

Health Systems Support – its all in a name!

Health Systems Support provides intelligent support for your Health Systems implementation.

Who we are

Health Systems Support has a wealth of implementation experience and our expert team has worked on Trusts behalf with all of the major vendors, including Allscripts, Cerner, Epic, Meditech, RiO, SystmOne, and many many others.

Our core team, led by our implementation director, has worked with the NHS since the conception of NPfIT through to today's financially challenged and decentralised approach. Somewhat idealistic in our approach- we never forget that our work impacts the care that your clinicians are able to provide. So whether we are analysing workflows or leading an implementation with you- we focus on the clinical outcomes and releasing time to care.

Having worked alongside all of our chosen consultants and wider team we are well placed to provide exactly the right level of service support. We agree with you both the core deliverables and the aspirational 'soft' deliverables that come with the service.

Our teams are passionate about the NHS and the core values that underpin it- to quote Aneurin Bevan, 'There is no test for progress other than its impact on the individual'- We never forget that our engagement, the service we offer and what we contribute should have a positive impact on the care that you are able to provide.

Service Overview

Our Services

Infrastructure & Cloud Services	Application Services	Transformation	Implementation	Optimisation
<ul style="list-style-type: none"> Development of Cloud strategy Current state review Adoption approach recommendations Board alignment 	<ul style="list-style-type: none"> Define & design approach to cloud technology adoption Deep dive analysis Architecture recommendations Agile delivery Strategy 	<ul style="list-style-type: none"> Cloud operating model Cloud hosted service solutions Best practice advice Benefits design and engagement Communication plans 	<ul style="list-style-type: none"> Policy documentation and SOPs Training design, schedules and collateral Operational readiness plans and dashboards Early live support 	<ul style="list-style-type: none"> Down time resilience Clinical adoption Pathway optimisation Return on investment Revive, Thrive

What is the Service?

We provide intelligent support for your Health Systems implementation. Sharing lessons learned with Trusts optimising their clinical services through the implementation, stabilisation or optimisation of EPR/EHR Systems Health System Support has proven teams and experience to support your EHR /EPR system implementation. Project support for all EPRs including (but not limited to) Allscripts, Cerner, EMiS, Epic, Lorenzo, Meditech, RiO, Trakcare, TPP SystmOne and Medway. Offering planning, analysis, design, configuration, implementation, change, training, go live & optimisation support. We adopt a true partnerships and mentoring approach and deliver transformation and business benefits in partnership with your Programme/ Project Team Offering planning, analysis, design, configuration, implementation, change, training, go live & optimisation support. We deliver transformation and business benefits in partnership with your Programme/ Project Team with a wider Trust engagement.

We work with you to build a sense of ownership amongst teams, accelerating the adoption of new ways of working. Our services, by virtue of their agile and iterative approach, is particularly well suited to support Cloud based transformation projects.

Features

- Transparent engagement with clear deliverables and measurable output.
- Proven methodology and referenceable experience across the NHS
- Detailed understanding and experience of NHS Health systems (EPR)
- Allscripts, Cerner, EMI, Epic, Lorenzo, Meditech, RiO, Trakcare, TPP SystemOne
- ePrescribing, Pathology, LIMS, Bloodbank, Clinical Documentation, VR, discharge summary
- Board level experienced support- as much or as little as needed to ensure project success
- Agile, Governance, Lean, PID, PMO, Prince, Project & Programme management
- Clinical engagement, Clinical process design, Clinical risk mitigation, Clinical transformation
- Benefits Realisation, Change Management, Communications, stakeholder engagement
- Partnership approach and shared objectives for successful EHR/ EPR implementations
- Scalable, measurable responsible and ethical support

Benefits

- Critical path approach with effective management and mitigation of risk
- Delivery manager assigned to meet clear milestone based deliverables
- Experience enables informed planning, decision making & successful programme outcomes
- Flexible, scalable, tailored delivery options, critical friend to outsourced delivery
- Focus on end user engagement, acceptance, adoption and clinical outcomes
- Partnership approach, shared goals and objectives based on expert experience
- Shared focus, your programme with clinical outcomes at the centre
- Transparent, benefits led partnership approach to project outcomes
- Value for money, clearly auditable delivery objectives.
- Structured knowledge and skills transfer enabling Trust to self support

Who would Benefit from our services?

All Trusts looking for guidance/ support with their Health Systems Implementation. The Government's ICT Strategy and 'Digital by Default' standards require substantial shifts in culture and ways of working within the public sector. We work with Trusts to create an environment where all stakeholders, from Trust Board, Programme Team and End Users feel fully engaged with, and consulted on, the transformation. The transformation must be tangible and understandable for all stakeholders, the target vision clearly understood, and stakeholders have sufficient opportunity to be consulted and involved, our engagement approach ensures that Trust teams feel part of the solution.

We work with Trusts;

- looking to outsource their Change/ Transformation, Training, Operational readiness assessment, go live and post live optimisation workstreams within a systems programme
- needing the provision of remote training services to support the education and development of staff EPRs/ EHRs via webinar, e-learning or bespoke on line training delivery
- needing an experienced partner to share responsibility and ensure that the benefits of the transformation is realised.
- Wanting to realise the benefits of their investment in cloud solutions

Our Approach

We never forget that this is your project underpinned by our expertise. We bring with us lessons learned, templates, dashboards, technology and expertise to support your team. We are happy to share our lessons learned whether we are taking responsibility for the entire workstream or providing a single specialist. Whether we are supporting with our methodology or working within the vendors implementation methodology we always:

- Bring lessons learned and share guidance on the outcomes of choosing a preferred path
- Apply the latest thinking – we keep our teams current with regular knowledge sharing events with the latest EPR implementation knowledge and technology trends.

- Deliver operational transformation not just technology implementations, our teams understand the strategic clinical and operational context, goals and benefits case that underpin your investment and our shared outcomes
- Bring implementation expertise, by providing system specialists that have implemented within the NHS and are able to advise and guide Trust teams and/or take responsibility for delivering workstream.
- We are UK specific and all of our teams have worked within the NHS and understand the roles and patient pathways
- Our approach is to work in partnership with our NHS colleagues. Our specialist EPR/ EHR focussed delivery teams have deep experience of delivering transformation underpinned by the implementation of cloud technology to support positive population health outcomes.
- Developing your inhouse skills to ensure that your digital teams are able to deliver technology enabled transformation
- Ensure that we leave a legacy of skills and support documentation to maintain continuity when we are no longer on site.

An example of quotes from our clients

"I have worked with Victoria on a number of programmes over a number of years. The last programme being the largest and most successful EHR go-live in the UK to date. A great deal of the programmes success was down to Victoria's excellent logistical and leadership skills used in managing the support teams to the HER cutover and Early live support. Her planning, coordinating, time management and troubleshooting skill along with her attention to detail and ability to work directly with the operational staff at all levels was outstanding. I am always confident that when Victoria says she is going to do something I knew it would be delivered and to a high standard. I would not hesitate to work with Victoria again in the future"

Programme Manager – Trust implementing Cerner

'It was a pleasure working with Victoria to deploy a large EHR system. Victoria showed a strong desire to do what was right to provide training and support to hospital staff during the process. We adopted a role-based approach to training which worked well, but added complexity. In this context, Victoria's deep experience of working in a healthcare environment was very valuable. I would love an opportunity to work with Victoria again'

COO- Trust implementing Epic