

AHSN Network Workforce Outcomes

The **NHS** is the largest employer in England, with nearly 1.2 million full-time equivalent (FTE) staff working in hospital and community services. NHS hospitals, mental health services and community providers report a shortage of nearly 84,000 FTE staff, severely affecting key groups such as nurses, midwives, and health visitors. General practice is also under strain with a shortage of 2,500 FTE GPs. **Workforce shortage** is the **biggest challenge** facing the health and care. The size and complexity of the workforce challenge is such that addressing it will require concerted and sustained action across the system.

AHSNs are positioned as a part of the NHS response to this challenge by demonstrating how **innovation** can drive **efficiencies and improvements** in ways of working and delivering care which have impact on workforce numbers, skills, and efficiencies.

Our Vision: The AHSN Network will work collaboratively to address the national workforce challenge by delivering evidence-based innovations that realise transformational benefits for the health and care workforce, both now and for the future.

The following outcomes framework has been designed and agreed by the AHSN Network. The suggested workforce metrics fall into these categories.



AHSN Network Outcomes Framework

Workforce Metrics

The following metrics should be used where possible to demonstrate workforce impact in a project/programme on the local impact tracker and for national programmes. A selection of suitable outcomes and metrics will need to be made for each programme. Please speak to your AHSN Workforce Lead if you need support in using this framework.

Outcome Domains*	Outcomes* (Benefits**)	Quantitative Measures* (metrics**)	Qualitative Measures
Quality - effectiveness	Change in staff knowledge/skills/confidence	<ul style="list-style-type: none"> Number of staff trained Number of staff with improved skill/knowledge Number of staff with improved confidence 	<ul style="list-style-type: none"> Staff feedback on how effective a training course was
Quality - experience	Change in staff experience	<ul style="list-style-type: none"> Number of staff whose experience of providing care has improved Number of staff who have benefitted from a health and wellbeing programme Number of staff who have reported increased job satisfaction because of an intervention 	<ul style="list-style-type: none"> Themed interviews from staff who have been supported in a health and wellbeing activity
Sustainability - efficiency	Time released	<ul style="list-style-type: none"> Time saved through use of digital technology/pathway redesign to the system/service/wider NHS Reduction in anything that impacts on wider service i.e., reduction in emergency admissions – converted to hours/mins A reduction of staff time to undertake a task Reduction in anything that directly affects the service i.e., reduction in case load – converted to hours/mins 	<ul style="list-style-type: none"> Themed staff interviews on use of digital technology Case study of staff feeling more equipped to perform their role
Quality&Sustainability, Effectiveness, Experience, Effectiveness	Staff receiving an improvement/Change in the way staff work	<ul style="list-style-type: none"> Number of staff who have adopted a digital technology Number of staff who have been through a transformation programme Number of staff who have adopted ways of working to support innovation 	<ul style="list-style-type: none"> Case study of an area who have adopted new ways of working

* Terminology/alignment with AHSN National Outcomes Framework

**Language aligned to Local Programme Tracker

This framework will continue to be regularly tested and refined as the workforce programme progresses. The next iteration of metrics will consider feedback on the existing framework and new impacts for the remaining outcome domains: Economic, Equity and Sustainability – Environment.