

Who we are

Health Systems Support provides intelligent support for your Health Systems/ digital solutions implementation and process optimisation to maximise frontline productivity.

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 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 SystmOne.

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

Our experience takes you from initial process and product design, right the way through implementation, optimisation, and helps to release productivity returns, through improved digital utilisation.

We adopt a partnership approach with shared risk, clear deliverables and tangible, measurable outcomes (all underpinned by our considerable referenceable experience).

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 System Support has proven teams and experience to support your EHR /EPR system implementation.

We have considerable experience of implementing Digital Systems across all care settings. We have proven referenceable 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 planning, analysis, design, configuration, implementation, change, training, go live &

optimisation support. We adopt a true partnerships and mentoring approach and deliver transformation and business benefits in partnership with your Programme Board and wider Team

We are able to offer the service to bridge the gaps in your programme, from assurance, single targeted consultancy or a completely outsourced service.

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

- Transparent engagement with clear deliverables and measurable output.
- Proven methodology and referenceable experience across the NHS
- Detailed understanding and experience of EHRs/ EPRs
- Altera, Oracle Health Cerner, EPIC, IMS Maxims, Meditech, Nervecentre, TrakCare, SystemOne
- ePrescribing, Pathology, LIMs, Bloodbank, Clinical Documentation, VR, discharge summary
- Board level experienced support- as much or as little as needed to ensure project success
- Agile, Governance, Lean, PID, PMO, Prince, Project & Programme management
- Clinical engagement, Clinical process design, Clinical risk mitigation, Clinical transformation
- Benefits Realisation, Change Management, Communications, stakeholder engagement
- Partnership approach and shared objectives for successful EHR/ EPR implementations
- Scalable, measurable responsible and ethical support for productivity enhancement

Benefits

Critical path approach with effective management and mitigation of risk

Delivery manager assigned to meet clear milestone based deliverables

Experience enables informed planning, decision making & successful programme outcomes

Flexible, scalable, tailored delivery options, critical friend to outsourced delivery

Focus on end user engagement, acceptance, adoption and clinical outcomes

Partnership approach, shared goals and objectives based on expert experience

Shared focus, your programme with clinical outcomes at the centre

Transparent, benefits led partnership approach to project outcomes

Value for money, clearly auditable delivery objectives.

Dashboard of progress against milestones

Structured knowledge and skills transfer enabling Trust to self support

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 for support with their implementation, irrespective of the stage that they are at. We are able to provide a level of service from a light touch to a fully outsourced delivery.
- needing implementation solutions within healthcare and social care settings. We are able to support the implementation of systems within a single organisation and also implementation across the multiple organisations
- requiring our suite of implementation services include pre live readiness, technical readiness, Change/ Transformation, Training, Operational readiness assessment, go live and post live optimisation
- 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 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