

Frequently Asked Questions (FAQs)

What is the Vacancy Management API?

What is the Vacancy Management API? RLDatix's Vacancy Management API streamlines the entire process of onboarding and assigning temporary workers to open shifts in Optima. By integrating with external vendor systems, the API automatically shares vacant duties with your connected agencies. These approved agencies can also onboard new workers directly through the API, removing the need for your organisation to manually enter new worker details or upload documentation. This enhances operational efficiency, visibility, and security, all while upholding the organisations established standards of control.

What are the benefits of using Vacancy Management API?

- Improved demand visibility to the Agency Workforce Vacant duties will be automatically communicated to agencies via the API as soon as they are released by the requesting organisation, eliminating manual intervention.
- Delivers safer, more stable system integration by adopting NHS Digital endorsed secure APIs over BOTS / RPA's
- Greater reliability for time-critical staffing processes; resulting in out of hours fill rate improvements and visibility
- Improvements in cancellation information exchange Agency shift cancellations will be immediately visible in the organisation's Bankstaff and Optima systems, allowing for timely refilling of vacancies.
- Manual data entry reduced, new worker profiles and required compliance documentation are

transferred via API rather than transferring sensitive data and documents via email. Enabling workforce teams focus on validation and approval, not re-keying of data

- Enhances the probability of securing a preferred tier supplier for the duty, resulting in potential cost efficiencies
- External users removed / reduced, removed need for external user management resulting in improved data security and reduced administration
- Agency activities are clearly distinguishable from customer activity, leading to improved traceability for audits and investigations
- Activation of the Vacancy Management API requires no cost or internal resource from the organisation. All setup, configuration, and ongoing technical workload and support are handled by RLDatix and the connected agency.

Which agency vendors use the API?

Agencies that are confirmed as connected vendors, with access to the Vacancy Management API, are listed here in the [RLDatix Partners website](#).

This list is continually expanding. Should you wish to discuss an API connection with a particular agency, please reach out to you RLDatix Account Manager or Customer Success Manager.

What Staff groups can the Vacancy Management API be used for?

The Vacancy Management API is currently licensed for use with all Nursing & Midwifery staff groups.

Will I be charged by agencies once they start using the API?

Any contractual agreements and associated charges are agreed between the organisation and the agency. However, RLDatix does not anticipate that agencies will increase charges when using the Vacancy Management API.

How do I know data is safe when transferred through the API?

The API incorporates robust security measures to safeguard data transmission. By utilising encryption and adhering to the HTTPS protocol with TLS 1.2 certification, we ensure that any data exchanged through the API is securely protected.

How will the API impact agency permissions and access to the organisation's system?

The API does not alter existing agency permissions and access controls. Agencies will continue to interact with the requesting organisation's system within the confines of their authorised permissions, as defined in Bankstaff.

- Agencies will only be able to access demand and book agency workers that are explicitly permitted within their Bankstaff configuration.
- Only agency workers who have been approved and set up in Bankstaff can be booked by agencies.

- Agencies can send new worker details and documentation via the API, while the Trust retains full approval rights where this option is selected in the consent form

Secure APIs Over BOTs (RPA's)

The NHS Transformation Directorate provides clear direction on the use of automation within healthcare systems:

“Screen scraping should be seen as a temporary solution which should be replaced by properly secured APIs once available.”

NHS Transformation Directorate,
Guidance for Designing, Delivering and Sustaining RPA
within the NHS

The Vacancy Management API is the exclusive, officially supported method for agencies to automate agency request and fulfilment communication. Utilising RPA technology for this purpose is strictly prohibited due to the substantial risks it poses to organisations and the safety of their data, and as such is contrary to the contractual terms of the agreement.

RPA's can introduce vulnerabilities, potentially leading to data leaks or unauthorised access. To ensure security, compliance, and optimal system performance, it is imperative to exclusively utilise the Vacancy Management API for automated vacancy communication.



RLDatix is a global health and care technology company helping organisations to provide safer care. Trusted by over 6,000 customers, we integrate and automate workflows across governance, risk, compliance (GRC), and workforce management functions to deliver critical insights that improve quality outcomes. As the only technology platform linking workforce management and GRC, our broad suite of enterprise software applications and services enable the identification of risk, enhance operational efficiency and compliance, and build a consistent, transparent culture of safety. RLDatix is committed to helping our customers inspire trust and provide a better, safer experience for clinicians, staff, and patients alike.

Visit rldatix.com to learn more.

+44 (0)20 8971 1971

info@rldatix.com

www.rldatix.com

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