



WIRED helps Bedford Hospital NHS Trust to train the right staff at the right time

Bedford Hospital NHS Trust was undergoing reorganisation, giving the Learning and Development team an opportunity to introduce a better reporting system, with the aim of improving compliance and helping the workforce become more aware of training requirements.

Why choose WIRED?

Bedford Hospital Trust's L&D team had researched the use of WIRED at another Trust. They recognised its potential to help them achieve better compliance and identify training needs across the workforce.

Implementing WIRED gave the L&D team a timely opportunity to analyse and update existing data in the Electronic Staff Records (ESR) system and to better understand the workforce's training needs.

WIRED, developed by Skills for Health, offers a simple way to extract and report on data from existing systems such as the Oracle Learning Management system (OLM). It is cost-effective, with licences costing approximately £1 per user. Skills for Health provides a step-by-step implementation guide to the process, with support from its consultants.

How they did it

- The L&D team identified the people and roles needed for their WIRED project team, and wrote a project plan.
- They 'cleansed' and rewrote the existing information in the OLM, to ensure that all the data was of good quality.
- In particular, the project team meticulously examined each role within the Trust and identified the training required.
- WIRED is bespoke – built flexibly around the users – and so the L&D team consulted their subject matter experts and carried out training needs analyses to ensure that the system was customised to their specific needs.
- They used Skills for Health's best practice guidance on labelling training courses and information in order to adopt naming conventions which made it clear, for example, which courses were compulsory for all staff.
- Before 'going live', the project team gave access to their subject matter experts and key managers, to enable them to see how good the data was and to identify any changes required. This meant that WIRED could then be rolled out to all staff with confidence.

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Emma Hutt, Adult Basic Life Support Resuscitation Manager



The Outcomes

- Since WIRED was introduced in September 2014, compliance reporting has been steadily improving and is now up to 75%.
- Compliance on Adult Basic Life Support has increased from 39% to 56%, as the team were quickly able to identify training gaps and bring in additional trainers as required.
- All individuals now have easy access to their training records, and receive a prompt when a qualification needs renewing – helping to ensure that their training never becomes out of date.
- The Trust should save money, as WIRED will help ensure that individuals only do the training that their roles require.
- Patients will benefit as a result of all staff being appropriately trained.
- The Trust has confidence in WIRED, and uses it as a governance tool to provide up-to-date, trustworthy data on compliance for individual areas and the whole organisation.

Quotes from Bedford Hospital NHS Trust

Rosa Lombardi, Learning and Education Manager, Bedford Hospital NHS Trust:

‘We put a lot of effort into ensuring that our training information and records were as accurate and clear as possible before using WIRED and this has paid off. Patient care and safety is our highest priority, and we’ve now moved from a situation where people weren’t always sure what training they needed, to having a clear, easy-to-access system and an improving compliance rate.’

Emma Hutt, Adult Basic Life Support Resuscitation Manager, Bedford Hospital NHS Trust:

‘Since the implementation of WIRED, we have found it particularly useful for checking on areas and on individuals’ compliance. It has made the process of investigating areas that we need to target much simpler, and therefore I am able to prioritise the workload in a more timely manner.’

To find out more about WIRED, contact
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