The WebV Portering Task Management tool allows staff within a specific function or skill, the ability to log work requests/tasks on a dedicated digital platform, permit supervisors to manage and allocate work with Soft Services staff, who receive tasks via mobile devices.

Task templates are managed & are configurable locally by trained admin users to suit your specific requirements along with the ability to also contain sub-tasks within a task.

A Digital Task Management Tool helps you streamline your operations with efficient prioritisation and allocation of resources, manage the soft services you rely on to maintain a healthy and safe environment in teams such as: porters, security, car parking, domestics, post delivery, collection, linen services, waste collection or cross site transport. In fact the solution can be used in any environment where a task is required.

Portering Task Management

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Module Origin

The Problem

Many work requests and tasks across hospitals have historically utilised manual processes such as paper, phone or email requests. The processes behind these are error prone and time consuming, with staff having to either return to base for their next job or be tracked down within the organisation to determine availability. There is always the possibility of work requests getting missed or even lost, which has an obvious knock on affect where patients are concerned.

The porting team at the Trust were one such team that operated a manual error prone, time consuming system so they approached the internal WebV Development Team to see if they could develop a digital solution.

The WebV Solution

The team came up with an intuitive solution which utilises PC and Mobile devices and covers areas such as:

- Task requesting
- Task configuration (supervisor)
- Task allocation (supervisor)
- Individual task lists (per user)
- Task completion
- Task rejection (back to central pool)
- Android or IOS
- Messaging

The module provides a full audit trail of task status and statistical information.

The benefits for patients, staff and the Trust

- Real time requests / tasks
- Fully auditable job status
- Improved patient care
- Improved patient experience
- Time efficiencies
  - *Improved staff deployment*
  - *Enhanced establishment control*
  - *Effective rota management*
- Reduction in errors
  Improved workflow

Where the Module can be used

The Task Management Module can be utilised in any area that wishes to replace a task/work allocation process currently operated by more manual based instances such as phone or radio requests or paper based solutions. Whilst the solution could be utilised in areas such as porters, security, car parking, domestics, post-delivery, collection, linen services, waste collection or cross site transport, NLG has used this solution over a number of years specifically for:

- Portering Services
- Pharmacy Requests
- Out of Hours/On-Call Doctors

The WebV Task Management Module is designed to be much more than a singular, specific and stand-alone portering management tool, but one which can encompass multiple task management streams. This said, NLG has by far seen the most success within portering, where the solution has been in operation since 2015.
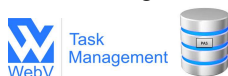
Purchase/Delivery Options

The Solution is offered in 4 different configurations to meet the need of the ever-changing face of digital services in the NHS.

1) Task Management (Portering) Solution – total stand alone
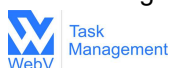
2) Task Management (Portering) Solution interfaced to Trust PAS

3) Task Management (Portering) Solution interfaced to Trust PAS and linked to WebV Ward & Bed Management Solution, Patient Timeline (Core)

4) Task Management (Portering) Solution interfaced to Trust PAS & EPR Solution

Endorsements

Portering Supervisor – "*The WebV Task Management system has many benefits that assist me as supervisor in my day to day work. Firstly, because it shows me what tasks we have in progress and the status of those tasks but also what tasks are waiting to be actioned. This includes being able to see the staff that are at work, who is available, who is busy, who is on a break etc. It also highlights our busy periods which allows us to plan for unscheduled work (office moves etc.) in the quieter times. The reports that I am able to produce provide an overall view per 24 hours but am also able to break that down by hour and individual porter to show productivity, not only within the department as a whole but also with each individual staff member*"

Managers – "*Since the implementation of the WebV Task Management system we have been able to record and quantify activity levels. This has allowed us to present credible data to fine tune rota levels to support activity, identify trends and resource requirement and support establishment reviews. The system is user friendly and has the ability to create strategic and operational level reports that highlight performance and KPI data easily. The system also records all activity, so audits and reviews are readily available/accessible*"

Task Management Functions	• Job Creation (Ward & Department Staff with access to the System) • Selectable defined and configurable tasks/jobs (example list below **Fig.1**) • Ability to create scheduled tasks to occur and be completed at specific times • Re-occurring tasks - allowing block bookings for meal deliveries/collections, additional Theatre hours, blood runs etc. • Ability to cancel a single task from a repeating occurrence. • Ability to cancel all tasks from a repeating occurrence. Aborting one event of a recurring tasks using a handheld device keeps all future events active • Job/Task Amendment • Patient details added to the completed tasks table. • When an 'in progress' task is cancelled on the system, update is sent to the user or assignee • Job/Task assigned time • Editable Column headings in task overview • Job/Task Assignment/Allocation • Individual Task List per user • Job/Task Search • Task Rejection • Manual Assigning of tasks to specific porters/staff • When viewing a patient specific task, ability to view the patient's record that the task relates to (only if the WebV Core/Portal in use & linked to PAS) • Ability to cancel and complete multiple tasks • Task Completion / Close Task • Ability to mark groups as inactive with inactive groups no longer showing in the group list. • Extended view of the active task list to full screen • Ability to sort the list of active tasks by table headers

Fully configurable by you. We can also provide a list of standard tasks at initial implementation which can be locally configured.

For further information or discussion please contact:

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