

Community and Mental Health BAU Training for NHS EPR/EHR and other Clinical systems

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 Alterra (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 Business-as-Usual (BAU) EPR Training service to support NHS and healthcare organisations following a clinical systems go-live.

The service is designed to maintain, stabilise, and continuously improve EPR training once the programme phase has completed. It supports organisations in embedding the EPR into day-to-day operations, addressing knowledge gaps, optimising workflows, and ensuring training remains accurate and relevant as services evolve.

The BAU Training service is flexible and modular. It can be used to supplement existing in-house training capability or to provide a broader managed service where required. HSS works collaboratively with Trust training teams, clinical leaders, and operational services to ensure training activity aligns with real-world practice and organisational priorities.

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 BAU EPR Training service provides ongoing training delivery and training optimisation following EPR go-live to embed best practise, ensure process optimisation and maximise frontline productivity.

At a minimum, the service can include the provision of experienced classroom trainers to deliver existing BAU training courses to a high standard. Where organisations require additional support, the service can be expanded to include review, rationalisation, and improvement of training materials and delivery models.

Typical BAU activities include:

- reviewing and refining existing training materials to reflect post go live workflows and operational reality
- consolidating and rationalising course catalogues to reduce unnecessary role specific variation
- shortening and refocusing courses to reflect that new starters are joining established EPR environments
- developing targeted remedial or corrective training to address recurring knowledge-related issues
- converting classroom training into e-learning over time to reduce delivery overhead
- creating new training materials and quick reference guides (QRGs) for workflows not covered at go-live or for incremental system changes
- aligning training materials with updates to the training domain (where possible), and workflow changes
- providing targeted, at the elbow training for services experiencing operational difficulty or undergoing workflow change

The service is delivered in a way that complements existing Trust capability, enabling organisations to retain ownership of their training function while drawing on HSS's specialist EPR training expertise where it adds most value.

Service features

The BAU EPR Training service can be tailored to reflect the customer's existing capability and priorities and may include the following features:

- Experienced health systems trainers to deliver role specific training
- Structured review rationalising training materials aligned to real world workflows
- Introduce/refine modular training structures improving maintainability
- Consolidate courses whilst supporting niche teams through targeted approaches
- Refocus shorten courses reflecting established EPR environments and peer support
- Develop remedial corrective training addressing recurring issues and changing responsibilities
- Convert/optimize e-learning reducing delivery overhead maintaining quality accessibility
- Create new training materials and QRGs for missed/ changed workflows
- BAU Training for Oracle Health Cerner, EPIC, RiO(Access, SystemOne, Lorenzo)
- Provide targeted at the elbow training

Service Benefits

The BAU EPR Training service delivers the following benefits to healthcare organisations:

- Improved clinical safety through training aligned to real world workflows
- Reduced operational risk by identifying resolving training related service issues
- Sustainable post go live training models using modular maintainable materials
- Reduced training overhead through shorter courses consolidated catalogues e learning
- Faster onboarding for new staff joining established EPR teams environments
- Better use of specialist time reducing burden on SMEs teams
- Improved alignment between training materials environments and live practice delivery
- Targeted support addressing root causes through at the elbow training
- Clear insight into training issues informing targeted improvement interventions activities
- Retention of organisational control over BAU training materials priorities functions

Who would Benefit from our services?

This service is for NHS Trusts and Integrated Care organisations requiring guidance and delivery support for health system implementation, optimisation or transformation. It supports organisations responding to Government ICT Strategy and "Digital by Default" standards that require changes to processes, workforce practices and ways of working.

The service is suitable for Trust Boards, programme teams and end users who need a structured, inclusive approach to digital change. HSS ensures stakeholders are engaged, the target operating model is clearly defined, and staff are involved throughout delivery to support effective adoption and sustainable outcomes

Who we work with

We are exclusively healthcare and UK focused. 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 online training delivery
- needing an experienced partner to share responsibility and ensure that the benefits of the transformation are realised.
- Wanting to realise the benefits of their investment in cloud solutions

Our Approach

Health Systems Support Ltd (HSS) approaches BAU EPR training as a continuous improvement activity rather than a static continuation of go-live training.

Our approach is grounded in the understanding that post go-live environments evolve rapidly. Workflows change, responsibilities shift, and training materials that were fit for purpose at go-live can quickly become misaligned with how services actually operate. HSS works with Trust stakeholders to ensure BAU training remains accurate, relevant, and proportionate to operational need.

Where HSS did not deliver the pre-live training programme, or where a modular approach was not taken, the service can include a structured review of existing training materials. This may involve rationalising and reorganising existing content, breaking down course-based materials into modular components, and establishing clearer ownership and structure. This enables training materials to be more easily maintained, adapted, and reused as services and workflows evolve.

Where required, HSS undertakes a detailed review of existing BAU training materials, courses, and delivery models. This includes validating content against real-world workflows, consolidating overlapping or overly bespoke role-based courses, and identifying opportunities to shorten or refocus training now that staff are joining established EPR environments. The aim is to reduce unnecessary training overhead while maintaining safety, consistency, and confidence in system use.

HSS places particular emphasis on identifying and addressing training-related operational risk. This may include:

- working with Trust performance or improvement teams to act on findings that indicate recurring issues linked to user knowledge or system use
- senior trainers reviewing system build, configuration, and patient pathways to understand the root cause of repeat incidents or inefficiencies
- engaging directly with managers and frontline staff to understand how work is being carried out in practice

Where gaps or unclear processes are identified, HSS can support the documentation, clarification, and escalation of new or revised processes before developing and delivering targeted training to embed them. While this activity sits at the boundary between training, process, and optimisation, it reflects the reality that post go-live there is often no other function positioned to address these issues holistically.

BAU training delivery can be supported through classroom, virtual, e-learning, or blended models. Over time, HSS can assist organisations in converting appropriate classroom content into e-learning to reduce delivery overhead and increase accessibility, while retaining classroom-based training where it adds demonstrable value.

HSS also supports the ongoing alignment of training environments with the live system. While EPR suppliers typically retain control of the training domain and associated patient data (PDP), HSS can review and identify misalignment between training data and live workflows and provide clear, efficient recommendations for change. These recommendations are structured to minimise iteration and rework when implemented by EPR suppliers.

Where services are experiencing sustained operational difficulty, HSS can provide targeted, at-the-elbow training support, working alongside local teams to stabilise practice. Insights gained through this activity are fed back into training materials and, where appropriate, into wider workflow or build discussions.

Throughout BAU delivery, HSS works collaboratively with Trust training teams, supporting knowledge transfer and enabling organisations to retain ownership of their training function while benefiting from specialist EPR training expertise.

Service Levels

Our service levels vary depending upon the service being deployed and will be agreed in advance including reporting cadence and measured throughout the duration of the engagement. Every Project, whether light touch or full delivery follows our DOIT process- Discovery, Organise, Implement and Transition.

As part of our continuous improvement approach HSS provides a bespoke dashboard which shows the who, what, where and when and our shared progress against the agreed KPIs.

Onboarding

Discovery, stakeholder mapping, access setup and initiation workshops with supplied dedicated cloud tool to support management of content creation and compliance for skill management

Offboarding

Structured handover, documentation transfer, knowledge transfer.

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*