

G-Cloud15

Access Patient Flow Manager Pricing Document

1 Access Patient Flow Manager

Access Patient Flow Manager (APFM) is a patient flow solution which supports hospital teams to deliver the right care to the right patient, at the right time. The modern solution works on digital whiteboards, and mobile devices, to create the right environment for hospitals to standardise data capture, digitally manage the supply and demand of beds and provide timely information so teams can work collaboratively to deliver safe and effective care to patients.

Deliver a safer patient journey

Inefficient patient journey mapping can lead to serious patient flow problems. A real-time view of patients' care needs presents clinical teams with accurate up-to-date information so all team members are better informed. The clinical indicators and service requests in Access Patient Flow Manager ensures that care needs and tasks are not overlooked. Furthermore, the dissemination of data in real-time allows teams to plan more effectively, delivering a safer and more efficient experience for patients.

Achieve greater efficiencies

Access Patient Flow Manager helps to drive improvements in communication and efficiency across the hospital. The innovative patient flow solution maximises bed capacity, delivering time savings and reduce waiting times for care processes. The combination of benefits helps to create a collaborative environment for teams to work together and feel empowered to deliver safe and effective patient care.

Go paperless

Access Patient Flow Manager removes the need for paper-based processes as the system is managed on a digital whiteboard, as well as on a mobile device. The whiteboard enables clinicians to see at a glance the status of patients on their wards. This includes seeing the status of interventions the patient is receiving, for example if a physiotherapy referral is active. APFM helps to drive your hospital's digital strategy and provide an experience of joined up care for patients.

Benefits

- Enhances working practices – improve patient safety and experience with innovative patient flow technology.
- Reduces risks – remove paper-based processes and promote safer wards by sharing vital information in real-time.
- Improves the quality of care – enhance the patients' experience of joined up care
- Empowers frontline workers – improve communication and user engagement with access to up-to-date information in real-time.
- Reduces overall length of stay – minimise delays in the communications and activities across multidisciplinary teams.

- Reduces out-of-area placements – drive bed capacity planning and efficiencies across the hospitals and region.

2 G-Cloud Specific Pricing

The following represents G-Cloud specific pricing for Access Patient Flow Manager. Pricing is based on number of beds.

Beds	1-100	101-250	251 - 500	501+
Annual Licence per bed	£350.00	£325.00	£300.00	£250.00

Customer Success

Customer Success Plan	Essential	Standard	Premium
Percentage of ARR (per year)	0%	15%	25%

Evo Everywhere

Evo Everywhere is the AI platform provided with all Access solutions, delivering enterprise-grade AI capability within the customer's own security perimeter. Included within the platform base fee, all users have access to Evo Navigator and Evo Workflows. Power user licences additionally unlock Evo Researcher (knowledge synthesis and information retrieval), Workflows AI and the ability to Run Agents.

Tier	Platform Base Fee	Power User Licence
Evo Everywhere	20% of annual cost	£50 per user per month

Notes on Pricing / additional services

- Annual fee invoiced annually in advance
- Excludes VAT
- Annual Support is £40,000 (regardless of number of beds)
- Standard Implementation charge is £75,000 to £135,000 (one-off charge) depending on scope and wider requirement gathering and integrations.

Example

A site with 250 beds purchases Access Patient Flow Manager. The total annual charge is **£121,250** (£81,250 +£40,000 support), plus an initial £75,000 implementation charge.

3 Implementation Methodology

Access has over 20 years' experience in delivering clinically driven, enterprise-wide solutions within the Mental, Community and Child Health market with a proven track record of delivering Access Bed Management into organisations on time and to budget. Access has developed an implementation approach, based on Prince 2 which is mature and has well proven project management processes, for which Access has maintained ISO9001 accreditation since 1987.

Access' approach to implementation of Access Bed Management is to support the customer in taking ownership of the solution as this helps to drive transformation and benefits realisation which motivates users to embrace change and accept it as an on-going process.

Our implementation methodology, which is based on Prince 2 and a partnership approach, has been used to successfully deploy our Healthcare solutions in over 60 organisations across the UK and Ireland. The key elements in our deployment approach include:

- **Project Initiation** – Agreeing the project goals, time plans, priorities, milestones, training, benefits, governance and rollout approach.
- **Transformation** – Implementing process change to enable benefits realisation. Access works closely with the customer to assess current processes and determine how Flow will be deployed to support change.
- **System Delivery** – Installing Access Bed Management onto the target environments. Access Bed Management is delivered with pre-built configuration which can be tailored by individual customers.
- **Configuration** – A major strength of the Access Bed Management solution is its breadth and depth in configurability. Following decisions on transformation objectives, Access Bed Management is tailored according to local requirements.
- **Training** – Access will provide training and consultancy to the customer. The Training provided to the customer will ensure full knowledge transfer.
- **Testing** – User Acceptance Testing (UAT) of the Access Bed Management solution will validate and ensure that new processes are correctly supported.
- **End User Training** – This is usually undertaken by the customer's trainers after UAT, this includes training for first go-live and for on-going training for new staff.
- **Cutover** – Joint cutover planning ensures that there is a smooth transition; system inspection and additional support for end users in the early days.
- **Verification** – Joint review of system usage and if required adjusting the rollout approach.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the

most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment

We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan

The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan

Get answers faster

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here [Customer Success Plans](#)