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## NHS Richmond

### Case study

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## Floorwalking and staffing support for RiO V5.2 upgrade

### Project summary

- Ideal supported NHS Richmond by supplying floorwalkers over a two week period to support Community Health Care services across 8 sites: Richmond Royal, Richmond Rehab, Centre House, Ham Clinic, Regal House, TMH and THSCC
- Ideal took on the early stage planning, selection of the team, assessing the deployment of floorwalkers and scheduling of the floorwalking plan
- NHS Richmond was able to go live with their RiO V5.2 upgrade project with minimal disruption to staff and patients through effectively utilising the Ideal go live support programme

### Background

NHS Richmond is responsible for health services in the London Borough of Richmond upon Thames. It shares its boundaries with the borough of Richmond, serving over 199,214 registered residents. However, there are many more people who work in and visit the borough of Richmond each day and use some of the services, such as Teddington Walk-in Centre, which provides advice and treatment for minor ailments and injuries.

NHS Richmond's Community Healthcare consists of adult and children services including therapies, district nursing, podiatry, intermediate care, health visiting, school nursing, community paediatric and specialist health services.

### The challenge

At the beginning of February 2010, NHS Richmond upgraded from their RiO V4 system to RiO V5.2. They were aware of the importance of providing thorough support to Trust staff using the system both during and post go live.

NHS Richmond needed a team of effective floorwalkers who were fully qualified and experienced in training and supporting RiO V5.2 in line with the Trust's standard operating procedures. Support was required in each location for the first week which continued at larger sites for a subsequent week. This entailed critical cover across all locations and included the provision for a 24 hour telephone support line for the night nurses team. The Trust needed a certain amount of flexibility in the supply arrangement as the number and location of floorwalkers required was adjusted to meet changing situations dictated by the end user needs.

### The solution

Ideal was able to offer NHS Richmond a single point of contact throughout their post go live period. Ideal took responsibility for scoping the project, coordinating the management of floorwalkers at all locations and ensuring that all floorwalkers supplied by Ideal had enough information to be effective from the moment they were on site. This included notifying them of RA sponsors, their locations and working hours, champion users and where to base themselves each hour of the day in response to the needs of the service.

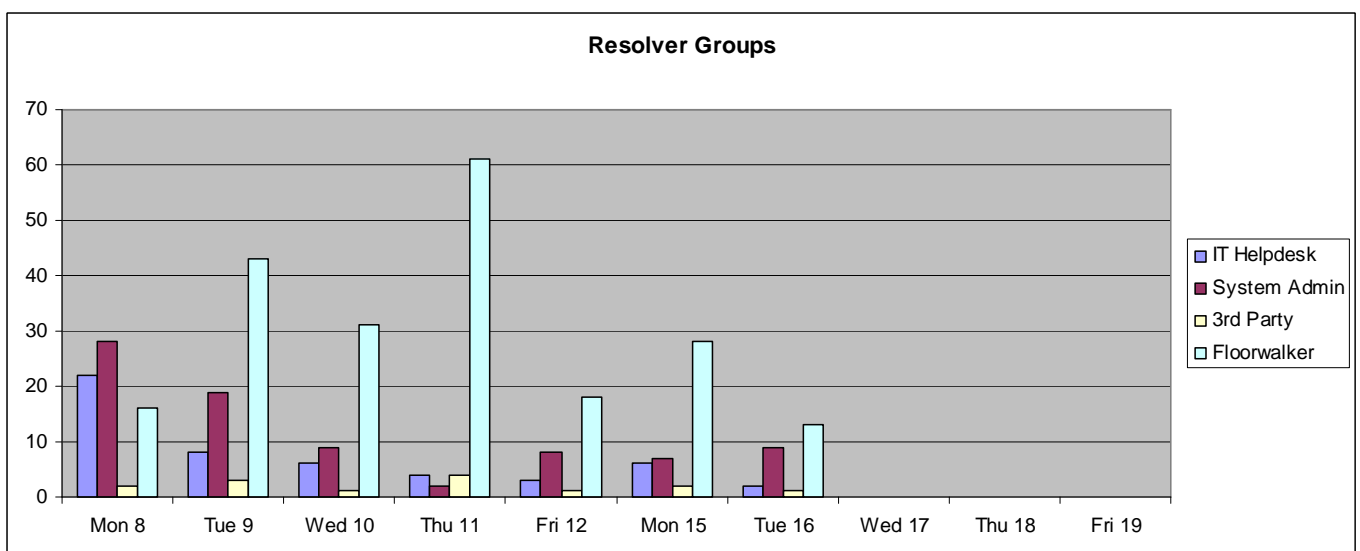
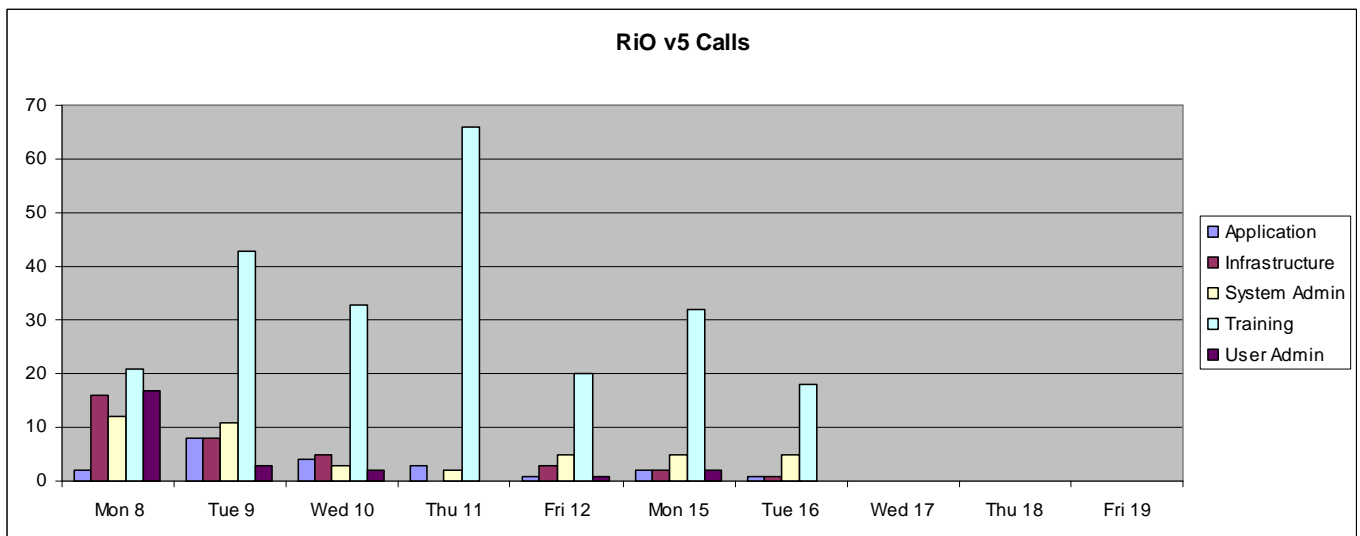
By adopting this approach, NHS Richmond staff were well supported during the initial stages of the upgrade which was reflected in the ability of the floorwalkers to respond to initial concerns on the ground. The majority of concerns were around logging into the portal and RiO with a smartcard as well as questions around synchronisation.

This arrangement ensured that those issues which required face to face support were responded to, with more system and functionality issues being triaged to the Trust IT helpdesk and RiO system administrators for further analysis and response.

The Floorwalker Lead met each day with the RiO project team and IT helpdesk to review the issues raised by the end users, which meant that lessons could be learnt and information disseminated to the user base accordingly, as appropriate.

A weekly floorwalking meeting was held with the IT helpdesk and the RiO project team to discuss in detail the common issues around the sites. This has meant that NHS Richmond can understand where to provide further ongoing support beyond the post go live support period.

The pattern of resolution is demonstrated in the graphs below provided by NHS Richmond.



## Flexibility

With extensive experience in supplying floorwalkers to support RiO deployments, Ideal has developed a robust and proven supply model. Ideal fully understands the challenges associated with reaching actual go live dates and regularly accommodate alterations to client's demands. We ensure sufficient contingency to manage fluctuations in demand.

## High quality of staff

Ideal holds an extensive database of fully qualified and experienced RiO trainers and floorwalkers. All our team undergo a rigorous selection process and are continually assessed and managed. Our recruitment process is overseen and externally monitored by the Health Informatics Quality Scheme. All staff supplied to NHS Richmond passed our standard pre employment checks and assessments including telephone screening, face to face interviews, competency assessment, references and enhanced CRB check.

Ideal has been assessed by BT and LPfIT and are an accredited supplier of trainers to the London Health Training Pool. Our training assessment programme CIS is approved by CfH and externally monitored by NCfE.

## Scheduling

In order to ensure maximum effectiveness and therefore project success, Ideal took responsibility for scheduling the floorwalkers. Ideal assessed all staff post to ensure the most effective floorwalker was deployed to the correct area. As Ideal has worked with their staff on a number of projects, they were able to match not only RiO skills but also particular soft skill strengths of staff so that champion users and end users were offered the most valuable support.

Ideal's scheduling management included:

- Analysis of areas needing cover
- Dynamic management of floorwalkers matching end user needs and floorwalker capacity
- Liaison with champion users to ensure effective cover
- Daily accreditation management

## Training

In order to fully prepare the floorwalkers, Ideal undertook a short localisation training programme which covered local processes and Trust policies, together with an orientation programme. The training sessions were carried out immediately prior to go live and afforded the opportunity for the floorwalkers to meet the change and helpdesk support teams. Common issues were discussed and the appropriate response agreed.

## Floorwalking Manager

The floorwalkers were overseen and managed by our Floorwalking Manager who was based on site and was there to reallocate floorwalkers and add support to the helpdesk as required.

The main responsibilities of the Floorwalking Manager were to:

- Work closely with the Trust prior to go live to ensure all processes and documentation were in place
- Act as primary point of liaison between project management and the floorwalking team
- Oversee movement of floorwalking staff
- Hold responsibility for quality of service

## Benefits

The Trust was able to benefit from a full team of qualified staff with in depth knowledge of RiO, together with localised system understanding. Support was provided using a shift system to satisfy the demand and reflect the service peaks.

The Trust could utilise the additional manpower on a totally flexible basis. By guaranteeing the quality and capacity of the floorwalking team, Ideal relieved the Trust of unnecessary pressure and stress during a challenging point in their implementation project.

### **Recommendation from NHS Richmond**

*“NHS Richmond’s experience of the go live support programme provided by Ideal has exceeded expectations. We were particularly pleased with the quality of floorwalkers. All the floorwalkers provided by Ideal were highly qualified with excellent knowledge of the RiO product, together with enthusiasm and commitment to understand local procedures.*

*This was particularly evident at the half day orientation workshop which took place during the planning stages prior to go live.*

*Just as important to us was the floorwalker’s approach to their role which was consistently professional, maintaining an appreciation of the issues of the end user and the impact that this had to their service, colleagues and patients.*

*We were also reassured by the communications which took place between the floorwalkers on the ground and the floorwalker lead.*

*NHS Richmond was particularly impressed with the level of information shared back with us, which was carefully considered in its delivery and impact, with recommendations offered for consideration where appropriate.*

*It is without doubt that Ideal’s post go live support programme has provided NHS Richmond with an assurance of providing sufficient support at the request of our end users (which has since been verified by the end users) and also value for money.*

*NHS Richmond recommends Ideal’s go live support programme as an essential tool for ensuring a successful go live at all RiO deployments.”*

**Kay Kadel**  
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