



Case Study

Implementing the NHS ESR CSTF Interface
Sheffield Teaching Hospitals NHS Trust

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Implementing the NHS ESR CSTF Interface with Totara Learn



About Sheffield Teaching Hospitals NHS Foundation Trust

The Sheffield Teaching Hospitals NHS Foundation Trust is an NHS Foundation Trust located in South Yorkshire, England. Their vision is to be recognized as the best provider of health, clinical research and education in the UK and a strong contributor to the aspiration of Sheffield to be a vibrant and healthy city region.

The Challenge

Sheffield Teaching Hospitals NHS Foundation Trust comprises 18,000+ clinical staff and are a lead employer for approximately 1,000 doctors in training who rotate around other NHS Trusts in the region. All employees have very different backgrounds and learning requirements which Totara facilitates for them.

They have been happily using a well-embedded Totara Learn platform hosting local content and eLearning for healthcare (eLfH) for several years.

Sheffield Teaching Hospitals NHS Foundation Trust, like 99% of other NHS organizations, uses the free Electronic Staff Record (ESR) - an integrated HR and payroll system. It manages core HR and payroll for approximately 1.4 million NHS employees.

Integrated into the ESR is the Oracle learning platform (OLM), a free learning management system providing a catalogue of classroom-based and e-learning courses. It includes the

functionality to enable CSTF (core skills training framework) competencies to be allocated to staff based on their role within the organisation.

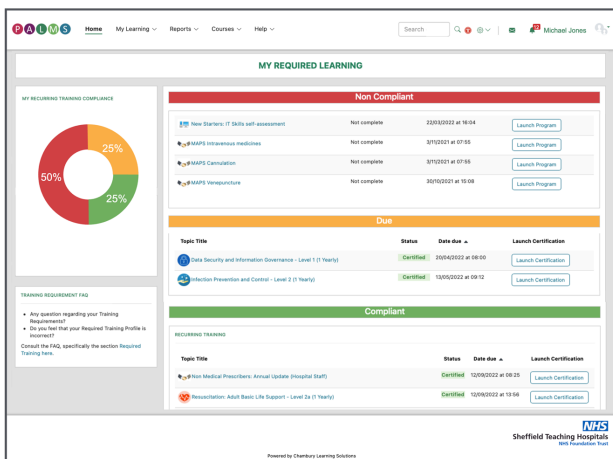
Prior to implementing Totara in 2012, the Trust was using the ESR OLM platform which does not facilitate local recording and centralised reporting of training and neither were volunteers' or other 'non-staff' profiles able to be set up. Also, the NHS OLM is insufficiently flexible to maintain complex competence requirement profiles where employees across positions and organisations with very different training requirements across the various directorates.

Consequently, there wasn't a single system in place for getting accurate information on who had completed training reported to managers or the board.

ESR is the main system for transferring competencies alongside employment records, but as STH use Totara as their LMS and it is here where the competency information needs recording. As it is common for NHS staff to rotate across and between organizations (such as junior medical staff), and some employees work across two organizations.

Sheffield Teaching Hospitals NHS Foundation Trust therefore needed an elegant way to connect their ESR with their LMS to transfer mandatory training compliance data from the Core Skills Training Framework (CSTF) between organizations, which would help avoid staff repeating training unnecessarily to save time and resources.

The Solution



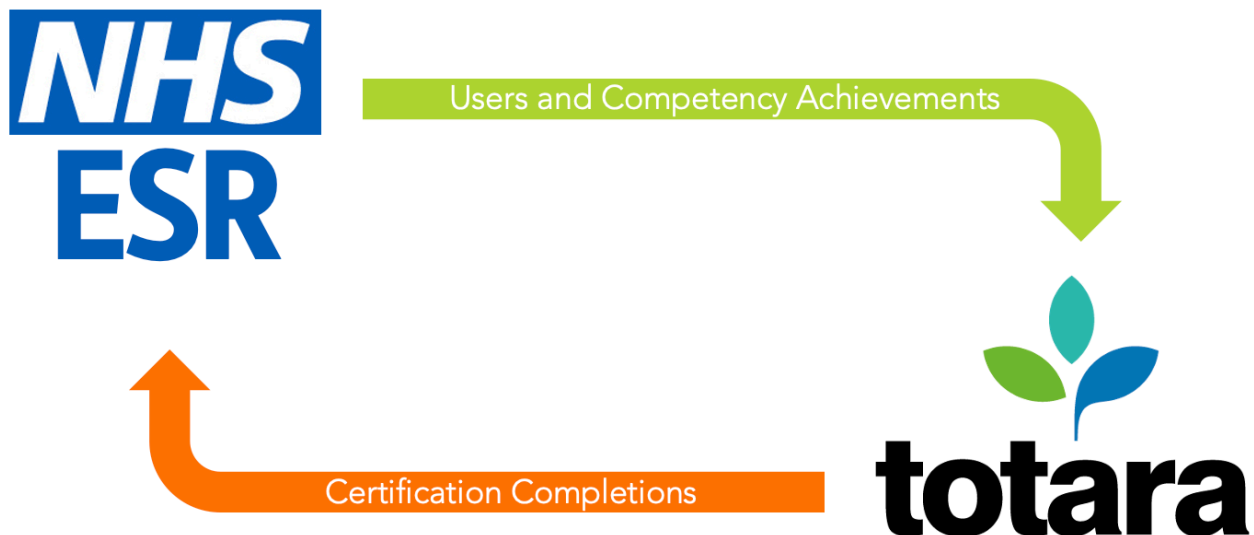
Sheffield Teaching Hospitals NHS Foundation Trust partnered with Chambury Learning Solutions as part of the NHS Streamlining project, owing to Chambury's expertise in the healthcare space, and specifically within the NHS.

Chambury Learning Solutions understood Sheffield Teaching Hospitals NHS Foundation Trust's need to build an effective interface

between their Totara Learn platform and the ESR.

This meant working with the Trust itself, NHS England, NHS Improvement and the central ESR Systems Integration team to create a solution that would minimize unnecessary admin work and duplication of efforts for busy NHS staff.

The bi-directional interface provides data warehousing of all Totara CSTF data and external learning outcomes from eLfH content into the ESR without any administrator intervention to save time and effort, along with eliminating the risk of human error.



While this interface was developed at Sheffield Teaching Hospitals NHS Foundation Trust according to their unique use case, it has also been adopted by other Trusts, such as Hull Teaching Hospitals NHS Foundation Trust and York & Scarborough Hospitals NHS Trust. Each Trust has its own nuances and ways of working, so alongside Sheffield Teaching Hospitals other Trusts took on the interface and were able to test a range of different scenarios to maximize the value of the solution. With data from the initial three Trusts, Chambury Learning Solutions was able to genericize the findings to build an interface that could be used across a wide range of NHS Trusts.

For instance, one of the findings in the testing process was that competencies were initially

being exported from the that did not match local renewal periods or had incorrect expiry /due dates, meaning the interface had to work out what that correct completion and due dates should be.

The interface provides flexible configuration options to enable local processes, making this an incredibly robust, adaptable solution that can potentially be rolled out across many NHS Trusts.

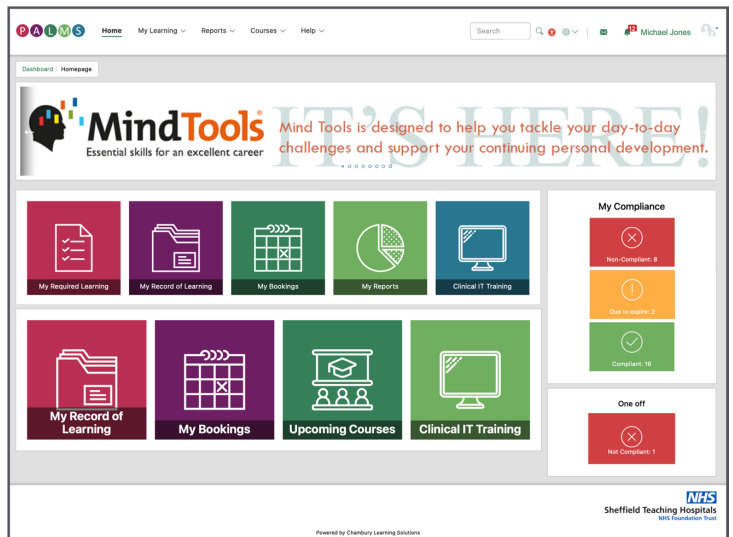
Alongside the ESR interface the Trust also integrate directly with eLearning for Healthcare (eLfH) using AICC to enable the NHS national content, which contains over 6,000 learning packages designed for non-clinical, clinical and medical staff are all free to use for NHS Trusts.

The eLfH AICC integration means NHS employees can access centralised training seamlessly within Totara 24/7/365 and enables full reporting both in Totara and also for eLfH on their internal systems.

The Results

Chambury Learning’s bi-directional NHS ESR – Totara Learn CSTF interface is already proving hugely beneficial for Sheffield Teaching Hospitals NHS Foundation Trust.

The interface enables the easier onboarding of new starters and rotational medical staff, ensuring that they meet their induction training requirements, which is time and cost intensive.



The ability to migrate CSTF training records between NHS Trusts also makes it faster to get new employees onto wards and improves compliance and safety.

A huge benefit of this solution is that the import and export of competency and certification

completions takes place between Totara and the ESR every night without the need for any human intervention.

The time savings of this interface are enormous - if all medical staff arrive with fully completed CSTF courses, the time saved by having the doctors 'on the wards' on day one of their employment, instead of repeating core training over a year equates to approximately 500 extra days which doctors can spend at the patient's bedside improving care and ultimately patient safety.

On top of this, Sheffield Teaching Hospitals NHS Foundation Trust is enjoying improved compliance across all CSTF aligned certifications, improved new starter processes, and improved flow of data between other organisations.

In addition to the ESR interface, staff can update their CSTF compliance and national NHS specific training content through the eLearning for Healthcare modules embedded into their Totara based LMS, resulting in improved learning outcomes, simple access to learning for staff and importantly an ever increasing catalogue of content the trust can use at no additional cost.

Since May 2021 through to February 2022, Sheffield Teaching Hospitals NHS Trust has transferred a massive 150,000 competencies between Totara and the ESR - approximately eight per person, and the impact of these time savings will only increase over time as employees continue to transfer between NHS organisations.

"Sheffield Teaching Hospitals Foundation Trust is delighted with the interface which has proved to be extremely cost effective in automating processes for the central team. Because training records of new starters, including doctors on rotation, is uploaded automatically, leaders and managers have assurance from day one that patient safety isn't compromised, and individuals are not asked complete training unnecessarily. Totara works beautifully for the Trust, and this interface has further embedded Totara into our core organisational process and systems"

Alison Hales, Head of People Development.

What's Next

The initial deployment to nine NHS Trusts has already been completed, and testing feedback from these Trusts means that Chambury Learning Solutions will shortly be implementing additional features to address user data issues and improve data matching processes.

From April 2022, this NHS ESR interface with Totara Learn will be available to all Chambury Learning Solutions NHS subscribers, ensuring all customer Trusts can realise the benefits of better-connected HR technology.

About Chambury Learning Solutions

Chambury Learning Solutions works with organisations that are looking at how technology can assist them to develop their learning, organisational development and staff performance systems.

They work with you to ensure that the system fits the local need. Their extensive experience spans public and private businesses with a specific focus on Healthcare.

Chambury Learning Solutions prides itself on high levels of customer service providing an individual service tailored to each client's needs, all at a cost effective price to meet your local budget.

