technical support via various methods to District WorkMAPP Trainers.

4.8.2.2 The Manager, WARU should provide a mutually agreed technical support service to WorkMAPP Trainers and Users without access to District Trainers, upon request.

4.8.2.3 District WorkMAPP Trainers should report any identified system or operating faults to the WorkMAPP Project Manager via the Project e-mail WorkMAPP@health.qld.gov.au

4.8.2.4 The WorkMAPP Project Manager, will be responsible for liaising with Software Developer Opus 5K regarding any application enhancements.

4.8.2.5 The WorkMAPP Project Manager, will be responsible for updating and maintaining the WorkMAPP User Manual within WorkMAPP Applications Resource Page.

4.8.2.6 The Manager, WARU should advise District PACE of future WorkMAPP software enhancements in a timeframe that allows Health Service Districts to communicate with District Trainers and Users to support the change(s).

4.8.3 Reporting

4.8.3.1 Health Service Districts or Clinical Workforce Planning & Development Branch should utilise reports that are derived from Public Plans/Projections on workforce planning outcomes as required.

5. Definition of Terms

Definitions of key terms are provided below.

Term	Definition / Explanation / Details
Basic User	This user is generally restricted to read only access in public plans/projections. The user can create/edit private plans/projections limited to their access rights.
Clinical Workforce	Refers to those who support or are health professionals working in clinical practice, have healthcare specific knowledge/ experience, and provide clinical services to health consumers- both directly, and/or indirectly through services that have a direct impact on clinical outcomes.
CWPDB	Clinical Workforce Planning and Development Branch
Entity	A physical location such as a hospital or ward.
Entity Manager	User has access to all basic user functionality plus the ability to create and edit entities equal to or less than their existing access rights and create/edit public plans/projections.
FTE	The equivalent of 1 full time employee working for 1 year.
Metric/Multiplier	A discreet asset or continuous activity used to measure activity for later multiplying within a projection
PACE	People and Culture Executive
Pools	A group of staffing structures clustered under one division or department.
Private Plans or Projections	Scenario based variations or proposals of resource allocation. Generally used locally for planning, mapping and forecasting. Can contain one or multiple financial years.
Public Plans or Projections	Plan or Projections made available to others by authorised users for a structure for one or multiple financial years.
Structures	A staffing group of services contained within a pool.
User Manager	User has access to all basic user functionality plus the ability to create and edit user equal to or less than their existing access rights and create/edit public plans/projections.
WARU	Workforce Analysis and Research Unit
Workforce Planning	Workforce planning is a systematic methodology identifying human capital supply and demand requirements and develops the strategies (approaches) to meet corporate goals and objectives
WorkMAPP	Workforce Mapping, Analysis and Planning Projections. An information system that supports strategic and/or operational level workforce planning. It is a tool that allows users to develop demand based workforce scenarios and identifies resource gaps.

WorkMAPP Trainers	Entity or User managers. They are super-users identified by each District Chief Executive Officer or District People & Culture Executive who will be responsible for training in the Health Service District.
WorkMAPP Users	Officers who use the program.

6. Guideline Revision and Approval History

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0.1	New Procedure		
0.2	Ben Archdale & Terry Stables		
0.3	Sharon Westwood		