

EPR / EHR Go live Support (including planning and floorwalker provision)

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, including to Altera (Sunrise), CAMIS, Oracle Health Cerner, Dedalus, EMiS, EPIC, IMS Maxims, Dedalus Lorenzo, Meditech, Nervecentre, RiO (Access), TrakCare, System C and SystmOne.

We 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 product design, implementation, optimisation and end user acceptance to deliver improved patient care through the optimisation of front line productivity.

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

We agree our deliverables and exit strategy with you from day one. This approach ensures a shared, transparent, deliverable based partnership with both the core deliverables and the aspirational 'soft' deliverables clearly defined.

Our Services

Health Systems Support (HSS) provides a range of go live support services, from fully outsourced planning and workstream delivery to the provision of adhoc floorwalker support. We support Acute 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

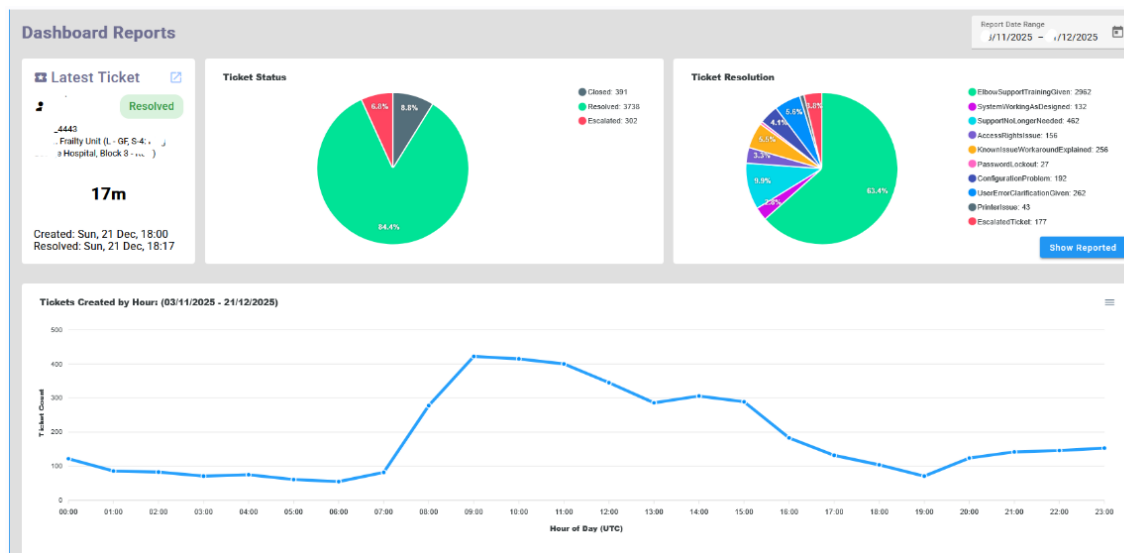
What is the Service?

Health Systems Support 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 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 clinical 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?

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.

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 on line training delivery
- needing an experienced partner to share responsibility and ensure that the benefits of the transformation is realised.
- Wanting to realise the benefits of their investment in cloud solutions

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

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.

Support costs

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.

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.

An example of quotes from our clients

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“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