

Operational Stabilisation Service support

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 provides intelligent support for your Health Systems/ digital solutions implementation and process optimisation to maximise frontline productivity.

We build on lessons learnt and our drive for continuous improvement enabling us to excel in the provision of a range of strategic and operational consulting services.

We provide just the right level of expertise to support you through your programme. This includes the design, implementation, training and user focused enablement delivering improved patient care through the optimisation of front line productivity.

We are experienced across all care settings and vendors including, but not limited to Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMIS, EPIC, IMS Maxims, Dedalus Lorenzo, Meditech, Nervecentre, RiO (Access), TrakCare, System C and SystmOne

We have internal expertise and a wealth of collateral, which we bring to each new engagement, accelerating delivery, driving cost efficiencies and providing measurable assurance.

Service Overview

HSS's Operational Stabilisation Service provides clinically led, consultative support during the critical period immediately following EPR cutover. The service focuses on restoring and improving frontline productivity by stabilising digital workflows, improving data quality and strengthening workforce capability to support safe, effective patient care.

By addressing clinical and operational outcomes rather than technical go-live alone, HSS supports Trusts to stabilise day-to-day service delivery, reduce reliance on legacy processes and embed consistent, digitally enabled ways of working. The service enables a controlled transition from initial stabilisation to sustained optimisation, providing a strong foundation for organisations to fully realise the benefits of their EPR investment and achieve long-term, sustainable transformation.

Health Systems Support (HSS) delivers this service using a clinically led, outcome-focused methodology grounded in over 20 years of NHS EPR/EHR transformation. HSS operates to fully certified ISO standards: ISO 9001, ISO 14001, ISO 20000, ISO 22301 and ISO 27001.

Our Services

Infrastructure & Cloud Services	Application Services	Transformation	Implementation	Optimisation
- Development of Cloud strategy - Current state review - Adoption approach recommendations - Board alignment	- Define & design approach to cloud technology adoption - Deep dive analysis - Architecture recommendations - Agile delivery - Strategy	- Cloud operating model - Cloud hosted service solutions - Best practice advice - Benefits design and engagement - Communication plans	- Policy documentation and SOPs - Training design, schedules and collateral - Operational readiness plans and dashboards - Early live support	- Down time resilience - Clinical adoption - Pathway optimisation - Return on investment - Revive, Thrive

What is the Service?

HSS supports NHS organisations during the critical period immediately following EPR go lives, when the priority is to stabilise digitally enabled clinical services, protect patient safety and restore operational performance. The service focuses on frontline optimisation, ensuring that the EPR is not only technically live, but is being used effectively to support care delivery, workforce productivity and sustainable transformation.

The service goes beyond system availability to address the operational realities of post-go-live delivery. HSS works alongside Trust teams to stabilise clinical workflows, improve data quality, increase workforce confidence and reduce reliance on legacy processes and workarounds that can undermine productivity and patient flow.

HSS provides clinically led, consultative expertise to identify and resolve issues that directly impact frontline productivity, continuity of care and service performance. Stabilisation activity is structured around three core enablers of successful digital transformation:

- Data Quality – improving the accuracy, completeness and reliability of EPR data to support safe clinical decision-making, effective reporting and the removal of legacy manual processes.
- Staff Skills and Confidence – reinforcing consistent, standardised use of the EPR so staff can work efficiently, reduce variation and minimise non-value-adding activity.
- Service Optimisation – refining workflows, configuration and operational practices to improve efficiency, protect patient flow and release time back to care.

The objective of the service is to enable a controlled transition from go-live to stable operations, optimising EPR performance and supporting safe, effective and productive care delivery. HSS stabilises clinical engagement, clarifies ownership and embeds digitally enabled ways of working that support measurable frontline productivity improvement.

Once operational stability is achieved, the service establishes a clear foundation for progression from stabilisation to optimisation. HSS supports Trusts to modernise legacy processes, fully utilise existing digital capability and move into a sustained “Thrive” phase. Through targeted knowledge transfer and mentoring, the service builds local capability, supports long-term efficiency gains and enables sustainable transformation aligned to Trust strategic objectives.

Features

- Data quality–focused training to ensure safe, consistent and efficient use of EPR systems
- Targeted e-learning to support ongoing skills development and reduce reliance on legacy processes
- Data quality investigation and validation tools to rapidly identify and resolve issues
- Post-change data quality review and process standardisation
- Data quality programme management and governance
- Development and refresh of training materials and SOPs aligned to digitally enabled workflows
- Deployment of data validators and clinical SMEs during stabilisation
- Frontline troubleshooting and support to protect productivity and patient flow
- Conversion of go-live training materials into Business-as-Usual (BAU) formats
- Early optimisation and continuous improvement to support progression from stabilisation to “Thrive”

Benefits

- Smooth transition to digitally enabled clinical workflows, minimising disruption at cutover and early life.
- Increased frontline productivity, enabling staff to work more efficiently and at the top of their licence.
- Improved quality and safety of patient care, supported by consistent workflows and reliable data.
- System configuration aligned to real clinical and operational needs, not just technical design.
- Targeted, role-based training that builds confidence and reduces reliance on workarounds and legacy processes.
- Structured change management and adoption, improving clinical engagement and sustained use of digital tools.

- Rapid identification and resolution of issues impacting patient flow, data quality or service performance.
- Continuous performance optimisation, creating a stable foundation for progression from stabilisation to “Thrive”.
- Assurance of regulatory and statutory compliance, including clinical safety and data governance.
- Strengthened data security and resilience, supporting safe, reliable and trusted digital services

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

Service Levels

HSS provides SLAs including reporting cadence, risk reviews, escalation routes, information governance compliance and KPI monitoring.

Onboarding

Discovery, stakeholder mapping, access setup and initiation workshops.

Offboarding

Structured handover, documentation transfer, knowledge transfer.

KPIs

KPIs include adoption metrics, workflow compliance, risks, data quality indicators.

Pricing Model

Day-rate model with optional fixed-price deliverables, aligned with HSS G-Cloud Pricing Guidelines and Rate Card.

Dependencies

Access to SMEs, systems, governance forums and required documentation.

Customer Responsibilities

Provide access, decisions, governance and timely information.

Supplier Responsibilities

Deliver outcomes, maintain quality, meet ISO standards.

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