

encompass SUPER USER handbook

part three



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WELCOME

Dear Super User

Welcome to Belfast Trust's Go-Live!

Everyone across Belfast Trust, and the region, has worked incredibly hard and we are now at the point when we can share the fruits of our labour – our new digital health and social care system!

This is a very exciting moment, but it may be a little daunting. But don't worry, you are not alone. There is a huge amount of support all around and together, we have got this.

In this pack, you will find information to support you in your role as a Super User, including how to escalate issues, where to find your Bronze Command Help Hubs and the best refuelling spots across the Trust.

This is an exciting time and it is the culmination of a huge amount of work. So well done on getting to this point. But Go-Live is only the beginning.

So, as we go forward, and in spite of the pressures let's continue to be kind, to live our values and support one another during this period.

Thank you for everything!

DR. CATHY JACK

**CHIEF EXECUTIVE
BELFAST TRUST**



FRONT LINE SUPPORT

SUPER USER
HERE TO HELP

Staff who are supernumerary during Go-Live and provide at-the-elbow support.

FLOOR WALKER
HERE TO HELP

Staff from other implementation sites, Epic and analysts from within the regional encompass team.

**TECHNICAL
FLOOR WALKER**
HERE TO HELP

Staff from our internal Digital Services who can support with system or technical issues.

HELP DESK
T. 03300 538594

Expert staff with workflow knowledge, providing 24/7 support for at least 4 weeks during Go-Live.



In clinical areas, we are 'bare below the elbow'. Please also follow local infection control procedures and wear your ID badge.

WHAT TO EXPECT ON THE DAY

SUPER USERS

Belfast Trust Super Users
Will be split across sites.
Attend your normal local shift handover

WEAR YOUR T-SHIRT

External Super Users
Visit your Bronze Command Help Hub before your shift to: confirm your location, collect your food voucher and pass for the day

DIGITAL TRANSFORMATION

IMPROVED STAFF EXPERIENCE

Attend profession specific briefings



Attend your Super User Briefing(s)

Support
Assist teams at-the-elbow and escalate any issues following the process detailed in this handbook

Feedback
Discuss updates with managers and colleagues

IMPROVED PATIENT SAFETY

THANK YOU

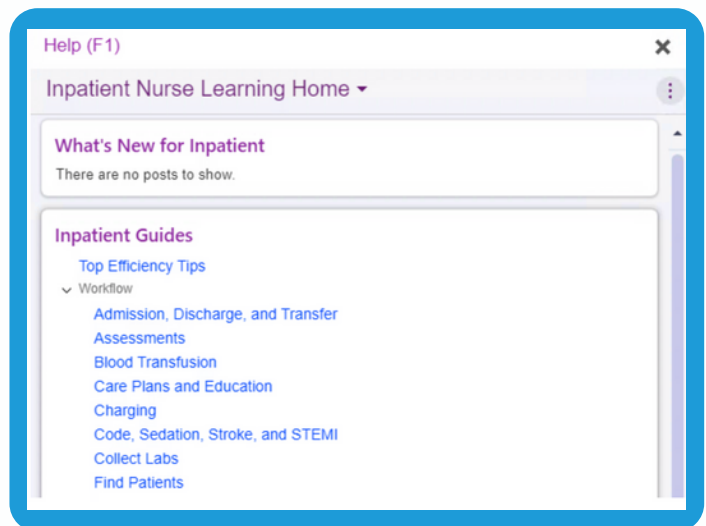
Please attend the daily multi-professional Super User briefings as well as your profession specific briefing. Details of these meetings will be shared via Bronze Command Centre and the WhatsApp Groups.

HELP & SUPPORT

QUICK START GUIDES

When logged into encompass, simply **press F1** to access Tip Sheets or Quick Start Guides to assist with your queries.

Clicking on one of the blue links, shown in the pop-up window, will take you directly to the Tip Sheet or Quick Start Guides you need providing continuous support at your fingertips.



QUICK START GUIDES are organised by staff role and provide visual, step-by-step descriptions of how to use particular tools or complete set workflows within encompass.

REMEMBER!

Always refer to a Technical Floor Walker for:

- General Windows or desktop queries
- Hardware problems, including printers
- Wi-Fi issues
- Resetting passwords
- Incorrect user profiles

No Technical Floor Walkers are available? Raise a ticket with the Help Desk.

GOT ISSUES?

A calm approach will help to reassure colleagues while the tips below may help you address any issues that may arise:

- Attend your regular briefings to get a clear understanding of what is going on and what information needs to be shared with colleagues.
- Ask direct questions to get to the root of the problem and use F1 to provide at-the-elbow solutions in the first instance.
- If you can't provide direct support, contact a Technical Floor Walker or call your local **Bronze Command Help Hub on 028 9615 9898**.
- If that fails to provide solution contact the Help Desk to raise a ticket on behalf of your colleague.

REMEMBER

Issues that cannot be resolved must be logged as a ticket via the Help Desk
T. 03300 538594

<https://belfasttrust.service-now.com/sp>

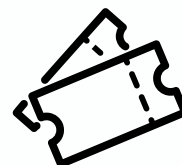
HELP DESK

It is important to assess the urgency of the issue when logging a ticket with the Help Desk. This will help you - the Super User - choose the right method of support and will provide information to help the technical team prioritise and resolve truly urgent issues first.

When logging a ticket on the encompass Help Desk portal you will complete drop down boxes relating to the urgency and impact – if you call by phone (03300 538594) you will be asked for this information by the encompass Help Desk operator.

Urgency	Impact			
	Organisation Wide	Dept/Ward	Team	Individual
Service inoperable	P1	P1	P2	P2
Major effect on service	P1	P2	P2	P3
Minor effect on routine aspect of service	P2	P3	P3	P3
Minor effort on non-routine aspect of service	P3	P4	P4	P4

PRIORITISING

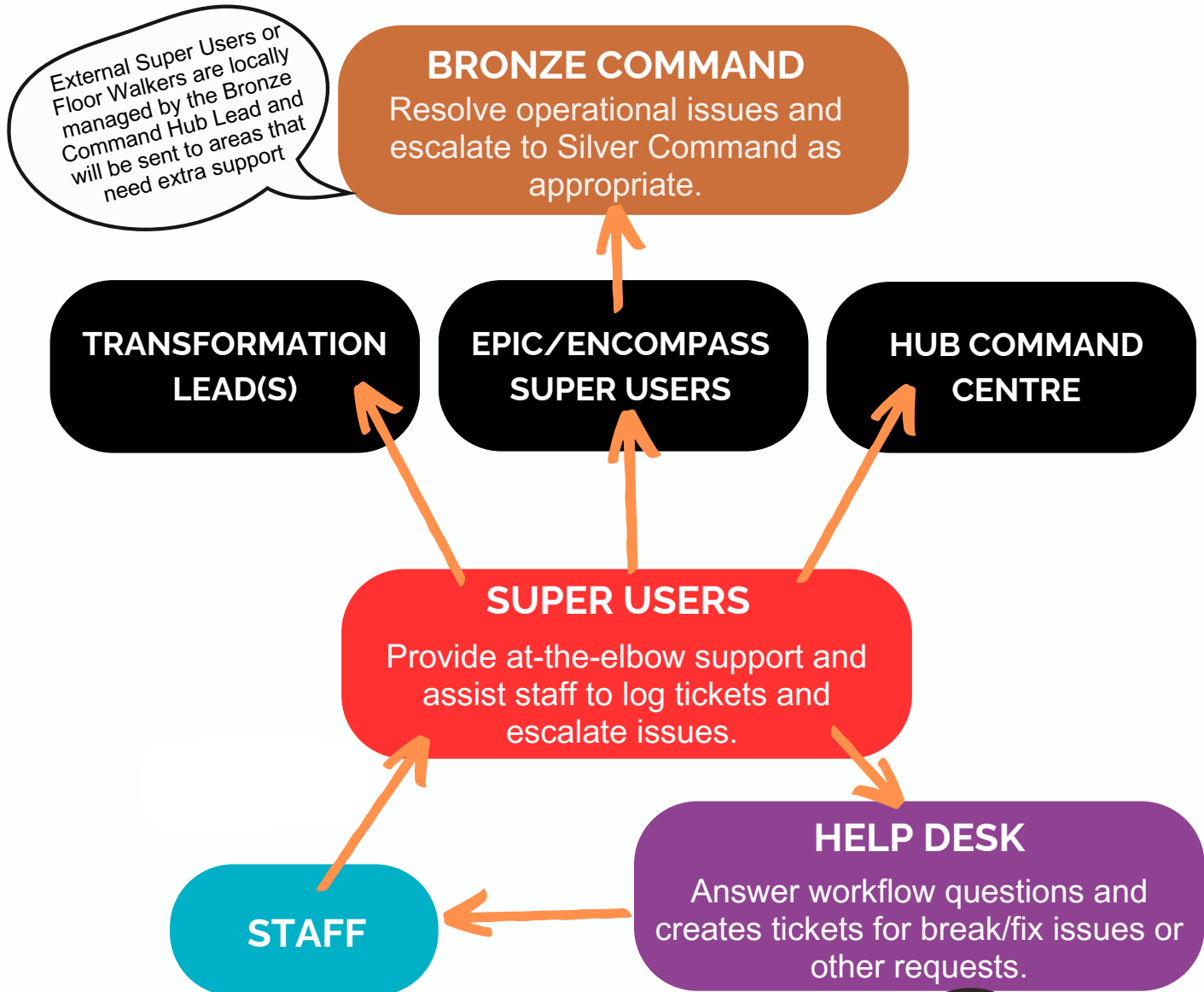


Tickets will be prioritised depending on the nature and impact of the issue using the framework below:

Call Priority	Urgency of response	Issue Description	Action Time	Solved Within
P1	Immediate, sustained effort using all necessary available resources until service restored.	An issue that makes significant parts of an application unusable or unresponsive, affects patient safety and/or system stability. No work-around exists for the issue or a work around exists that severely impacts ability to perform the workflow.	30 mins	6 hours
P2	Immediate response to assess the situation, resources may be re-prioritised away from less priority work.	An issue that interferes with normal workflows for staff in a non-trivial way. Workaround available but impacts on ability to perform workflow.	2 hours	12 hours
P3	Response using standard procedure and operating within normal frameworks.	An issue for which a workaround exists and the impact to staff is minimal. Required resolution, but is not an urgent need.	8 hours	3 days
P4	Response using standard procedures and operating within normal frameworks as time allows.	Business as usual can continue. Resolution includes temporary workarounds as long as a permanent fix, if available, occurs within a reasonable timeframe.	2 days	5 days

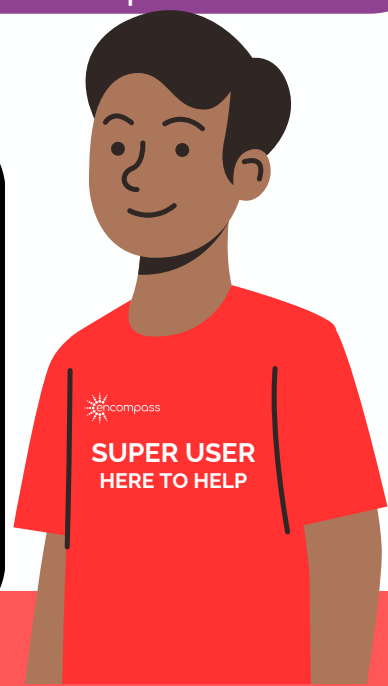
Updates on solutions for issues will be shared with the relevant Command Centre Help Hubs, Super Users or Floor Walkers and standard issue resolutions will be shared with impacted staff directly.

ESCALATION PATHWAY



Tickets should be logged through the Trust's ServiceNow portal

SCAN
ME



HELP HUBS



The Bronze Command Help Hubs below will provide 24/7 support for the first few days of Go-Live. If you are supporting us from another organisation please report to one of these locations before the start of your shift to collect your pass and directions to your area for that shift.

ROYAL VICTORIA HOSPITAL

Main Block, Level 2 Outpatients Dpt.

ROYAL VICTORIA HOSPITAL

Elliot Dynes Education Centre

BELFAST CITY HOSPITAL

A Floor

MUSGRAVE PARK HOSPITAL

Duke of Connaught

MATER HOSPITAL*

Dorrian Building

KNOCKBRACKEN HEALTHCARE PARK*

Knockbracken Hall

**These locations are the designated Help Hubs for Community*

HELP HUBS PROVIDE:



A space for all Belfast Trust and external Super Users and Floor Walkers to check-in and get direction



Support and assistance with training or access issues



The Bronze Hub escalation point for Super Users, Floor Walkers, and managers into Silver Command

COMMUNICATION METHODS

The following communication methods are available for Super Users to share their learnings, seek solutions and get support.



TEAM HUDDLES



SECURE CHAT



BRONZE COMMAND HELP HUBS
T. 028 9615 9898



SUPER USER BRIEFINGS

DELIVERED FROM THE BRONZE COMMAND HELP HUB VIA MS TEAMS 3 TIMES DAILY: 8:00AM, 2:00PM AND 8:00PM



SUPER USER WHATSAPP GROUPS

SCAN THE QR CODE AT THE BRONZE COMMAND HELP HUB TO GAIN ACCESS TO THE RELEVANT GROUP

REMEMBER!

Patient or service user information should **NEVER** be shared across WhatsApp

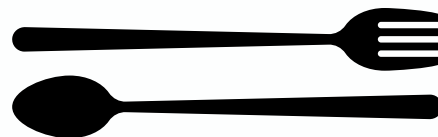
MOBILE SUPPORT

If a colleague is out in the community and needs assistance, they can contact you as their Super User. If you are unable to talk them through the assistance needed you can:

- direct them to their nearest Help Hub (Mater or Knockbracken), or
- escalate through the Help Hub Leads and ask them to deploy their Mobile Unit (Epic staff plus Super User) to come out to the location for a few hours for assistance.



CATERING



Below you'll find details of the catering facilities available across all sites that will accept your food voucher(s), card and cash payments.

ROYAL VICTORIA HOSPITAL (RVH)

**Spoons Restaurant, Level 2
(above the entrance to the
main RVH)**
Monday - Sunday: 8am - 6pm

The Coffee Cart, Ground Floor, RBHSC
Monday to Friday: 8.30am - 4.30pm

**Children's Cafe, Ground
Floor, Royal Belfast Hospital
for Sick Children (RBHSC)**
Monday - Sunday:
8am - 5.30pm

**The Coffee Doc, Level 2,
Outpatients Department**
Monday to Friday:
8.30am - 3.30pm

**Maternity Cafe, First Floor,
Royal Jubilee Maternity
Hospital**
Monday - Sunday:
8am - 5.30pm

BELFAST CITY HOSPITAL (BCH)

**Terrace Restaurant, D Floor
Tower Block**
Monday - Friday: 8am - 5pm
Saturday - Sunday: 8am - 2pm





MATER HOSPITAL (MIH)

Bedeque Restaurant, Level 6, Dempsey Building

Monday - Friday:

8am - 5.30pm

Saturday & Sunday:

8am - 4.30pm

Cloisters Coffee Shop, Ground Floor, McAuley Building

Monday to Friday:

8am - 4.30pm

MUSGRAVE PARK HOSPITAL (MPH)

Meadows Restaurant, Ground Floor, RABIU

Monday - Friday: 7am - 4pm

Saturday & Sunday:

7am - 2.30pm

KNOCKBRACKEN HEALTHCARE PARK (KBH)

Bracken Bistro

Monday - Friday: 8am - 2.30pm

**NOTE: All catering facilities
accept credit and debit cards**



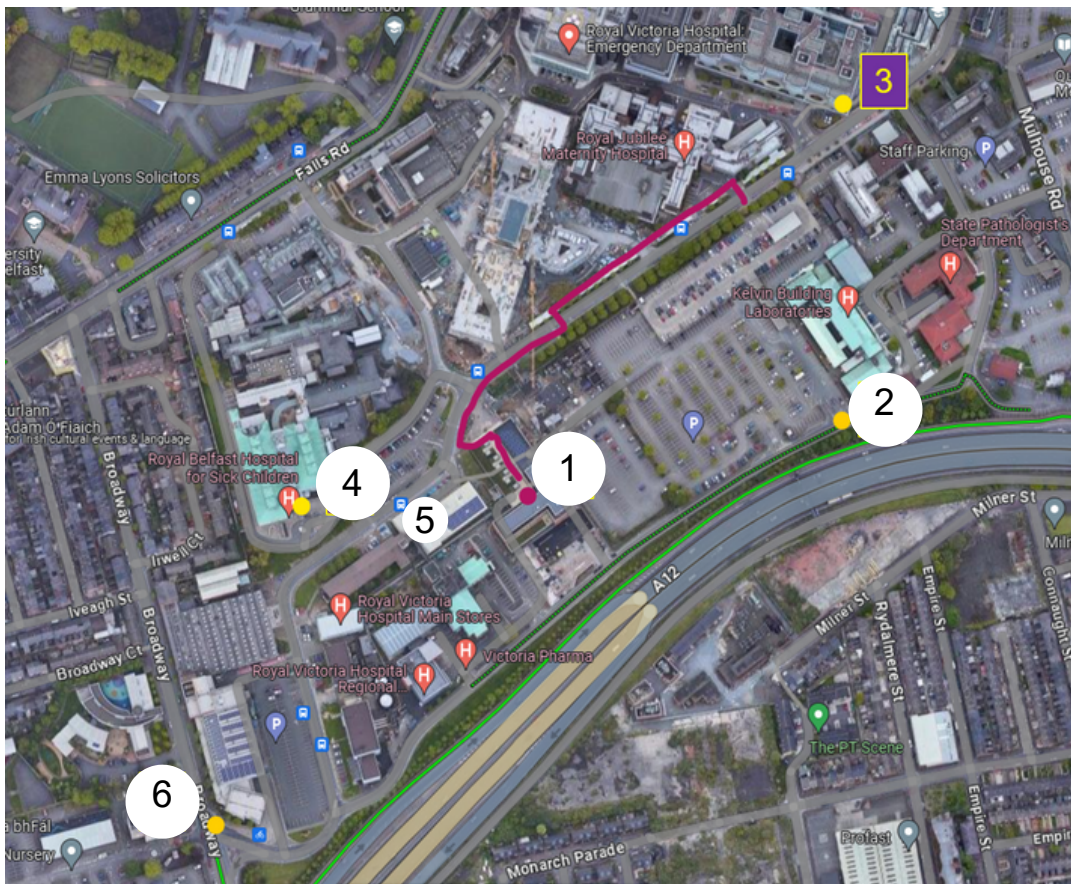
Select 'HSC Free Wi-Fi' on your device and follow the steps to connect to the Trust's free Wi-Fi.

Community based? Please use the 4G on your device or connect to your nearest Wi-Fi spot.



TRAVEL INFO: RVH

ROYAL VICTORIA HOSPITAL (RVH) (028 9024 0503)
247 Grosvenor Road, Belfast, BT12 6BA



- 1. Entrance to Non Clinical Building (NCB) (SILVER)
- 2. Entrance to Visitor Car park
- 3. Main entrance to Main RVH (BRONZE)
- 4. Entrance to RBHSC
- 5. Entrance to Elliott Dynes Education Centre
- 6. Entrance to RVH site

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TRANSPORT: RVH



Bicycle

Bicycle paths run:

- Along the Westlink to Mulhouse Road and Broadway entrances
- Along Durham Street from the city centre to the Grosvenor Road entrance.



Bus

- Metro service 10 A, H and M from Donegall Square East
- A special Royal Hospitals bus (route 95) leaves from Donegall Square East
- The G1 Glider stops at the Falls Road entrance to RVH.



Park & Ride

- Black's Road to City Centre stops at RVH (timetable 646).
- Ballymartin, Sprucefield, Cairnshill and Dundonald to Europa Bus Centre which is a 15min walk to RVH.



Train

- Belfast Great Victoria Street Station (20min walk from RVH) has closed. Bus services continue operating from Europa Bus Centre. [Click here for the train/bus timetables.](#)



DON'T FORGET: Park & Ride Facilities close at different times. [Click here to check the schedule before your journey.](#)

SILVER COMMAND

**ROYAL VICTORIA
HOSPITAL
Non Clinical
Building**

BRONZE COMMAND

**ROYAL VICTORIA
HOSPITAL
Elliot Dynes
Education Centre**

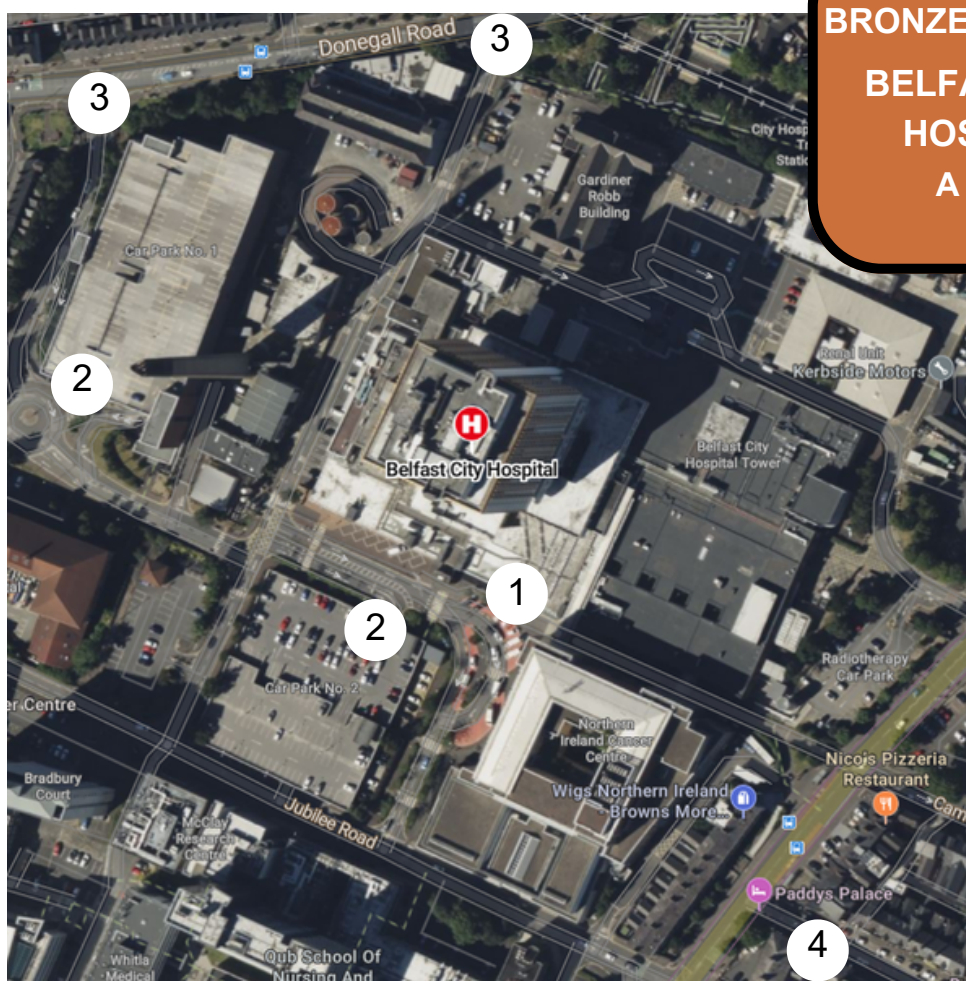
BRONZE COMMAND

**ROYAL VICTORIA
HOSPITAL
Main Block, Level2
Outpatients Dpt.**

TRAVEL INFO: BCH

BELFAST CITY HOSPITAL (BCH) (028 9032 9241)
51 Lisburn Road, Belfast, BT9 7AB

BRONZE COMMAND
BELFAST CITY
HOSPITAL
A Floor



1. Entrance to Tower Block
2. Entrance to Visitor Car parks
3. Entrance to BCH site: Donegall Road
4. Entrance to BCH site: Lisburn Road

SCAN ME



TRANSPORT: BCH



Bicycle

There is a cycle lane on each side of the Donegall Road which offer onward connections to cycle lanes on Dublin Road, Ormeau Avenue and the Lagan towpath at the Gasworks.



Bus

- Metro routes 9A & 9B leave from Donegall Square East and passes the Lisburn Road entrance
- A shuttle bus runs between the RVH and BCH sites Monday to Friday, 7.40am to 5.15pm.



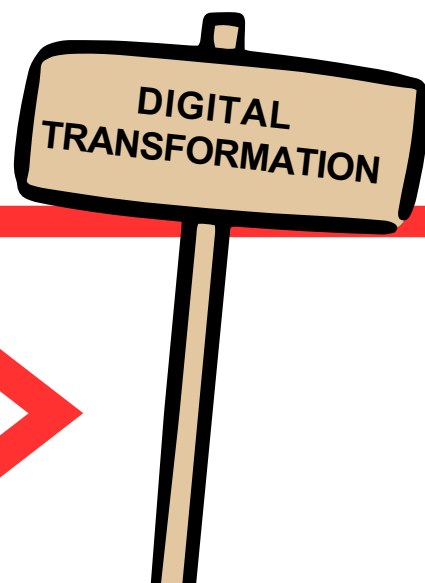
Park & Ride

- Park and Ride services from Blacks Road and Sprucefield stop at the Roden Street footbridge.
- You can walk to the Donegall Road entrance to in approx. 15 minutes.



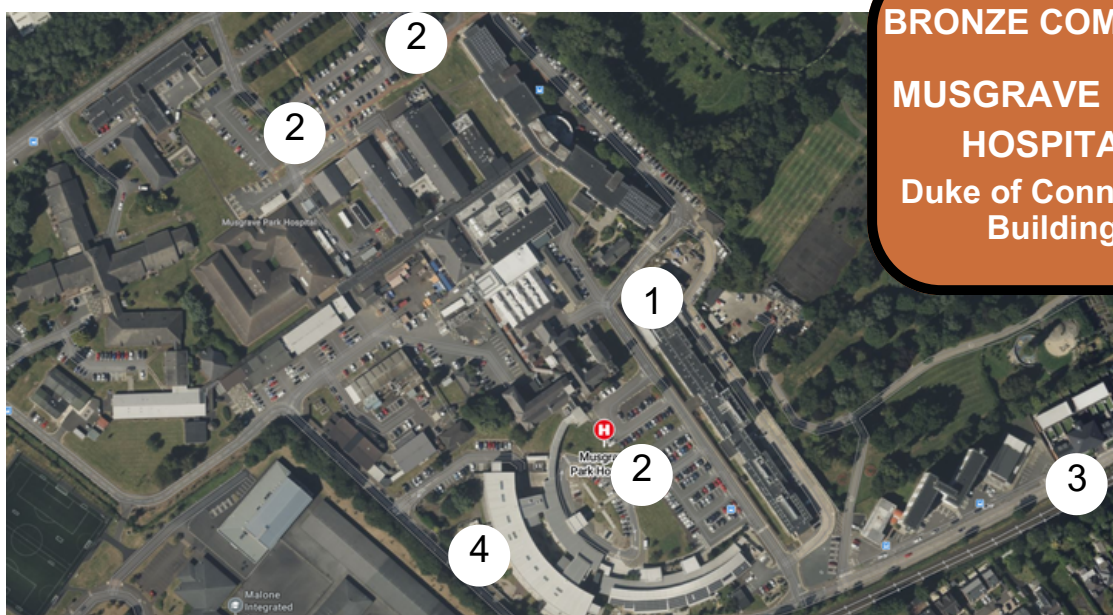
Train

- BCH has its own train stop a 5 minute walk from the Tower Building.



TRAVEL INFO: MPH

MUSGRAVE PARK HOSPITAL (MPH) (028 9090 2000)
Stockmans Lane, BT9 7JB



BRONZE COMMAND

**MUSGRAVE PARK
HOSPITAL**
Duke of Connaught
Building



1. Entrance to Duke of Connaught
2. Visitor Car parks
3. Entrance to Musgrave Park site, via Stockmans Lane
4. Regional Acquired Brain Injury Unit (RABIU)

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Train

Balmoral train stop is beside the entrance to MPH and the main hospital is a 15 minute walk.



Car

Access is via Stockmans Lane. There is free parking onsite.

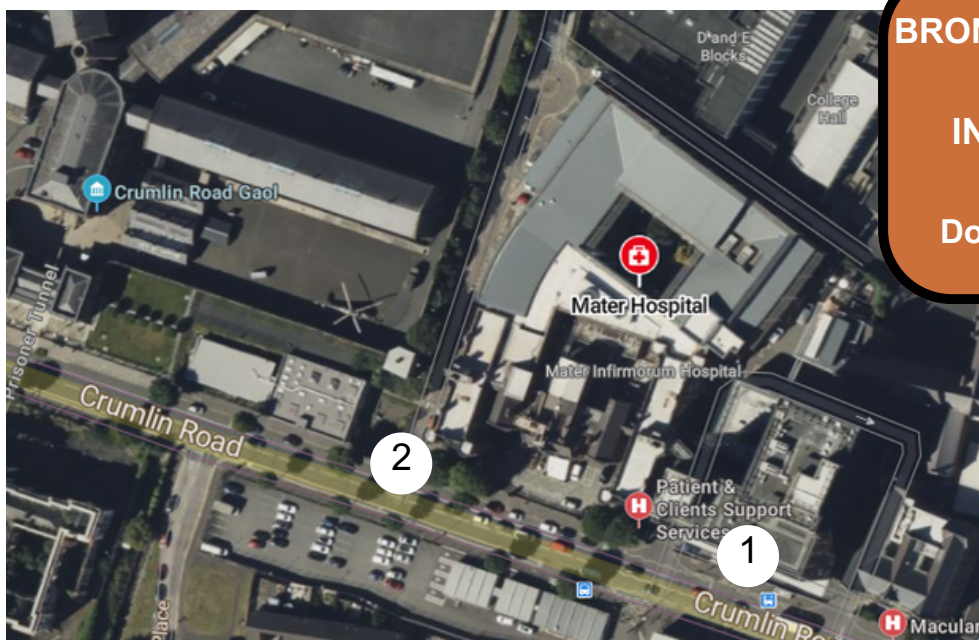


Bus

Metro routes 9A & 9B leave from Donegall Square East and stop at Kings Hall, Balmoral which is a 15 minute walk to MPH.

TRAVEL INFO: MIH

MATER HOSPITAL (MIH) (028 9074 1211) 45-51
Crumlin Road, BT14 6AB



BRONZE COMMAND

**MATER
INFIRMORUM
HOSPITAL**

Dorrian Building



1. Entrance to Mater Hospital, Dorrian Building
2. Entrance to Visitor Car park



Bus

Metro routes 12B leaves from Donegall Square North and stops on Crumlin Road outside MIH.



Car

Access is via Crumlin Road. There is a visitors carpark onsite.

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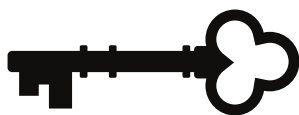


TRAVEL INFO: KHCP

KNOCKBRACKEN HEALTHCARE PARK (KHCP) (028 9056 5656) Saintfield Road, BT8 8BH



**BRONZE COMMAND
KNOCKBRACKEN
HEALTHCARE
PARK
Knockbracken Hall**



1. Entrance to Knockbracken Hall
2. Visitor Car Parks
3. Entrance to KHCP site



Bus

Ulsterbus 652 leaves Adelaide Street stopping at Cairnshill Park & Ride, 200 metres from KHCP site entrance.



Car

Access is via Saintfield Road. There is free car parking onsite.

SCAN ME



QUICK LINKS

Thursday 6 June is just the start of our Epic journey. Thank you so much for everything you are doing to help us implement encompass. We couldn't do it without you.

Below you will find some QR codes to help you quickly access the right information when you need it.



LOG A SERVICENOW TICKET

ENCOMPASS GLOSSARY



ENCOMPASS WEBSITE

HEALTH & WELLBEING





**THANK
YOU!**