

Training Workstream Turnaround

Service Summary

Provides rapid recovery of failing or at-risk training workstreams through structured assessment, redesign and targeted intervention, aligned to frontline productivity and digitally enabled clinical transformation objectives. The service focuses on restoring confidence, capability and readiness while minimising disruption to frontline services.

HSS delivers a clear, prioritised training strategy, including curriculum redesign, role-based learning pathways and improved stakeholder engagement, ensuring training supports efficient, standardised and digitally enabled clinical workflows. The approach reduces non-value-adding training activity, focuses learning on critical tasks, and supports staff to work safely and productively at go-live.

The service ensures a safe and stable go-live, protecting patient flow and clinical safety by restoring training quality, coverage and workforce readiness, and enabling rapid realisation of digital and productivity benefits.

Health Systems Support (HSS) delivers this service through a clinically led, outcome-focused and frontline productivity-driven methodology, grounded in over 15 years of NHS EPR/EHR transformation and large-scale training recovery. HSS operates to fully certified ISO standards: ISO 9001, ISO 14001, ISO 20000, ISO 22301 and ISO 27001

Service Description

HSS's Training Workstream Turnaround Service provides rapid, structured recovery of failing or at-risk EPR/EHR training programmes to ensure workforce readiness, clinical safety and digitally enabled frontline productivity. The service is designed for Trusts where training delivery is delayed, ineffective, misaligned to clinical workflows, or putting go-live at risk.

HSS undertakes a rapid diagnostic assessment of the training workstream, reviewing governance, curriculum, role-based learning, capacity, and delivery approach. Based on this assessment, HSS redesigns the training strategy and curriculum to focus on critical clinical and operational tasks, standardised workflows and efficient system use, removing non-value-adding training activity and supporting staff to work productively at the point of care.

The service improves stakeholder engagement, clinical ownership and confidence, ensuring training aligns with digitally enabled models of care and supports safe adoption of EPR/EHR systems. Training is explicitly linked to frontline productivity objectives, including reduction in workarounds, improved documentation quality and effective use of digital tools.

HSS has extensive experience turning around training programmes across a wide range of EPR/EHR platforms, including (but not limited to) Allscripts, Cerner, Epic, EMIS, Lorenzo, Meditech, Nervecentre, RiO, Sunrise, SystemC, TrakCare, TPP SystemOne and Medway. Delivered through an agile and iterative approach, the service is well suited to complex, cloud-based digital transformation programmes requiring rapid recovery and stabilization

Features

- Optimised training design and delivery aligned to frontline productivity objectives, focusing learning on critical tasks that release time back to care.
- Data-driven tracking of resources, implementation and adoption using structured tools (e.g. TAIC), enabling targeted intervention and rapid recovery of at-risk workstreams.
- Accelerated implementation and adoption of EPR/EHR systems, reducing reliance on legacy processes, paper-based workarounds and duplicate data entry.
- Optimisation of EPR/EHR platforms across all deployed health systems, supporting consistent, standardised and digitally enabled ways of working.
- Flexible access to managed, outsourced or specialist ad-hoc support, enabling Trusts to scale capability without increasing permanent workforce pressure.
- Focus on optimisation and benefits realisation, aligned to KLAS best practice and NHS England digital maturity and frontline productivity principles.
- Training and support adapted to Trust priorities and individual roles, informed by usage data, workflow analysis and operational performance metrics.
- Delivery aligned to a proven Revive (reinforce) and Thrive (optimise) adoption model, embedding sustainable behaviours and reducing regression to legacy ways of working.
- Ensures alignment to modernised clinical processes and measurable clinical and operational benefits, rather than technology deployment alone.
- Builds internal capability through mentoring, coaching and knowledge transfer, strengthening local ownership and sustainability.
- Grounded in over 15 years of NHS go-live, recovery and optimisation experience, ensuring practical, safe and productivity-focused delivery.

Benefits

HSS focuses on preserving and strengthening what already works, while modernising legacy processes and digital capability to deliver sustainable frontline productivity and improved patient care.

- Enhances Patient Safety – builds on established safe clinical practice by strengthening digitally enabled workflows, decision support and consistent system use.
- Promotes Efficiency – improves existing delivery processes by removing duplication, streamlining handoffs and replacing inefficient legacy steps with modern digital workflows.
- Improves Compliance – reinforces statutory and mandatory training already in place, while improving visibility, assurance and auditability through EPR/EHR and learning management systems.
- Increases Frontline Productivity – builds on current tools and processes, while reducing reliance on legacy systems, paper-based workarounds and manual data entry.
- Supports Continuity of Care – strengthens existing service delivery by embedding standardised, resilient ways of working that maintain performance during change.
- Facilitates Ongoing Learning – enhances access to learning through existing management and learning systems, improving uptake and relevance without adding unnecessary burden.
- Encourages Standardisation – consolidates good local practice into consistent, Trust-wide approaches that reduce unwarranted variation while respecting clinical nuance.
- Cultivates Clinical and Operational Expertise – develops specialist digital, clinical and change skills, building on existing capability and reducing long-term dependency on external support.
- Fosters Innovation Safely – integrates new technologies and methods in a controlled way, ensuring innovation complements—not disrupts—frontline care.
- Builds Workforce Resilience – prepares staff to operate confidently across different scenarios by embedding adaptable, digitally enabled processes.
- Works as an Extension of Your Team – HSS clinical and operational experts work alongside existing teams to strengthen what is already effective and improve areas that are less mature.

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

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 HSS 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 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 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