

Workforce Transformation

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Developing people
for health and
healthcare

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Workforce Transformation

Process by which we work with the service to define its key workforce requirements, determine responsive solutions to deliver the best care to patients, now and in the future

The tool we use is the HEE STAR

What is the HEE Star?

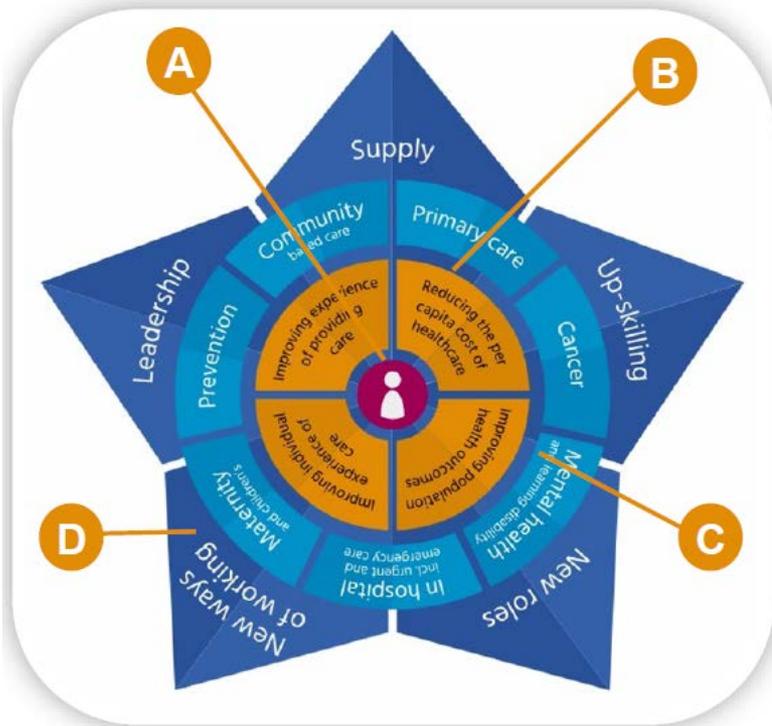
The Star is an **interactive, online tool** with two key functions:

1. To provide a **simple, coherent framework** to facilitate and guide local conversations with provider systems to better understand and define their workforce transformation requirements; and
2. To create a **single 'go to' directory** for providers and systems to access and explore the range of workforce transformation solutions available to help address the workforce requirements identified - including tools, training materials, case studies and other interventions, realising the potential of workforce transformation investments.

Overview: the five key enablers of workforce transformation as presented in the Star



What does the Star look like?



A

At the centre is the overarching goal to deliver **patient-centred care**, i.e. care that depends on the needs, circumstances and preferences of the individual receiving care.

B

The orange segments symbolise the **quadruple aim of the NHS Five Year Forward View**. Every entry included in the tool contributes towards meeting one of four aims:

- Improving the individual experience of care
- Improving the health of populations
- Reducing the per capita cost of healthcare
- Improving the experience of providing care.

C

Content can be viewed by **clinical area**: Primary care, Cancer, Mental health and learning disability, In hospital (including urgent and emergency care), Maternity and children's, Prevention, and Community based care.

D

Content is framed around the **five key enablers** of workforce transformation, or the **domains**: Supply, Up-skilling, New roles, New ways of working, and Leadership.

The Five Key Enablers of Workforce Transformation

Supply

Identifying current and future workforce availability in terms of skills, capabilities and numbers, in order to identify the appropriate workforce interventions.

Up-skilling

To improve the aptitude for work of (a person) by additional training *
the aim of which is to create:

- A competent workforce working to its maximum potential
- An agile workforce that may be flexibly deployed
- A capable workforce with future-facing knowledge and skills

*Collins English Dictionary, 2014

New roles

Health and care roles designed to meet a defined workforce requirement, warranting a new job title; the likely ingredients including additionality to the workforce, a formal education and training requirement (whether that be vocational or academic), an agreed scope within the established Career Framework, and national recognition (although not necessarily regulatory) by clinical governing bodies.

New ways of working

Emphasis on developing an integrated workforce culture that empowers it to break through system barriers to deliver a practical response, resonating with STP needs, to person-centred care.

Leadership

The support of individuals, organisations and systems in their leadership development – ranging from individual behaviours and skills, to organisational development of systems through partnerships.

Explore the Star

- www.hee.nhs.uk/transformation