

Clinical Workforce mapping

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 has a wealth of implementation experience and our expert team has worked on Trusts behalf with all of the major vendors. Our core team, led by our implementation director, has worked with the NHS since the conception of NPfIT through to today's financially challenged and decentralised approach. Somewhat idealistic in our approach- we never forget that our work impacts the care that your clinicians are able to provide. So whether we are analysing workflows or leading an implementation with you- we focus on the clinical outcomes and releasing time to care.

Having worked alongside all of our chosen consultants and wider team we are well placed to provide exactly the right level of service support. We agree with you both the core deliverables and the aspirational 'soft' deliverables that come with the service.

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

Maps current workforce roles and responsibilities to future, digitally enabled models of care, aligned to frontline productivity and service sustainability objectives.

Clarifies task allocation, skill mix and clinical ownership across pathways to reduce duplication, eliminate non-value-adding activity and ensure staff process adoption and efficiency.

Supports the design of safe, efficient and sustainable workforce models that protect patient flow, improve continuity of care and enable the effective adoption of EPR/EHR and digital tools.

Health Systems Support (HSS) delivers this service through a clinically led, frontline productivity-focused methodology, grounded in over 15 years of NHS EPR/EHR transformation, workforce redesign and service optimisation. 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?

This service supports NHS organisations to redesign their workforce for digitally enabled models of care, ensuring staff roles, responsibilities and ways of working are aligned to frontline productivity and long-term service sustainability. It focuses on making best use of available workforce capacity while supporting safe, high-quality patient care.

Health Systems Support works with clinical, operational and digital teams to map current roles and activities, clarify task allocation, skill mix and clinical ownership across pathways, and remove duplication and non-value-adding activity. This ensures staff are able to work at the top of their licence, supported by EPR/EHR systems and digital tools.

The service enables the design of safe, efficient and sustainable workforce models that protect patient flow, improve continuity of care and support effective adoption of digital systems. HSS delivers this service through a clinically led, frontline productivity-focused methodology, grounded in over 15 years of NHS

Service features

NHS-specific advisory, support and delivery services using proven methods, lessons learned, cloud-aligned design principles and clinical pathway expertise. We draw heavily from our experience across Cerner, Epic, Allscripts, Meditech, RiO, SystmOne and other major suppliers.

- Redesigns workforce roles for digitally enabled models of care
- Maps current roles responsibilities and activities across patient pathways
- Clarifies task allocation and ownership across multidisciplinary teams
- Reduces duplication and non value adding workforce activity
- Aligns tasks to appropriate skills training and professional responsibilities
- Integrates workforce design with EPR EHR and digital tools
- Designs safe efficient and sustainable workforce operating models
- Supports patient flow and continuity of care improvement
- Clinically led approach focused on frontline productivity improvement
- Delivered by NHS specialists with over fifteen years experience

Service Benefits

- Improved patient safety and clinical practice
- Increased user adoption and confidence
- Reduced delivery risk and improved governance
- Clear KPIs and measurable outcomes
- ISO-aligned quality and information security controls
- Proven and referenceable NHS-specific expertise
- Enhances Patient Safety - Improves clinical practice
- Promotes Efficiency - Streamlines healthcare delivery processes
- Improves Compliance - Meets statutory training requirements
- Increases Productivity - Optimises use of Office 365 tools
- Supports Continuity - Ensures consistent service levels
- Facilitates Learning - Accessible through management systems
- Encourages Standardisation - Uniform training across departments
- Cultivates Expertise - Develops specialised skills
- Fosters Innovation - Integrates new technologies and methods
- Builds Resilience - Prepares staff for various scenarios
- Our clinical and operational experts work seamlessly with your team

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.

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

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 HSS 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 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 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