

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 a procurement support across various areas such as analysis, business case development, financial planning, management, recruitment and HR setup, validation and assurance, and workforce transformation can provide value through a range of services tailored to your needs. including:

- Procurement Support - Analysts:**
 - Conduct market research and analysis to identify potential suppliers, market trends, and pricing dynamics.
 - Analyse procurement data to identify cost-saving opportunities, supplier performance metrics, and areas for improvement.
- Procurement Support - Business Case Support:**
 - Assist in developing business cases for procurement initiatives, outlining the rationale, benefits, risks, and financial implications.
 - Conduct cost-benefit analysis to evaluate the viability of procurement projects and justify investment decisions.
- Procurement Support - Financial Planning:**

- Develop procurement budgets and forecasts based on business requirements and strategic objectives.
 - Provide financial modelling and scenario analysis to assess the impact of procurement decisions on overall financial performance.
4. **Procurement Support - Management:**
 - Provide strategic guidance and oversight to procurement teams, ensuring alignment with organizational goals and objectives.
 - Develop and implement procurement policies, procedures, and governance frameworks to optimize procurement processes and mitigate risks.
 5. **Procurement Support - Recruitment and HR Setup and Support:**
 - Assist in recruiting and onboarding procurement professionals with the required skills and expertise.
 - Establish HR policies and procedures specific to the procurement function, including job descriptions, performance management, and training programs.
 6. **Procurement Support - Validation and Assurance:**
 - Conduct procurement audits and reviews to ensure compliance with regulatory requirements, organizational policies, and best practices.
 - Provide independent validation and assurance services to assess the effectiveness and efficiency of procurement processes and controls.
 7. **Procurement Support - Workforce Transformation:**
 - Develop workforce transformation strategies to optimize the procurement function's structure, roles, and capabilities.
 - Provide change management support to facilitate the adoption of new procurement processes, technologies, and ways of working.

We can enhance your procurement capabilities, drive efficiencies, and achieve their strategic objectives effectively.

Our Consultant Skills and Qualifications:

- Proven experience in healthcare IT consultancy, specifically in the development of EPR systems for large healthcare organisations.
- In-depth knowledge of NHS operational procedures, information governance, and digital health standards.
- Strong analytical and problem-solving skills, with the ability to translate complex requirements into clear directives.
- Excellent communication and stakeholder engagement abilities.

We provide intelligent support for your Health Systems implementation. Sharing lessons learned with Trusts optimising their clinical services through the implementation, cut over, stabilisation or optimisation of EPR/EHR Systems. HSS provide a fully managed/ outsourced support model or can just 'plug the gaps' against agreed deliverables.

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

- research and analysis to identify suppliers, market trends, and pricing.
- Developing business cases for procurement initiatives
- Conduct cost-benefit analysis to evaluate the viability for investment decisions.
- Develop procurement budgets and forecasts based on business requirements.
- Develop procurement budgets and forecasts based on objectives.
- recruiting and onboarding professionals with the required skills and expertise
- Provide validation and assurance services to assess effectiveness and efficiency.
- Develop workforce transformation strategies.
- Provide change management support to facilitate the adoption of technology.

Benefits

- In-depth market analysis leading to better supplier selection and negotiation.
- Provides a structured approach to justify investments in procurement projects
- Management of forecasting procurement costs and managing financial risks
- Enhances procurement performance through strategic guidance and direction
- Builds a skilled and competent workforce.
- Identifies areas for improvement and strengthens internal controls
- Builds capabilities and skills required for future needs

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