

Implementation of a workforce management tool (Cgov®) to streamline workforce data management

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Background

The management and tracking of workforce data can be cumbersome and time consuming, with reliance on paper based systems or spreadsheets. Access to timely and concise workforce information streamlines recruitment decisions, reduces duplication, minimises error and ensures appropriate governance of training and reporting requirements.

In a large Pharmacy Department, with over 300 staff, recruitment, contracts and training information was becoming increasingly challenging to maintain.

Aim

To describe the implementation and use of a medical workforce management tool to support pharmacy staff appointments, rotations and documentation of competency and training.

Method

In 2021, the Alfred Pharmacy designed and implemented a purpose-built workforce management tool, using the Cgov® platform. The program was originally implemented in the organisation in medical workforce, with a focus on maintaining and documenting credentialing. Existing workflows were mapped and four applications developed: 1. Pharmacy Appointments, 2. Rotations & Credentialing, 3. Key Documents, 4. AHPRA Registration (Figure 1).



Figure 1 CGOV Pharmacy applications

Results

All staff are represented in the system, with data migrated into Cgov® on implementation. The information is updated in real time, including changes in EFT and new contracts/positions. Staff on extended leave (e.g., parental leave, long service leave) can be placed 'on-hold'. Termination paperwork is also recorded in the system.

Pharmacy Appointments: When a new member of staff commences, they complete a "New appointment form". Contract details, including length of contract, EFT, justification for the position and copy of letter are added to Cgov® by the Pharmacy Executive Team. The Pharmacy Administration team completes

Results

orientation and onboarding checklists in the system. The staff member is allocated a rotation by the Workforce and Development team and requested to upload evidence of required credentials. This is then reviewed and signed off by the Seniors in the staff members rotation. This completes the new staff workflow (Figure 2)

Rotations/Credentialing: All mandatory training and credentials are recorded for staff members in the Cgov® platform. Training requirements are linked to the staff members' rotations, which occur every six to twelve months

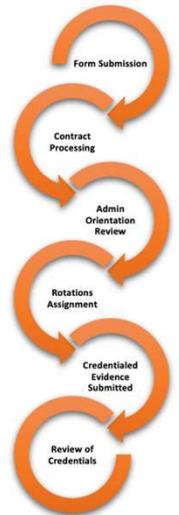


Figure 2 New staff workflow process

for clinical rotational Pharmacists. Senior members of staff can be allocated indefinite rotations in their area of work. Credentialing requirements can be viewed and managed by the Workforce and Development team, as well as the Seniors within the staff members rotation.

Key Documents: The Cgov® system automatically tracks expiry of mandatory training or required documents (e.g. working with children check) and requests updated information from the staff member.

AHPRA Alerts: AHPRA registration details for each Pharmacist are updated from the AHPRA register, with an integrated feed that updates daily.

Discussion

There are currently 324 active appointments in the Pharmacy Cgov® (Figure 3), each with a corresponding rotation and an average of six key documents per staff member. Data and reports are available from the system, which replace previous manual Excel spreadsheets and reduces human error. Integration with the Learning Management system is currently limited to CSV imports; future integration would further automate the process.

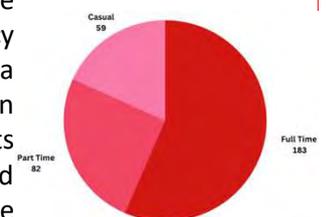


Figure 3 Active appointments in Cgov®

Conclusion

The Pharmacy-managed Cgov® solution has centralised the management of workforce data, ensuring accurate records and streamlining processes.