

EPR / EHR Implementation, Configuration and Go live Managed Support

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 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, Lorenzo, Meditech, Nervecentre, RiO, TrakCare, System C and SystemOne.

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.

Service Overview

Health Systems Support (HSS) provides clinically led EPR/EHR advisory, delivery and Go live managed services. We support NHS Trusts with build, configuration, testing, go-live and optimisation, improving digital maturity, clinical safety and frontline productivity while maximising value from existing EPR and cloud investments

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?

Health Systems Support provide complete managed support for full or partial EPR go lives, working with you to provide a successful and sustainable implementation. 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.

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.

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) Allscripts, Oracle Health, EMIS, Epic, Lorenzo, Meditech, RiO, Trakcare TPP SystemOne and Medway.

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 clinical users
- Adoption monitoring using live performance and usage dashboards
- Rapid configuration fixes during cutover and stabilisation
- Integrated clinical, operational and technical escalation pathways
- Cloud-based issue tracking and resolution management
- Structured stabilisation and post go-live optimisation support
- Knowledge transfer to Trust teams for sustained adoption

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
- Higher EPR adoption from day one
- 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
- Better insight into adoption and performance issues
- 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.

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.

Support levels

1. Go-Live & Stabilisation Support (Standard)

Real-time remote support during agreed go-live windows using TAIC cloud triage and incident control tools, including rapid issue routing and virtual elbow support.

2. Enhanced Go-Live Support (Enhanced)

Dedicated specialists providing real-time triage, hotspot analysis, targeted elbow support and accelerated issue resolution during cutover and early life support.

3. Fully Managed Go-Live Command Centre (Premium)

End-to-end management of go-live and stabilisation, including command centre oversight, clinical safety coordination, reporting and optimisation.

Support costs

- Pricing is day-rate based, varying by role, seniority and duration.
- Rates are published in the G-Cloud pricing document.
- No long-term commitment required; support is scoped to agreed periods.

Technical account management

- A named Technical Account Manager / Engagement Lead/Cut over Manager is provided for Enhanced and Premium levels.
- Cloud support engineers and clinical safety specialists are assigned as required; this is not a generic helpdesk service.