

Clinical workflow and process Design / redesign

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, EMI5, 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.

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

HSS's experienced team work with you to redesign clinical pathways and workflows to release frontline time to care, improve patient safety, and enable digitally enabled, standardised ways of working.

Engages clinicians and operational teams to remove non-value-adding activity, reduce unwarranted variation, and optimise EPR configuration and adoption in line with frontline productivity principles.

Improves patient flow, documentation quality, decision-making and clinical outcomes, supporting delivery of elective recovery, urgent and emergency care performance, and operational resilience.

Health Systems Support (HSS) delivers this service through a clinically led, frontline productivity-focused methodology, grounded in over 15 years of NHS EPR/EHR transformation and service redesign. 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?

Health Systems Supports Clinical Workflow Process and Design service supports NHS organisations to define, validate, and optimise your end to end clinical and operational workflows as part of a service recovery, an Electronic Patient Record (EPR) implementation or optimisation.

The service focuses on understanding how care is delivered in practice, mapping current and future state workflows, through engagement and observation. This is then translated into clear, clinically safe, digitally enabled workflows that can be configured, trained and adopted within your organisation.

We typically deliver this service from the outset of an EPR programme, working alongside clinical, operational and digital stakeholders to establish a shared understanding of how pathways, roles and responsibilities should function in the new system. This early involvement ensures that agreed processes and standard operating procedures contribute to the configuration, training, testing, go-live support and BAU transition.

However, HSS also has extensive experience joining programmes at later stages, including during build, test, go-live or post-go-live stabilisation. In these circumstances, the service is used to:

- clarify undocumented or inconsistently applied processes
- identify gaps between system design and real-world practice
- resolve recurring operational or patient-safety issues linked to workflow ambiguity
- support recovery, optimisation and continuous improvement activity

The service is system agnostic and applicable across a wide range of EPR platforms and clinical domains. Outputs are designed to be practical, usable and reusable, supporting both immediate programme needs and longer term organisational capability.

Service features

- Workflow mapping across pathways, roles, systems, for Frontline optimisation
- Facilitated multidisciplinary workshops engaging clinicians, operational leaders and digital teams.
- Translation of clinical processes into EPR ready configuration and design products.
- Identification and mitigation of workflow clinical safety and operational risks.
- Alignment of workflow design with training, testing, and go live.
- Review and optimisation of undocumented, inconsistent or inefficient clinical workflows.
- Support for early-during, and post live EPR programme engagement activities.
- Delivery of governance documentation supporting assurance and clinical safety processes.
- System agnostic delivery tailored to organisational maturity, culture and operating models.
- Close collaboration with performance teams to address recurring operational issues.

Service Benefits

- Improved patient safety and clinical practice
- Increased EPR user adoption and confidence
- Better Patient flow and throughput with stronger Cross-Team collaboration
- Reduced delivery risk and improved governance
- Enhanced patient Safety - Improves clinical practice
- Improved efficiency - Streamlined healthcare delivery processes
- Future-Proofed Digital Pathways
- Increased Productivity - Optimised use of digital systems
- Cultivates expertise developing specialised skills integrated with new technologies/ methods
- Improved resilience - Prepares staff for various scenarios

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

HSS works with a wide range of healthcare organisations and delivery partners, including:

- NHS Trusts and Foundation Trusts
- Integrated Care Systems (ICSs)
- Private healthcare providers
- Local and national healthcare authorities
- Technology suppliers and system integrators
- Other delivery partners operating within EPR programmes

HSS works as an integrated partner within established governance and delivery structures.

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

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 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*