Meeting Details:	**Trust Board - 6 March 2025**
Director:	**Teresa Molloy, Director of Planning, Performance & Corporate Services**
Issue Title:	**Encompass Project – update briefing (approximately 4 months out from Western Trust Go-Live)**
Indicate the connection with the Trust's Mission and Vision	X People who need us feel cared for X People who work with us feel proud ☐ People who live in our communities trust us
Indicate the link to Trust's strategic priorities	X Quality and Safety ☐ Workforce Stabilisation X Performance and Access to Services X Delivering Value X Culture
Summary of issue:	**1. KEY MILESTONES AND PROGRESS** The 60 day Go-Live Readiness Assessment will be held on 7 March 2025. **Super User Training** • Commenced on 3 February 2025 and will run for full month. WHSCT have approximately 2,800 Super Users registered from internal resource to assist at Go-Live. As at 21st February, 98% of staff have registered for training and this task remains on track. • A handbook has been developed and will be shared with Super Users to provide additional support and reference points to aid with supporting our staff. **End User Training** • Training commences on 3 March 2025 and is planned to fully utilise all training space up to Go-Live. 86% of staff have registered exceeding the target of 75% by 21st February. • A training dashboard has been developed to give managers full oversight of training progress within their areas of responsibility and is being closely monitored by CMT. **As at 21st February 27% of WHSCT staff have been trained and certified on the encompass system. This equates to 59% of our Super User population.**

Super User Rotas
Part of the project delivery is to have specially trained staff available 'at the elbow' to support all end users in the early weeks of implementation. These staff are called 'Super Users'. Services have been asked to identify any gaps in Super User support to allow us to seek external help. Work has been ongoing and to date we have identified circa 770 shifts. Work will continue to ensure we have all areas covered appropriately.

End User Device deployment
65% of devices are now deployed. Progress has slowed and the deployment team are working through the issues preventing device deployment from completing such as enabling works/benching required.

Technical Dress Rehearsal (TDR)
TDR is an exercise to ensure every device is tested in situ by logging on, printing and encompass applications opened. TDR commenced on 3 February 2025 and has experienced a number of issues which are being worked through. This area is being monitored by the Central Team.

Business Continuity
Business Continuity Access Strategy has been agreed, and will move to implementation. This will cover planned and unplanned downtime on the encompass system.

Affiliated Staff
Login Labs are being held in the month of February to ensure bank staff have an opportunity to test logins on the Trust device before Go-Live. These are organised in shift patterns and Trustwide to accommodate all our bank staff in their own locality.

These are proving essential and will help to reduce the demand for support during and beyond Go-Live on 8th May.

Clinic Template Build
This exercise is required to have all clinics on encompass at the point of Go-Live. It is led by the Projects Admin Lead.

<u>Outlook - Activities March-April 2025</u>

- Bedded Cutover Dry Run: 4- 6th March 2025
- User Labs will be run once End User Training commenced
- Making Super Users Super sessions will be run March – May 2025
- Activity planning – Agreement of minimum activity levels and stablilisation/ rebuild internally with the encompass central team and with SPPG
- Setting up Silver and Bronze Command Centres and Help Hubs
- 60 day Go-Live Readiness Assessment
- Communications will focus on preparations for Go-Live. There will be communications prepared for staff, visitors and service users to advise of expected changes in how we work e.g. advising public of increased use of mobile devices (e.g Rover/Iphone). MyCare, the patient portal, will also be a feature in the upcoming months and will be led by the regional encompass Communications Team.

2. GOVERNANCE AND OVERSIGHT

The 90-day Go-Live Readiness Assessment (GLRA) event was held on 7 February 2025 and all Directorates provided an update on readiness activities highlighting any risks or issues they have encountered. Encompass and Epic were on-site and this allowed managers to conduct on-site meetings during breaks.

The next GLRA events are on:

	Western Trust
GLRA 60	Friday 7 March 2025
GLRA 30	Thursday 10 April 2025

3. RISKS AND ISSUES FOR WESTERN TRUST

There are some risks that are unique to Western Trust and these were reported previously. These are being worked through with the central encompass team. Good progress is being made on the unique Pharmacy Platform, and the risks associated with Medical Device Integration.

Regulatory and operational reporting are now a main focus for encompass and Epic and there are concerns that these will impact Western and Southern Trusts in the short-term. Encompass CMT have discussed the implications and are seeking mitigations.

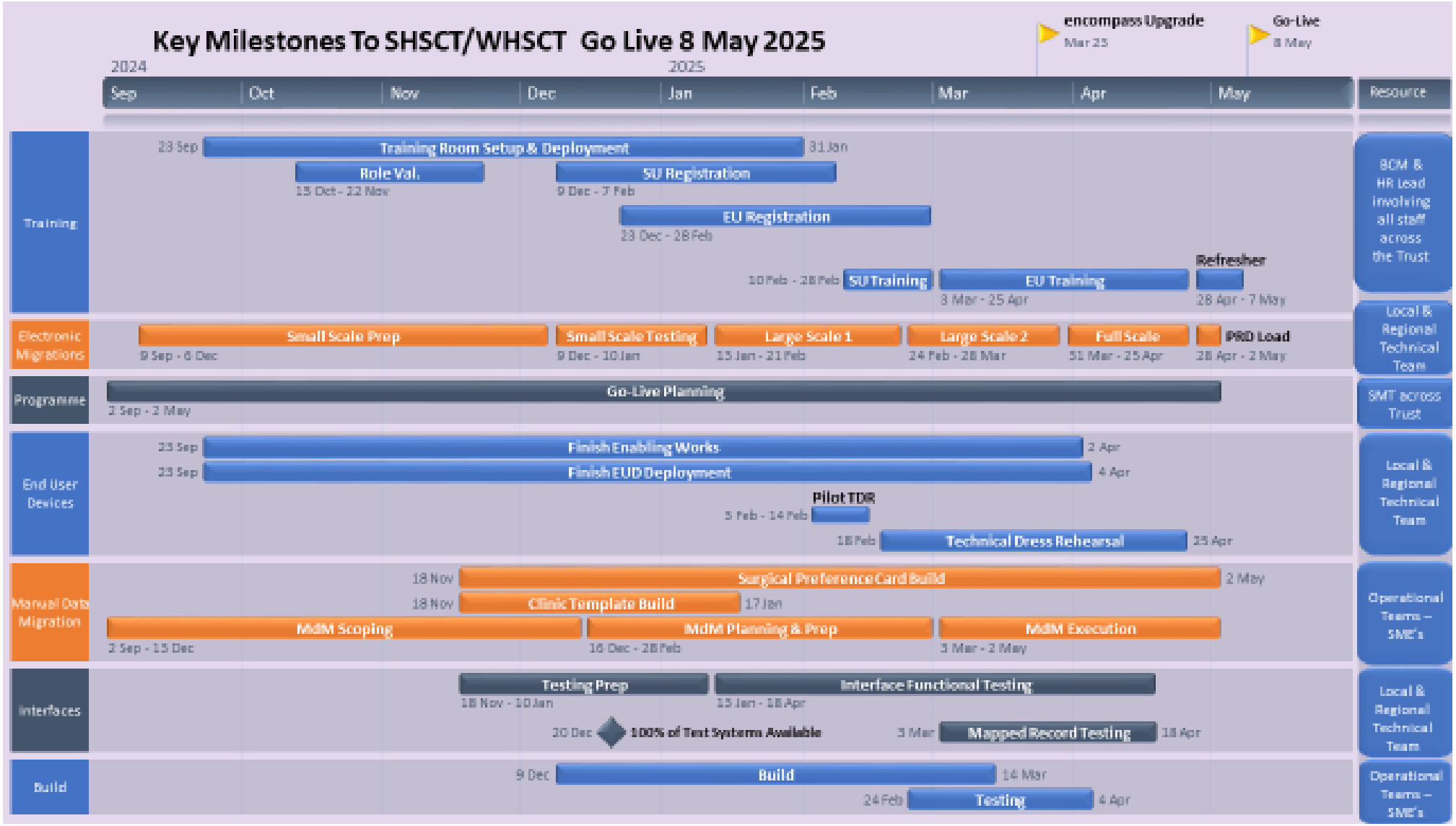
Pay it Back was agreed based on the support the Western Trust staff provided at each of the previous implementations. This has proved challenging, however, encompass are working with the other Trusts to ensure appropriate support and it has been discussed as an escalated issue at Regional encompass Programme Board.

GE Viewpoint integration is required in both Western Trust and Southern Trust. At this time the supplier has indicated a lack of resource to accommodate both requests at the point of go-live and discussions have been ongoing with Trusts, Epic and GE to consider alternative options such as staggering the integration. This will be raised at GLRA 60 day for continuing oversight and solution.

Readiness activities run alongside the staff training. This is putting additional pressure on teams as activities such as Manual Data Migration, Bedded Cutover, Case Conversion and Chart Abstraction require immense staff resource across admin and professional roles.

4. MINIMUM ACTIVITY LEVELS OVER THE ENCOMPASS GO LIVE AND STABILISATION / RECOVERY PLANNING

Preliminary proposals have been presented at CMT for discussion and approval. Discussions are underway with Service Teams and Professional/Clinical Leaders on any areas which may fall below the proposed minimum activity levels.

Response Required	Trust Board is asked to note the update provided.

Appendix 1. Key Milestone to 8 May 2025