

EPR Training Workstream Delivery / Recovery/ Assurance /

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

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

Health Systems Support Ltd (HSS) provides full end-to-end delivery of the EPR Training Workstream for NHS and healthcare organisations implementing or upgrading Electronic Patient Record (EPR) systems.

This service assumes full responsibility for the planning, design, development, delivery, governance, and assurance of the EPR training programme, from early programme mobilisation through go-live and transition to business-as-usual (BAU). HSS operates as an integrated delivery partner within the wider EPR programme, aligning training activity to clinical, operational, and technical readiness milestones.

The service is designed to support programmes from inception but is equally proven in complex or time-constrained environments, including programmes where training delivery has fallen behind schedule, lacks consistency or quality, or has lost stakeholder confidence. In all cases, HSS applies a structured, repeatable methodology supported by established tools, permanent staff, and continuous improvement processes.

Health Systems Support (HSS) delivers this service through a clinically led, outcome-focused and frontline productivity-driven methodology, grounded in over 15 years of NHS EPR/EHR transformation and large-scale training recovery. 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?

The EPR Training Workstream Full Delivery service is a managed, outcomes focused offering in which Health Systems Support Ltd (HSS) takes accountability for the complete training lifecycle of an EPR programme.

The service includes early and sustained stakeholder engagement through structured Training Needs Assessment (TNA) and Training Mapping Analysis. These activities provide a foundation for understanding training requirements across clinical, operational, and corporate areas and enable the training workstream to be planned with confidence from the outset.

Stakeholder engagement continues throughout the programme, with HSS working closely with EPR workstream leads, subject matter experts (SMEs), and Trust training teams during training material design, development, and delivery. This ensures that training content remains aligned with system build, agreed workflows, and deployment plans as the programme evolves.

The service covers the design and delivery of end user training and the management of the training team through go live and early life. Where floor based support is required as part of training delivery, this relates specifically to the end user training function. Large scale floorwalking and extended go live support are available as a separate service and can be aligned where required.

Rather than supplying individual trainers or short-term consultancy resource, HSS delivers training as a coordinated workstream with clear ownership, defined governance, and measurable outcomes. Delivery is led by a retained specialist team and supported by established tools, methodologies, and quality assurance processes maintained within HSS.

Service Features

- End-to-end ownership of EPR training workstream
- Structured training needs assessment and mapping
- Role-based, pathway-led training design
- Modular script development across EPR applications
- Multi-format training material production
- Scalable classroom and virtual training delivery
- Integrated trainer mobilisation and management
- Training assessments and assurance processes

- Programme-level reporting and governance
- Full handover of training materials and artefacts

Service Benefits

- Reduced programme delivery risk
- Training aligned to real clinical workflows
- Flexible response to late programme change
- Consistent quality at scale
- Efficient use of SME and clinical time
- Clear visibility of training readiness
- Cost proportionality by delivery format
- Safe and confident user adoption
- Sustainable transition to BAU training
- Proven delivery in complex programmes

Who would Benefit from our services?

The EPR Training Workstream Full Delivery service is suitable for organisations that require a structured, scalable, and accountable approach to EPR training delivery.

This service is particularly beneficial for:

- **NHS Trusts implementing or upgrading an EPR**

Including acute, specialist, mental health, and community providers requiring end-to-end training delivery aligned to programme milestones.

- **Integrated Care Systems (ICSs)**

Where training must be coordinated across multiple organisations, shared services, or aligned clinical pathways.

- **Partnership and multi-Trust programmes**

Including scenarios where two or more Trusts are deploying concurrently, or where one organisation is adopting the EPR of another Trust that has already gone live.

- **Large-scale or 'big bang' deployments**

Where high volumes of staff must be trained over compressed timescales with minimal disruption to operational services.

- **Staged or phased deployments**

Where training delivery is aligned to incremental rollouts, allowing smaller, proportionate delivery teams and reduced overall cost while maintaining governance and quality.

- **Programmes requiring strong governance and assurance**

Where training readiness, quality, and progress must be clearly evidenced to programme boards and senior stakeholders.

- **Organisations seeking sustainable BAU capability**

Where training materials and processes must be handed over in a form that supports ongoing optimisation and change.

Who we work with

Health Systems Support Ltd (HSS) works across a wide range of healthcare organisations and delivery models.

We have experience working with:

- **NHS Trusts and Foundation Trusts**

Across acute, specialist, mental health, and community services.

- **Integrated Care Systems (ICSs)**

Supporting system-wide coordination, shared training approaches, and cross-organisational deployment models.

- **Private healthcare providers**

Delivering EPR training aligned to organisational governance and operational requirements.

- **Local and national healthcare authorities**

Supporting large-scale digital transformation programmes and standardised training approaches.

- **Technology and delivery partners**

Partnering with other private sector organisations as part of integrated delivery models, where training must align with wider programme activity.

- **Multi-organisation and partnership programmes**

Including Trust-to-Trust deployments, shared EPR builds, and collaborative go-live programmes.

In all cases, HSS works as an integrated partner within the wider programme structure, scaling delivery teams and tooling appropriately to reflect deployment approach, programme size, and organisational need.

Service Levels

Health Systems Support Ltd (HSS) delivers the EPR Training Workstream Full Delivery service in line with agreed service levels, proportionate to programme size, complexity, and deployment approach.

Service levels are agreed during mobilisation and may include:

Mobilisation and Planning

- Agreed mobilisation plan, governance structure, and delivery timetable
- Confirmed training scope and delivery model following Training Needs Assessment and Training Mapping Analysis
- Alignment of training activity with EPR build, workflow design, and deployment milestones

Module Script Development

- Development of role-based, pathway-led module scripts covering agreed EPR functionality
- Scripts written to support multiple delivery formats, including classroom training, e-learning, workbooks, and quick reference guides (QRGs)
- Defined review and sign-off cycles aligned to EPR application and workstream ownership
- Version control, change tracking, and documentation of decisions and assumptions

Training Material Development

- Production of training materials from approved module scripts, in line with the agreed delivery plan
- Formats may include classroom training materials, e-learning modules, workbooks, and QRGs

- Ongoing collaboration with e-learning developers and Trust stakeholders to ensure consistency with approved scripts
- Quality assurance to ensure materials are accurate, accessible, and aligned with agreed workflows and build decisions

Training Delivery

- Mobilisation, scheduling, and management of trainers delivering classroom, virtual, and blended training
- Delivery of training in line with the Trust's agreed schedule for staged or big-bang deployments
- Daily oversight of delivery progress, quality, risks, and issues during peak delivery periods

Assessment and Assurance

- Design of assessments for all training courses, regardless of delivery format
- Hosting and management of assessment distribution, completion, and reporting where required
- Provision of assessment outcomes to support readiness and assurance reporting

Reporting and Governance

- Regular reporting covering progress, readiness, risks, dependencies, and outstanding actions
- Accurate and timely entry of training data into the Trust's LMS or agreed alternative systems
- Escalation of issues in line with agreed governance routes

Handover and Transition

- Structured handover of all training materials, including module scripts, supporting artefacts, and documentation
- Provision of change logs, decision records, and lessons learned
- Knowledge transfer to enable BAU training teams to maintain and adapt training post go-live

Service levels are reviewed periodically and adjusted where programme scope, delivery formats, or deployment approach change.

Onboarding

Onboarding is structured to ensure the EPR Training Workstream is mobilised efficiently and aligned with the wider EPR programme from the outset.

The onboarding process typically includes:

Programme Mobilisation

- Confirmation of scope, objectives, deployment approach (big bang or staged), and success criteria.
- Agreement of delivery model, governance structure, escalation routes, and reporting cadence.
- Integration of the training workstream into the wider EPR programme plan.

Stakeholder Alignment

- Identification of key Trust stakeholders, EPR workstream leads, subject matter experts (SMEs), and training team contacts.
- Agreement of roles, responsibilities, and engagement expectations.

- Establishment of communication and decision-making forums.

Access and Information Gathering

- Secure access to required systems, environments, and documentation.
- Provision of workforce data, system build information, and workflow documentation.
- Agreement of data-sharing and information-governance arrangements.

Training Scope Confirmation

- Execution of Training Needs Assessment and Training Mapping Analysis.
- Validation of role-based training requirements and delivery formats.
- Confirmation of training priorities, sequencing, and milestones.

Delivery Planning and Programme Alignment

- Finalisation of the training development and delivery plan.
- Explicit alignment of training activity with key EPR programme gateways and dependencies, such as testing phases, Gold Copy, deployment rehearsals, and other critical milestones.
- Planning to ensure training development and delivery are based on appropriately stable system build, do not disrupt technical assurance activities, and are protected from late-stage system change.
- Confirmation of resource profiles, timelines, and dependencies.
- Agreement of service levels, KPIs, and reporting mechanisms.

Onboarding activities are completed collaboratively and proportionately, with timescales aligned to programme need and urgency.

Offboarding

Offboarding is designed to ensure a controlled and sustainable transition of training capability to the customer at programme close.

The offboarding process typically includes:

Handover of Training Materials

- Transfer of all training materials developed during the programme, including:
 - module scripts
 - classroom training materials
 - e-learning content
 - workbooks and quick reference guides (QRGs)
- Provision of modular content in a format that supports reuse and adaptation.

Documentation and Records

- Handover of supporting documentation, including:
 - change logs and version histories
 - key decisions and assumptions
 - lessons learned and recommendations

Knowledge Transfer

- Structured handover sessions with Trust training teams.
- Explanation of training structures, modular design, and maintenance considerations.
- Guidance on updating and extending materials as the EPR and workflows evolve.

Transition to BAU

- Support for transition to the Trust's BAU training function.

- Confirmation of any agreed post-go-live support arrangements.
- Formal closure of the training workstream.

KPIs

KPIs are agreed with the customer during mobilisation and tailored to programme context.

Typical KPIs may include:

Planning and Readiness

- Completion of Training Needs Assessment and training mapping to agreed milestones
- Alignment of training scope and delivery plan with programme timelines

Module Script Development

- Percentage of module scripts completed and signed off to plan
- Number of material changes arising from review cycles
- Timeliness of script updates following agreed changes

Training Material Development

- Percentage of required training materials produced from approved scripts
- Defect or rework rates identified during quality assurance
- Readiness of materials ahead of scheduled delivery

Training Delivery

- Percentage of scheduled training sessions delivered as planned
- Delegate attendance and completion rates
- Trainer utilisation against plan

Assessment and Learning Outcomes

- Assessment completion rates
- Assessment pass rates or competency achievement, where applicable

Operational Performance

- Accuracy and timeliness of reporting
- Number of unresolved training-related risks or issues
- Responsiveness to change requests and additional scope

Stakeholder Confidence

- Feedback from Trust stakeholders, SMEs, and training delegates
- Evidence of training readiness at go-live decision points

Pricing Model

The EPR Training Workstream Full Delivery service is priced using a flexible, modular model that reflects programme scale, delivery approach, and required training formats.

Pricing is agreed during mobilisation and is structured to allow customers to commission only the components required for their specific programme.

Pricing Structure

Pricing may include the following elements:

Programme Mobilisation and Governance

- Fixed or capped pricing for initial mobilisation, planning, governance setup, and integration into the wider EPR programme.
- Scaled based on programme size and complexity.

Module Script Development

- Priced on a per-module or capped work-package basis.
- Covers development of role-based, pathway-led module scripts that form the foundation for all training formats.
- Pricing reflects:
 - number and complexity of modules
 - clinical and operational scope
 - level of stakeholder and SME engagement required

This separation allows customers to commission script development independently of downstream training formats, supporting flexibility and cost control.

Training Material Development

- Priced separately from module scripts, based on required delivery formats.
- May include:
 - classroom training materials
 - e-learning module production
 - workbooks
 - quick reference guides (QRGs)

Pricing is based on:

- number of modules converted into each format
- complexity of content and interactivity
- delivery priorities and sequencing

This approach allows pricing to flex where fewer or different training formats are required.

Training Delivery

- Priced using role-based day rates for trainers, leads, and management roles.
- Team size and duration scaled to:
 - big bang or staged deployment models
 - volume of training sessions
 - delivery timeframe

Smaller, staged deployments can be supported with proportionately smaller teams and reduced cost.

Assessment Design and Management

- Priced per course or as a capped package.
- Includes assessment creation, reporting, and (where required) hosting and processing outside of the client's LMS.

Optional Services

- Additional services may be priced separately, including:
 - extended go-live or early life training support
 - additional training formats
 - late scope changes or new cohorts

- re-planning following programme change

Dependencies

Delivery of the EPR Training Workstream Full Delivery service is dependent on timely collaboration and provision of information by the customer and wider programme partners.

Key dependencies may include:

- Availability of key Trust stakeholders, EPR workstream leads, and subject matter experts (SMEs) to support engagement, review, and decision-making.
- Access to relevant system build information, workflow documentation, and deployment plans.
- Timely provision of workforce data required to support Training Needs Assessment and training mapping activities.
- Availability of appropriate training environments, including access to training domains where required.
- Agreement and stability of key programme milestones, including testing phases and deployment timelines.
- Provision of access to the Trust's LMS or agreement of alternative arrangements where required.
- Timely review and sign-off of training materials in line with agreed governance processes.

Where dependencies are at risk, HSS will raise this through agreed governance routes and work collaboratively with the customer to mitigate impact.

Customer Responsibilities

The customer is responsible for:

- Appointing a named senior sponsor and operational leads for the training workstream.
- Providing timely access to Trust stakeholders, SMEs, and training team members as agreed.
- Supplying accurate and up-to-date workforce, system, and workflow information required to support training planning and development.
- Making training environments available in line with agreed timelines.
- Reviewing and approving training materials within agreed timescales.
- Ensuring internal communications support training attendance and engagement.
- Managing staff availability for training delivery in line with the agreed schedule.
- Ensuring compliance with applicable information governance, data protection, and security policies.
- Maintaining ownership of training materials following handover and managing ongoing BAU training activity post programme close.

Supplier Responsibilities

Health Systems Support Ltd (HSS) is responsible for:

- Providing end-to-end management and delivery of the EPR training workstream in line with the agreed scope.
- Establishing and maintaining appropriate governance, reporting, and escalation mechanisms.

- Delivering Training Needs Assessment and training mapping activities to inform planning.
- Developing module scripts and training materials in accordance with the agreed delivery plan.
- Managing stakeholder engagement throughout training development and delivery.
- Providing qualified and experienced trainers, leads, and management resource as required.
- Delivering training in agreed formats and schedules, aligned to deployment approach.
- Designing and managing training assessments as agreed.
- Maintaining version control, documentation, and audit trails for training materials.
- Proactively identifying and managing risks and issues within the training workstream.
- Reporting progress, risks, and readiness to programme leadership.
- Completing structured handover and knowledge transfer at programme close.
- Upholding confidentiality, professionalism, and compliance with applicable standards and policies.

Our Approach

Health Systems Support Ltd (HSS) delivers EPR training as a fully integrated programme workstream, underpinned by proven delivery methodologies and bespoke tools that have been iteratively developed and refined across multiple NHS EPR programmes.

From mobilisation, HSS establishes structured engagement with Trust stakeholders, EPR workstream leads, and subject matter experts (SMEs). Training Needs Assessment (TNA) and Training Mapping Analysis are used as engagement mechanisms as well as planning tools, enabling managers and workstream leads to validate training requirements, confirm role relevance, and identify differing levels of digital confidence and additional support needs. This approach allows training scope, materials development, and delivery formats to be planned with confidence, rather than relying solely on workforce datasets that are not designed to reflect day-to-day working practices or digital capability.

Training content is designed around role-based learning aligned to clinically realistic patient pathways. This ensures that delegates are trained on functionality that is relevant to their role, presented in a context that reflects how they will use the EPR in practice. By following end-to-end workflows rather than isolated system functions, training supports understanding, retention, and safe adoption.

HSS develops training using a modular, iterative approach in which individual training modules are mapped to role-based courses. Modules are owned, reviewed, and signed off in alignment with EPR application and workstream ownership, enabling effective SME engagement and reducing duplication of effort. This structure allows new or changed training requirements to be assessed accurately, supporting clear impact analysis, cost transparency, and realistic replanning where scope evolves.

To manage the inherent complexity of modular training delivery at scale, HSS uses bespoke programme management and reporting tools that provide clear visibility of progress, dependencies, and readiness across the training workstream. These tools support workload

management for trainers and SMEs while enabling precise, real-time reporting to programme leadership.

A key feature of HSS's approach is continuity and organisational learning. The service is delivered by a retained specialist team, supported by internally maintained tools, templates, and governance processes. Lessons learned from each programme are captured formally and used to refine future delivery, ensuring improvements are embedded at an organisational level rather than residing with individual consultants.

At programme close, all training materials are handed over to the client in full, including modular content, supporting documentation, decision logs, and change histories. This provides Trusts with the building blocks required to maintain, adapt, and optimise training materials as the EPR and associated workflows continue to evolve.

While the service is designed to support programmes from inception, HSS has extensive experience joining programmes at a later stage and stabilising training delivery under challenging conditions. The same structured, tool-enabled approach is applied in all cases to restore confidence, maintain momentum, and deliver safe, effective training outcomes.

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*