

Clinical Workforce mapping

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.

Service Overview

Health Systems Support Ltd (HSS) provides a Clinical Workforce and Role Mapping service to support healthcare organisations in understanding how their workforce operates in practice and how this should be reflected within an EPR.

The service provides a structured, evidence-based view of roles, responsibilities, workflows, and digital capability across clinical, operational, and administrative teams. It enables organisations to move beyond high-level workforce records and develop a more accurate, current, and operationally meaningful understanding of who does what, how work is performed, and where variation exists.

Clinical Workforce and Role Mapping can be delivered at different stages of an EPR programme. It can be used early to inform EPR design, build, and workforce planning, or later to support training, optimisation, stabilisation, and change activity. The service is modular and can be scoped to individual services, directorates, or whole organisations.

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 Clinical Workforce and Role Mapping service provides a structured assessment of workforce roles, activities, and digital capability, grounded in how services operate in practice rather than how roles are recorded in workforce systems.

HSS works with Trust stakeholders to gather and validate information about staff roles, responsibilities, workflows, and levels of digital confidence. This is achieved through manager led review and confirmation, supported by structured surveys and analysis tools. The approach enables organisations to capture detail that is not typically reflected in ESR or similar systems, such as variation within job titles, shared or informal responsibilities, local workflow differences, and changes in role scope over time.

The service can also be used to identify potential subject matter experts (SMEs), superusers, and EPR navigators early in the programme and across a broad distribution of services. This supports more effective engagement, design input, and peer support before, during, and after go-live, compared to approaches that rely on informal nomination or late-stage identification.

Information collection is designed to minimise administrative burden. Manager review and confirmation is targeted and structured, reducing the time and effort typically associated with maintaining workforce records while producing data that is more current and operationally meaningful.

The resulting role-mapped view of the workforce can be used to:

- Inform EPR configuration and build decisions
- Support workforce and service planning
- Define role based access, workflows, and permissions
- Underpin training, change, and adoption strategies
- Identify areas of operational or clinical risk linked to role clarity

The service is delivered collaboratively with Trust managers and service leads, ensuring outputs are owned, understood, and trusted by the organisation. It can be delivered as a standalone service or aligned with other HSS offerings as required.

Service features

- Organisation-wide mapping of clinical, non-clinical, and hybrid roles based on how work is actually performed.
- Structured use of ESR data as a starting point, not a limiting constraint.
- Manager-led validation of workforce roles, workflows, and capabilities through controlled review processes.
- Capture of nuanced role variation that is typically hidden within standard job titles.
- Identification of potential SMEs, superusers, and EPR navigators across services and sites.
- Structured capture of local variation within a consistent organisational model.
- Dashboards and reports across all captured workforce variables.
- Outputs reusable across EPR build, access design, training, and go-live planning.
- Scalable delivery across individual services, sites, or whole organisations.
- Reduced administrative burden compared to spreadsheet or ESR-led approaches.

Service Benefits

- Organisation-wide mapping of clinical, non-clinical, and hybrid roles based on how work is actually performed.
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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.

Who we work with

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

Service Levels

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

Onboarding

Discovery, stakeholder mapping, access setup and initiation workshops.

Offboarding

Structured handover, documentation transfer, knowledge transfer.

KPIs

KPIs include adoption metrics, workflow compliance, risks, data quality indicators.

Pricing Model

Day-rate model with optional fixed-price deliverables, aligned with HSS G-Cloud Pricing Guidelines and Rate Card.

Dependencies

Access to SMEs, systems, governance forums and required documentation.

Customer Responsibilities

Provide access, decisions, governance and timely information.

Supplier Responsibilities

Deliver outcomes, maintain quality, meet ISO standards.

Our Approach

Health Systems Support Ltd (HSS) delivers Clinical Workforce and Role Mapping through a structured, organisation-wide approach that combines data analysis with manager-led validation to produce an accurate, operationally meaningful view of how work is carried out in practice.

The approach is explicitly designed to cover **clinical, non-clinical, and hybrid roles**. While clinical roles are often well defined, non-clinical and administrative roles frequently involve more nuanced, locally adapted responsibilities that have a significant impact on EPR build, access, workflows, and operational risk. HSS's approach is intended to surface and evidence this complexity rather than rely on assumptions.

Delivery begins with the use of existing workforce data, typically extracted from ESR, as a starting point rather than a definitive source. HSS applies structured data mapping and analysis to produce an initial, best-estimate view of roles, activities, workflows, and digital capability. This provides a consistent baseline while avoiding the need for manual data capture at scale.

This baseline data is then presented to service or divisional managers through a controlled review interface designed to make validation efficient and consistent. Managers are asked to review and positively confirm the accuracy of records for their staff, including role responsibilities, workflow involvement, and relevant capabilities. The structure of the data and available options are fixed, preventing uncontrolled variation while allowing local reality to be accurately reflected. This step acts as formal validation and significantly reduces administrative overhead compared to spreadsheet-based approaches.

Validated data is consolidated into a single organisation-wide model that captures both consistency and local variation across sites and services. From this model, HSS produces dashboards and reports across any captured variable and can extrapolate insight when combined with other programme data. This provides senior clinical and digital leadership with clear evidence on where variation exists and supports informed decisions on whether it is appropriate or where standardisation may be required.

Outputs from the service can be used in multiple ways across an EPR programme, including:

- informing EPR build, role design, and access configuration using current, validated data
- identifying areas where proposed workflows or processes may not operate as intended
- supporting workforce, hardware, and deployment planning
- underpinning training, change, and adoption strategies
- planning go-live and post-go-live support at an appropriate scale

By replacing assumption-led decision-making with validated operational insight, the service enables EPR programmes to be more targeted, proportionate, and resilient.

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*