

Frontline Productivity Improvement Training and support

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.

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

Health Systems Support Ltd (HSS) provides a Frontline Productivity Improvement Training service to support healthcare organisations in improving efficiency, flow, and day-to-day operational performance following EPR implementation.

The service focuses on identifying and addressing productivity loss that arises from misaligned workflows, unclear responsibilities, inefficient system use, or gaps in user understanding. It recognises that productivity challenges are often rooted in how staff interact with the EPR in practice, rather than in system capability alone.

The service is designed for post-go-live environments and can be delivered as a targeted intervention for specific services or cohorts, or more broadly across an organisation. It complements existing BAU training provision and can be used alongside stabilisation, data quality, and pathway optimisation activity.

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?

The Frontline Productivity Improvement Training service uses targeted training, workflow refinement, and practical guidance to reduce inefficiency and friction in everyday EPR use. HSS works with Trust stakeholders to identify where frontline productivity is being impacted by system use, process design, or role ambiguity. This may include issues such as duplication of effort, unnecessary hand-offs, workarounds, over documentation, or tasks being undertaken by staff who are not best placed to perform them.

The service builds on the principles of BAU training but is framed explicitly around productivity outcomes. Training activity is designed to:

- reinforce efficient, agreed workflows
- clarify responsibilities and ownership of tasks
- reduce unnecessary steps or system interactions
- improve confidence and consistency in EPR use

Where appropriate, training is combined with review of existing materials, refinement of guidance, and development of short, focused interventions aimed at resolving specific productivity limiting issues. This may include corrective or remedial training, development of quick reference materials, or targeted at the elbow support.

The service recognises that productivity improvement requires close alignment between training, workflows, and operational reality. HSS works collaboratively with clinical, operational, digital, and performance teams to ensure that training interventions are practical, measurable, and aligned with wider service priorities.

Service features

- Targeted, time limited training interventions focused on productivity improvement.
- Identification of workflow inefficiencies impacting day to day frontline activity.
- Review of role responsibilities and task ownership within and between services.
- Recognition and correction of inter service dependencies affecting EPR use.
- Targeted training to address common points of failure across departments.
- Clarification of upstream and downstream impacts of EPR actions.
- Reduction of avoidable rework, escalation, and manual correction.

- Development of concise guidance and quick reference materials where needed.
- Targeted at the elbow support for services experiencing productivity loss.
- Close alignment with operational, digital, and performance teams.

Service Benefits

- Measurable improvement in frontline productivity.
- Reduced administrative burden across clinical and operational teams.
- Fewer cross service errors requiring manual correction.
- Improved flow of work between interdependent services.
- Greater staff understanding of how actions impact other teams.
- Reduced risk of patients being delayed or lost within pathways.
- Faster resolution of post go live productivity issues.
- Improved confidence in day to day EPR use.
- Tangible operational benefit from focused training activity.
- More resilient and efficient post go live services.

Who would Benefit from our services?

Health Systems Support Ltd (HSS) services are suitable for organisations undertaking digital transformation or service optimisation within healthcare.

Our services benefit:

- NHS Trusts and Foundation Trusts
- Integrated Care Systems (ICSs)
- Multi-organisation and partnership programmes
- Organisations implementing, optimising, or stabilising EPR systems
- Healthcare providers requiring specialist delivery support
- Programmes operating under time, quality, or operational constraints

Services can be delivered at programme, organisational, or service level.

Who we work with

We are exclusively healthcare and UK focused. We work with Healthcare organisations including:

- NHS Trusts and Foundation Trusts
- Integrated Care Systems (ICSs)
- Private healthcare providers
- Local and national healthcare authorities
- Technology suppliers and system integrators
- Other delivery partners operating within EPR programmes
- HSS works as an integrated partner within established governance and delivery structures.

Our Approach

Our model is designed to support repeatable, auditable improvement. By retaining delivery capability and institutional knowledge within HSS, we ensure that learning, governance improvements, and service enhancements are sustained beyond individual programmes and aligned with NHS expectations of continuous service improvements.

We never forget that this is your project underpinned by our expertise. We bring with us lessons learnt, templates, dashboards, technology and expertise to support your team. We are happy to share our expertise whether we are taking responsibility for the entire workstream or providing a single specialist.

We agree our deliverables and exit strategy with you from day one. This approach ensures a shared, transparent, deliverable based partnership with both the core deliverables and the aspirational 'soft' deliverables clearly defined.

Whether we are supporting with our methodology or working within the vendors implementation methodology we always:

- Bring lessons learnt 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 achieving improvements in frontline productivity
- 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 NHS staff 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 and improvements in frontline productivity
- Ensure that we leave a legacy of skills and support documentation to maintain continuity when we are no longer on site.

Service Levels

Service levels are agreed during mobilisation and tailored to the scope, scale, and delivery model of the service.

Service levels may include:

- Agreed mobilisation and delivery plans
- Defined governance, reporting, and escalation routes
- Delivery aligned to agreed milestones and dependencies
- Regular progress and status reporting
- Issue and risk management in line with programme governance
- Structured handover and service closure

Service levels are reviewed periodically and adjusted where scope or delivery approach changes.

KPIs

KPIs are agreed with the customer during mobilisation and aligned to service objectives.

Typical KPIs may include:

- Delivery against agreed milestones
- Quality and completeness of deliverables
- Timeliness and accuracy of reporting
- Responsiveness to issues and change
- Stakeholder feedback and satisfaction
- Readiness and assurance at key decision points

KPIs are reported through agreed dashboards or reports.

Pricing Model

Pricing is structured to be transparent, flexible, and proportionate to the service delivered.

Pricing may be based on:

- Fixed-price or capped work packages
- Role-based day rates
- Modular components aligned to service scope
- Optional services priced separately where required

All pricing is agreed prior to service commencement and is exclusive of VAT.

Onboarding

Onboarding ensures the service is mobilised efficiently and aligned with the wider programme or organisational context.

Onboarding typically includes:

- Confirmation of scope, objectives, and success criteria
- Agreement of delivery model, governance, and reporting
- Identification of key stakeholders and contacts
- Access to required systems, data, and documentation
- Finalisation of plans, milestones, and dependencies

Onboarding activities are proportionate to service complexity and urgency.

Offboarding

Offboarding typically includes:

- Completion and handover of agreed deliverables
- Provision of supporting documentation and records
- Knowledge transfer to customer teams where required
- Formal service closure and confirmation of next steps

Customers retain ownership of all deliverables following service completion.

Dependencies

Service delivery is dependent on timely collaboration and information provision by the customer and relevant third parties.

Dependencies may include:

- Availability of stakeholders and subject matter experts
 - Access to systems, environments, and documentation
 - Timely review and approval of deliverables
 - Stability of agreed milestones and priorities
- Dependencies are managed through agreed governance routes.

Customer Responsibilities

- Appointing appropriate sponsors and delivery contacts
- Providing timely access to stakeholders and information
- Reviewing and approving deliverables within agreed timescales
- Supporting internal communication and engagement
- Ensuring compliance with applicable policies and regulations

Supplier Responsibilities

- Delivering the service in line with agreed scope and plans
- Providing appropriately skilled and experienced resources
- Maintaining governance, reporting, and escalation mechanisms
- Managing risks and issues within the service scope
- Upholding confidentiality, professionalism, and compliance

An example of quotes from our clients

‘I have worked with Health Systems Support 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 the consultants excellent logistical and leadership skills used in managing the support teams to the EHR 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 Health Systems Support says they are going to do something I knew it would be delivered and to a high standard. I would not hesitate to work with Health Systems Support again in the future’ *Programme Manager – Trust implementing Cerner*

‘It was a pleasure working with Health Systems Support to deploy a large EHR system. Health Systems Support 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, the teams 's deep experience of working in a healthcare environment was very valuable. I would love an opportunity to work with Health Systems Support again' COO- *Trust implementing Epic*