



# EPR and Digital Health Systems

## *Programme and Project Management Services*

### **Service Details**

We provide a full range of EPR and Digital Health services. Our solutions offer flexible delivery choices, providing you with maximum value for money and enabling you to effectively deliver your digital transformation programme.

We offer:

- Complete Implementation Services
- System Optimisation Services
- Business Case Services
- Procurement Services
- Programme and Project Management Services
- Training and eLearning Services
- Cutover, Go Live and Support Services
- Configuration Services
- Data Migration Services
- Transformation, Change Management and Business Analysis Services
- Benefits Realisation Services
- QA and Testing Services
- Digital Health Consultancy Services
- Digital Health Strategy Services

### Features

- Delivery of all project and programme workstreams.
- Scalable to meet demand.
- Delivered using industry standard methodologies including MSP, PRINCE2, Agile, Lean, ITIL and Prosci techniques.
- System agnostic with all main suppliers supported.
- Stakeholder and supplier management.
- Comprehensive knowledge transfer and staff coaching.
- Coverage of all care settings including Acute, Community, Mental Health, Primary Care and Ambulance Services.

### Benefits

- Consultants with disclosure checks and clearance ready to hit the ground running.
- Extensive NHS background in implementing and optimising EPR systems.
- Proficiency across all major suppliers including Cerner, EMIS and TPP.



- Access our advisory services for comprehensive EPR lifecycle guidance.
- Make informed decisions with access to our proven experience.
- Build long-term capability by drawing on our support in developing your staff.

## About Us

We are a dynamic digital technology consultancy dedicated to driving change and enhancing organisational effectiveness across the public sector. Our mission is to assist clients in achieving their long-term objectives by translating strategy into actionable plans and unlocking their potential to deliver value to patients through technology. This is achieved through our skilled consultants, outstanding delivery capabilities, and a culture of adaptability and transformation.

We empower organisations to optimise their systems and technology resources to thrive in the digital era. We draw our expertise from across multiple sectors, including finance, technology, and healthcare, spanning the UK, Europe, and beyond. Through the transformation initiatives we lead, we aim to catalyse long-term positive change and innovation, ensuring our clients remain efficient and resilient in today's dynamic healthcare landscape.

## Our Services

4way Services collaborates with central Government, public sector bodies, and NHS Trusts to develop, deploy, and manage highly efficient cloud solutions. Our agile methodology seamlessly integrates into your business, whether by augmenting existing programmes with specialised services or overseeing entire cloud deployments. You retain control over your program and technologies while we provide the professional expertise necessary for a successful cloud transition. Our cloud consultants are forward-thinking, collaborative professionals who tailor solutions to align with your strategic goals and end-user needs. They grasp the intricacies of implementing digital solutions in the public sector, striving to reduce costs and establish a sustainable foundation for long-term cloud service delivery.

Collaboration is central to our ethos, shaping how we engage with our clients. We leverage shared services and open standards, empowering your personnel and constructing enduring, shareable solutions. Our approach emphasises collaboration, ensuring that our team integrates seamlessly into your operations to deliver tangible benefits. With a focus on efficiency, cost-effectiveness, and sustainability, 4way Services is committed to driving innovation and excellence in cloud solutions across the public sector.

## Our Delivery Capability

We take pride in our ability to deliver digital transformation talent to our clients, ensuring they have the necessary resources and capabilities to meet critical project and programme requirements. Our flexible solutions are tailored to supplement both existing teams and to fulfil specific complete resourcing needs, whether it's managing projects from start to finish, or providing long-term managed services.

Our solutions span three service streams:



- Consulting: Immediate support for digital health requirements.
- Project Delivery: Multi-skilled team integration and full delivery support.
- IT Managed Services: Specific project element support.

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Through our EPR and Digital Health services, we offer:

- Expertise in delivering EPR and Digital Health services across the NHS.
- Customised services adaptable to evolving needs.
- Innovative solutions driving performance and operational excellence.
- Access to a community of specialists and skilled teams for problem-solving.
- In-depth market and industry knowledge.
- Understanding of key IT and public sector challenges with proven strategies.
- Cross-domain thinking fostering innovation.
- Access to collaborative Assurance and Advisory services.

## Our People

The foundation of successful programme delivery lies in its people. Our selection process ensures we enlist highly qualified professionals with the skills and experience required to ensure effective delivery of our services. This meticulous approach guarantees that our team is equipped to handle diverse challenges and deliver exceptional results consistently. By focusing on assembling a skilled and specialised workforce, we enhance the quality and efficiency of our programme delivery, ultimately exceeding our client expectations.

Our consultants are experts in their field, with exceptional industry experience and thought leadership. They work with organisations to understand their business objectives and lead transformational change to deliver game-changing results. They all share a desire to innovate and a passion for making our client's vision a reality.

All our consultants, associates and partners are carefully vetted and assessed before they join us. Our approach to consulting is designed to ensure we achieve the best possible outcome for our clients. To do this our consultants focus on delivering positive change and adding measurable value.

## Our Approach



We operate as an integrated partner, not merely a standalone service provider. This approach ensures you maintain control over your program while benefiting from our expertise to drive it towards successful deployment.

Our Subject Matter Experts (SMEs) will advise you throughout the deployment, presenting various options accompanied by guidance to clarify the benefits and implications of each choice. We aim to ensure you always remain informed and to assist in your decision-making process, guiding you towards the most suitable route to achieve your goals. Our recommendations stem from thorough analysis conducted during the requirements phase, encompassing all facets of your project or programme, from user needs to cost considerations, long-term sustainability, business strategy, policy constraints, and emerging technologies.

We prioritise approachability and adaptability, recognising the fluid nature of projects and the rapid pace of technological advancements in the digital space. Working in tandem with our clients, we navigate their digital journey together, ensuring alignment with evolving requirements and preferences. Should further clarification be necessary regarding initial requirements, we readily adopt and refine them to ensure successful execution.

Our consultants boast extensive experience in both public and private sectors, enabling them to swiftly adapt to your environment. Armed with years of experience and specialised expertise, they develop innovative delivery solutions tailored to your specific needs, aligning seamlessly with existing digital services while navigating policy and cost constraints effectively.

Clinically led and focused on patient needs, our services and consultants prioritise designing solutions that enhance user experience and outcomes. They strike a balance between improving user satisfaction, cost efficiency, and long-term business strategy. Working collaboratively with our Clinical Advisory Team, we explore end-user need in-depth with a view to understanding their usage patterns, common issues, and challenges. This collaborative effort ensures that the designed service aligns perfectly with user expectations and effectively addresses their needs.

By fostering a collaborative partnership, our projects and programmes evolve in sync with policy adjustments and technological innovations. This flexibility and responsiveness are integral to our commitment to delivering tailored, effective solutions that endure the test of time in an ever-changing landscape.

## **Governance & Assurance**

At 4way Services, we implement robust governance models to ensure project success. We create a governance structure that is specifically aligned with our client's existing needs while anticipating future requirements.

**Best Practice Implementation** - Our Service Director meticulously defines and implements best practices, ensuring the highest standards are maintained throughout the project lifecycle.

**Governance Documentation** - We develop comprehensive governance documentation, providing clarity and transparency to all stakeholders regarding roles, responsibilities, and decision-making processes.



**Resource and Supplier Management** - Efficient resource allocation and effective management of external suppliers are crucial. We monitor and manage these aspects diligently to ensure optimal project outcomes.

**Service Level Agreements (SLAs) Management** - Clear SLAs are essential for smooth project operations. We define and manage SLAs meticulously, ensuring service quality and accountability are upheld at all times.

**Risk and Issue Management** - Anticipating and mitigating risks is integral to project success. We identify, assess, and manage risks and issues proactively, minimising disruptions and maximising project resilience.

**Progress Reporting** - Transparency is key. Our detailed progress reports provide stakeholders with clear insights into project status, milestones achieved, and any deviations from the plan, fostering informed decision-making and accountability.

**Training Documentation** - We produce comprehensive training documentation, empowering your team with the knowledge and skills required to navigate project complexities effectively.

Moreover, our approach emphasises assurance at every stage. We conduct regular reviews and audits, ensuring compliance with regulatory requirements and adherence to industry standards. Our commitment to assurance instils confidence and trust in our clients, underpinning the success of our projects.