

EPR / EHR Build and Configuration

Health Systems Support

Health Systems Support (HSS) provides intelligent support for your Health Systems implementation.

Who we are

HSS 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 delivers clinically led EPR and EHR build, configuration and optimisation for NHS organisations. We support design, implementation, testing, go-live and optimisation across major vendors, using user-centred agile methods to improve frontline productivity, digital maturity, patient safety, and compliance with NHS standards requirements

Health Systems Support (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.

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?

We provide a broad range of consultancy services for building, configuring and implementing your clinical systems. Our build and configuration approach follows user centred and collaborative methodology to ensure that your implementation is tailored to your organisations specific requirements and needs. Working closely with all the relevant stakeholders, we work in tandem with internal or external staff such as clinicians, administrators, IT professionals, and other directorates. This way we can understand all their requirements, preferences, and any existing infrastructure or build which is relevant.

Through this engagement we assess the hospital's current systems, workflows, identify gaps and inefficiencies, and propose a road map to develop your EHR/EPR solution in combination with our teams specialist knowledge. Our team members have extensive experience across numerous clinical systems, and have the skillset to optimise and implement your solution effectively. This can be for small configuration and optimisation needs, to extensive full implementations.

Solutions may require integration with existing systems, ensuring compliance with NHS standards and regulations, and aligning with clinical processes and standard operating procedures. Our teams therefore keep engagement high and transparent during the development cycle.

Once the suggested developments and road maps have been agreed, we ensure that we gather as much feedback as possible to develop the solution iteratively throughout the process. Using this agile mindset we are adaptable and rapid at responding to your needs as project priorities and change of scope can happen.

Bringing you with us on the journey is important. We aim to pass on our design and configuration skillset to your teams to enhance their frontline productivity, and to ensure long term and sustainable solutions that streamline workflows, enhance patient care and are user-friendly with NHS design principles in mind.

Our Consultant Skills and Qualifications:

- Proven experience in healthcare IT consultancy, specifically in the development of EPR systems for large healthcare organisations.
- In-depth knowledge of NHS operational procedures, information governance, and digital health standards.
- Strong analytical and problem-solving skills, with the ability to translate complex requirements into clear directives.
- Excellent communication and stakeholder engagement abilities.

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.

Offering planning, analysis, design, configuration, implementation, change, training, go live & optimisation support. We deliver transformation and business benefits in partnership with your Programme/ Project Team with a wider Trust engagement.

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

- Clinically led EPR build aligned to NHS digital maturity
- User-centred workflow and pathway configuration
- Multi-vendor NHS EPR implementation expertise
- Target operating model aligned system configuration
- Secure data migration meeting NHS information governance
- Interoperability using national standards and APIs
- Structured testing supporting DCB0129 and DCB0160
- Agile delivery supporting cloud-based EPR transformation
- Role-based training and adoption support
- Go-live, stabilisation and optimisation services

Benefits

- Increased digital maturity across clinical and operational services
- Improved frontline productivity and time to care
- Safer digital systems supporting clinical risk management
- Faster EPR adoption and benefits realisation
- Improved data quality for operational and national reporting
- Reduced unwarranted variation across clinical workflows
- Stronger interoperability across Trust and system partners
- Greater return on EPR and cloud investments
- Sustainable digital capability within Trust teams
- Foundations for continuous digital optimisation

Service Levels

HSS provides SLAs including reporting cadence, risk reviews, escalation routes, information governance compliance and KPI monitoring.

1. Advisory Support (Standard)

- Remote support during core business hours (09:00–17:00, Monday–Friday).
- Configuration advice, design assurance and issue resolution.
- Suitable for Trust-led delivery with specialist gaps.

2. Delivery Support (Enhanced)

- Dedicated consultants blended into buyer programme teams.
- Hands-on build, configuration, testing and optimisation support.
- Suitable for active implementations or recovery programmes.

3. Fully Managed Support (Premium)

- End-to-end management of agreed EPR/EHR workstreams.
- Includes planning, delivery, assurance, reporting and optimisation.
- Suitable for Trusts outsourcing defined delivery responsibilities.

Onboarding

Discovery, stakeholder mapping, access setup and initiation workshops.

Offboarding

Structured handover, documentation transfer, knowledge transfer

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;

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 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.

An example of quotes from our clients

“I have worked with Victoria 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 HER 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