

Clinical System Go Live planning and Floorwalkers

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.

Clinical System 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 (HSS) provides specialist EPR/EHR floorwalking support using real-time triage tools to route requests, track incidents and identify hotspots during go-live and cutover, enabling targeted at-the-elbow support, rapid issue resolution and safe user adoption of the new EPR/EHS system or module.

HSS delivers this service using a clinically led, outcome-focused methodology grounded in over 15 years of NHS EPR/EHR transformation. HSS operates to fully certified ISO standards: ISO 9001, ISO 14001, ISO 20000, ISO 22301 and ISO 27001.

HSS provides 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 Oracle health / Cerner, Epic, Allscripts, Meditech, RiO, SystmOne, NerveCentre and other major suppliers.

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

Our experience guides you from initial process and product design, right the way through implementation, optimisation, and helps to release productivity returns, through improved digital utilisation.

We adopt a partnership approach with shared risk, clear deliverables and tangible, measurable outcomes (all underpinned by our considerable referenceable experience).

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.

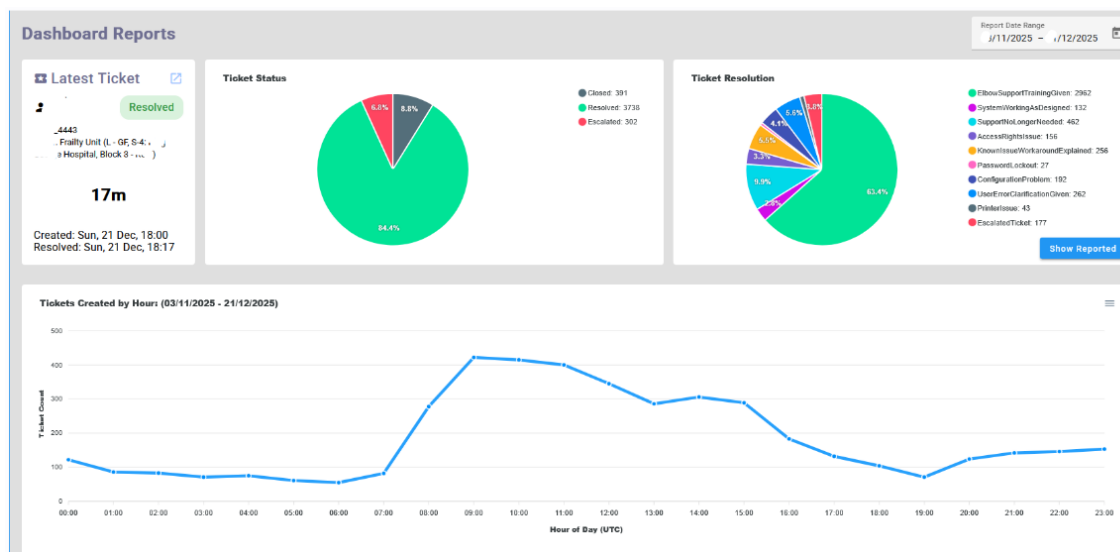
What is the Service?

Health Systems Support is an experienced partner and can deliver a fully outsourced cutover and go live support service, incorporating your super users into a detailed plan, or light touch experienced floorwalker team support. Through the use of our experienced team, internal resource, and an in house developed Go Live Support Tool we can tailor our offering to the approach that you wish to follow and maximise the value for your organisation.

We have a large team with specialist experience who we have worked with over many go lives and implementations. This includes support for all EPRs including (but not limited to) Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMiS, EPIC, IMS Maxims, Lorenzo, Meditech, Nervecentre, RiO, TrakCare, System C and SystmOne. Health Systems Support can provide complete go live planning, needs analysis, service design. We adopt a true partnerships and mentoring approach and deliver transformation and business benefits in partnership with your Programme Board and wider Team.

We bring with us lessons learned from multiple go live support programmes and the tools and dashboards that provide transparency and the information needed to achieve the successful transformation of services.

Our bespoke application and go live dashboard gives the programme board the data, in real time, needed to manage the transition.



Our resourcing model is designed to respond to changing demand. Staff can be stood down with 24 hours' notice, and additional resources can usually be introduced within 24–48 hours, depending on role and training requirements. We maintain a contingency workforce of approximately 10–15%, trained at our own cost, alongside a wider pool of pre-vetted personnel. This allows us to manage short-term increases in demand and cover absences without disruption. Where higher levels of support are expected, staff can be held on standby for defined periods.

Delivery is coordinated by a dedicated Workforce Coordination Lead with significant experience of digital go-live programmes. This role acts as the operational contact with the Trust, supported by a wider management team providing 24-hour coverage during go-live. We work within your organisations existing command and escalation structures, ensuring alignment with programme governance and decision making.

Our service is supported by our Transformation and Implementation Control (TAIC) platform. TAIC provides real time visibility of staffing, locations and support requests, enabling issues to be logged, allocated and tracked through to resolution. Live data allows support to be redirected to areas of greatest need and supports a planned reduction in floorwalker numbers as adoption increases, helping manage cost and risk.

Our floorwalkers and trainers have recent experience supporting digital go lives in clinical environments. They provide in person support, assist users with self help resources, escalate common issues, and record feedback and insights at the end of each shift. This information is shared with the programme team to support continuous improvement and a controlled transition into business as usual support.

We provide intelligent support for your Health Systems implementation. Sharing lessons learned with Trusts optimising their clinical services through the implementation, cut over, stabilisation or optimisation of EPR/EHR Systems. HSS provide a fully managed/ outsourced support model or can just 'plug the gaps' against agreed deliverables.

We work with you to build a sense of ownership amongst teams, accelerating the adoption of new ways of working. Our services, by virtue of their agile and iterative approach, is particularly well suited to support Cloud based transformation projects.

Features

- Go-live command centre support with real-time cloud triage tools
- Clinically led safety assurance aligned to DCB0129 and DCB0160
- Real-time incident management and issue prioritisation during go-live
- Elbow support coordination for frontline users
- Adoption monitoring using live performance and usage dashboards
- Team deployed assessed on your build of the EPR/EHR deployed
- Integrated clinical, operational and technical escalation pathways
- Cloud-based issue tracking and resolution management
- Structured stabilisation and post go-live optimisation support
- Experienced with all EPR/ EHRs deployed within the UK.

Benefits

- Safer go-lives with real-time clinical risk management
- Faster issue resolution during cutover and early life support
- Improved clinician confidence through visible elbow support
- Enhanced clinical adoption and benefits realisation
- Reduced operational disruption during go-live periods
- Clear escalation and decision-making in real time
- Improved patient safety through controlled system stabilisation
- Faster stabilisation and return to business as usual
- Rapid improvement in front line productivity
- Sustainable transition to Trust-owned support models

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.

We work with Trusts Providing Floorwalking support with custom tools tracking and allocating support request to our teams and giving real time reporting allowing to reallocate resources as demand requires;

- Pre-live data gathering to map the services, physical locations, staff and workflows their and the support requirements associated with them
- A 'Scheduling Group' system for creation, allocation, and ongoing management of go live support staff shifts which could also incorporate your own super users and trainers
- A sign in/ sign out system, providing a management dashboard of all resources activity
- A support request web form for end users, which generates a ticket that is assigned to appropriate go live staff. The form is very short and can be made available via a hyperlink on users' desktops
- A web-based go live support staff tool kit that allows the support team to 'close' or 'escalate' support request tickets (separating the 'How do I' from the issues to be solved from your internal team- ensuring that focus isn't impacted by the go live 'noise').
- Reporting on key metrics via a live dashboard
- Integration with the organisation's existing helpdesk system

HSS's custom TAIC tool provides Trusts with a robust, risk-aware approach to go-live support, combining critical-path project management with clear, milestone-driven accountability through a dedicated Project Manager. Our experienced team uses real-time data and flexible, scalable scheduling to deploy the right Floorwalker with the right skills to the right care setting, ensuring seamless short-notice adjustments and maximum operational efficiency.

Clinicians benefit from the presence of system knowledgeable (localised to your build/ instance) experienced Floorwalkers who translate system processes into clinically meaningful guidance at the point of care, driving strong user engagement, rapid adoption, and improved clinical outcomes. TAIC's transparent, auditable planning supports value for money, shared objectives, and a collaborative partnership approach, while structured knowledge transfer enables Trusts to become self-sufficient more quickly

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.

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

Supplier Responsibilities

Deliver outcomes, maintain quality, meet ISO standards.

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*