

Service Definition

Electronic Patient Record
(EPR) & Digital Health
Systems **Optimisation,
Implementation &
Improvement**

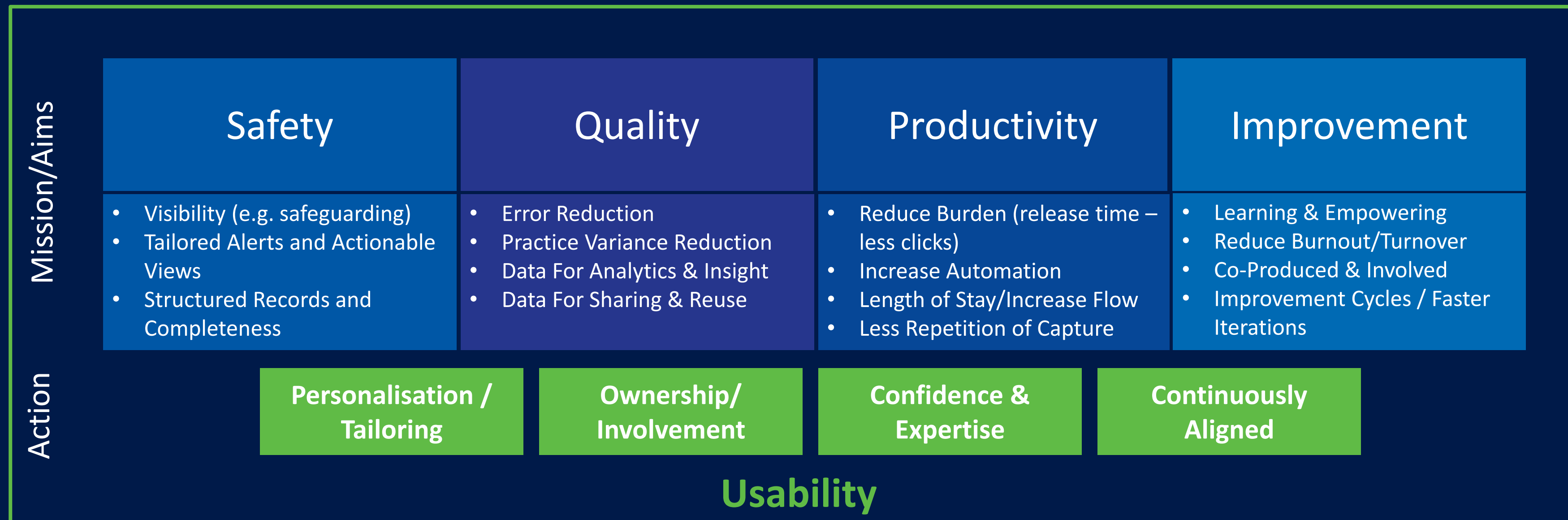
Better EPR Journeys – Optimisation

Often digital systems are installed in a functional way that impacts safety, productivity and outcomes and stifles clinical and operational improvements

We can help find the root cause and gaps where improvements are needed and help you determine the specific system changes required for attaining your goals. We can help you streamline processes and workflows to maximise efficiency and configure systems to address patient safety and security concerns.

KCL Digital brings proven user-centred, multidisciplinary and design approaches; helping health clients deliver better implementations and sustainable improvement of their EPRs and accelerating the achievement outcomes. This includes end to end service delivery, transformation, technical implementation and ongoing change management, delivered through tangible, managed work packages for transparent agile delivery always focused on usability.

Better EPR Journeys - A Focus Through Usability



We bring support to Trusts on developing capabilities aligned to strategic aims through active delivery which unlock a step change in the way of doing things that sustains beyond our engagement.



Engagement Offers

Rapid Usability Prototype

Typically 2 Weeks

A focused approach over a short period that covers high level discovery, clinical challenge, iterative prototyping with an output of a working solution in demo/development environment.

Focused Service Area

Typically 10 Weeks

A rounded approach that works across a service pathway exploring the needs and design required for optimal ways of working and data visualisation. Several working prototypes will be developed and iterated with final production ready solutions.

Major Service Area

Typically 22 Weeks

A scaled approach that works across a major service area exploring the needs and design required for optimal ways of working and data visualisation. Several working prototypes will be developed and iterated with final production ready solutions covering multiple system aspects.

Complex Service Area

Typically 30 Weeks

Recognising that health and care pathways and services are complicated our complex service area offer recognises and provides that extra support and time to achieve EPR optimisation covering multiple technical and ways of working aspects.

Change & Go Live Support

Various

Developing enhanced usability solutions is only part of the story. We offer flexible and leading approaches supporting change and training, on the ground support aligned to understood needs of the organisation and enabling continued iteration of solutions.

Tailored Offer

Various

The more we know about your needs and internal capabilities the more we can tailor our offer to achieve the best outcomes. We can offer end to end bespoke delivery through to boxed staged delivery and supporting the development of internal capabilities.

Some example areas of work



Deliver Accelerators



Optimise Capabilities



Balance Convergence

RAPID USABILITY PROTOTYPING

WAITING LISTS & SIGNPOSTING

SHARING RECORDS

FUNCTIONALITY REVIEW

REDUCING VARIANCE & USABILITY

TRANSFERS OF CARE

ARCHITECTURE REVIEW

MANAGING FLOW AND INPATIENTS

MORE REALTIME DATA

ACTIVIST LEARNING & ADOPTION

**SUPPORTING DECISIONS &
PRODUCTIVITY**

INTEGRATED SERVICES

Who We Are



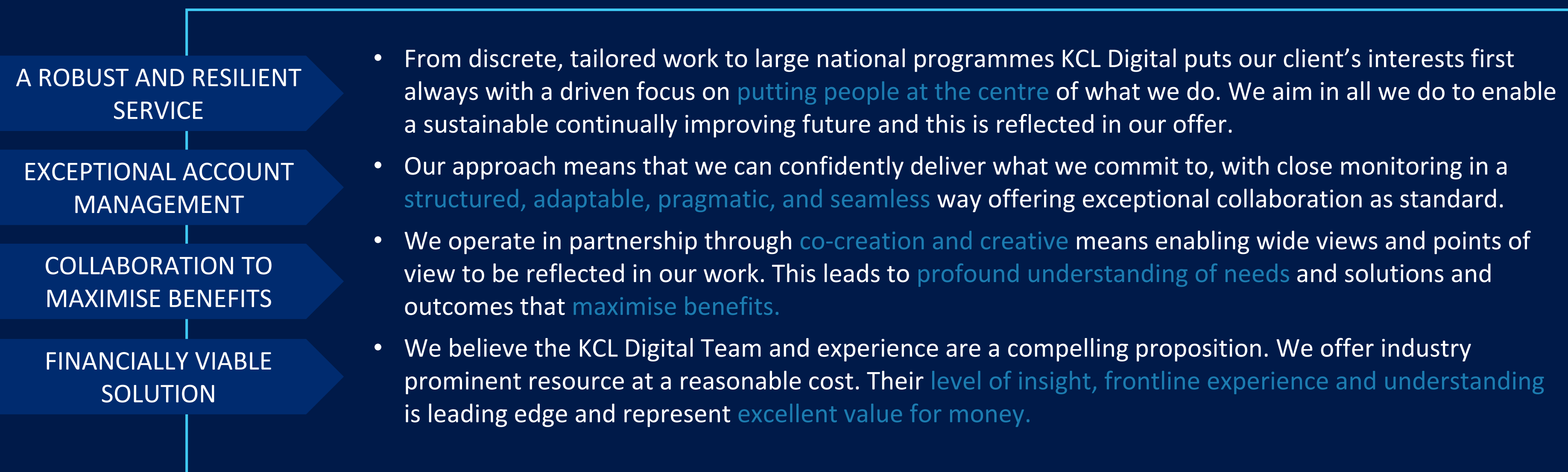
A world where organisations
are not left behind in their
desire to progress

Offering end to end bespoke delivery from first contract to final delivery, KCL Digital combines [proven leading edge thinking, design and digital approaches](#) with [decades of experience](#) from the frontline of healthcare and the public sector.

From discrete, tailored work to large national programmes, KCL Digital puts our client's interests first, always with a driven focus on [putting people at the centre](#) of what we do. Our approach means that we can confidently deliver what we commit to, with close monitoring in a [structured, adaptable, pragmatic, and seamless](#) way.

Why KCL Digital?

KCL Digital is well placed to support you with your digital journey as we bring the experience of working across health and social care, local and regional government, and the third sector all together with a depth of leading expertise and collaborative approaches to support sustainable continuous improvement.



Our People

KCL Digital is its people: We take the team thing seriously, pulling diverse minds together in our distinctive [spirit of helping people thrive](#). We value the principles of ‘working in the open’; sharing of ideas, insights, challenges, best practices, and emerging trends as [core to our delivery](#).

Whether on-site with clients, remotely or in our studio in Richmond, our approach to [matching the best talent as standard](#) delivers the kind of insightful problem solving that offers more than just delivery.

Our Core Industries & Focus

NHS Providers

From Primary to specialist care, technology and data has often become a burden, our teams can explore a way of doing things differently to unlock the true potential of the digital era for health.

Local & Regional Government

Government leaders face an ever-evolving landscape of increased expectations and productivity challenges. Our experienced team can help imagine and explore a path to realising your vision.

Voluntary, Charities and Social Enterprise

VCSE leaders face a daunting number of challenges, potential threats but also opportunities. Our experienced team will help you envisage and construct a pathway to success.

Social Care Providers

Digital can dramatically improve the quality and safety of care. Our teams can explore, from both a care and health system view, the opportunities and the actions to energise your plans.

Integrated Health Systems

Sizable shifts abound across Health and Care. Our multi-disciplinary approach helps systems stay in the know and ahead of the curve.

With our real-world specialist, specific knowledge and experience, we can tailor our offer to your needs driven by making a difference.

HealthTech & MedTech

Today, in health and care, emerging technology and science stands as one of the greatest opportunities. Our wide array of capabilities and experience help innovative companies tackle the challenges of thriving in a complex market and regulatory setup.

Private and Retail Health and Care

Finding a way to engage, improve experience and stay in touch with customers and patients is a major business issue. Our adaptable approaches, putting people at the centre, unlock ways to get these users clicking, talking and connected.

What We Do - Health & Care

OUR OUTLINE CONSULTANCY & PROFESSIONAL SERVICES OFFERS



Better EPR and SCR
Journeys
(Optimisation)



Developing Digital Leadership
& Change Improvement



Bringing Strategy
to Life



Effective HealthTech Evaluation &
Intelligence



Unlocking Working
Differently

OUR CORE CAPABILITIES



Value and Digital
Strategy



Leadership & Cultural
Change Advisory



Design



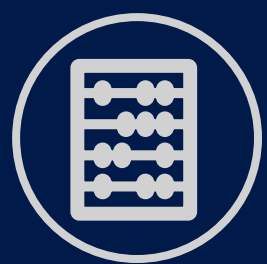
Deployment &
Delivery Services



HealthTech &
MedTech Advisory



Maturity Assessment &
Planning (Digital & Change)



Funding & Governance
Advisory



Talent Development &
Management



EPR Features and
Configurations



User Research &
Business Analysis



Capability
Architectures

A flexible offer tailored for your need

BUILD A COLLABORATIVE PARTNERSHIP WITH YOU	UNDERSTAND THE REQUIREMENT & SUCCESS CRITERIA	DETERMINE WHAT SPECIALIST SERVICES ARE REQUIRED	FACILITATE OPEN DISCUSSIONS TO ENSURE ALL VOICES ARE HEARD AND INCLUDED
MANAGE & ASSUME RESPONSIBILITY TO PROVISION RELEVANT SERVICES	BE INCLUSIVE, SHADOW ALONGSIDE EXISTING WORK FORCE WHERE POSSIBLE TO PROVIDE SILENT MENTORING AND UPSKILLING	BRING IMPROVEMENTS TO GOVERNANCE, PROCESS, STRUCTURE, DOCUMENTATION	ENABLE INDIVIDUALS & TEAMS TO DEVELOP BY WORKING ALONGSIDE THEM IN ALL WE DO
BRING NEW WAYS OF WORKING THAT MAY NOT HAVE BEEN CONSIDERED BEFORE	OFFER ADVICE & SPECIALIST EXPERTISE IN RELEVANT WORK AREAS	HELP CLIENTS SOLVE PROBLEMS WITH A RANGE OF SOLUTION OFFERINGS	PROVIDE TALENT AND SKILLED RESOURCE WHO ARE QUALIFIED AND CAPABLE

Our Outline Offers



Better EPR & Shared Care Record Journeys (Optimisation)

From the moment you've gone live with your EPR and Shared Records the challenge to making sustainable improvement to really achieve your vision begins. Using practical, real-world experience and proven approaches we can accelerate the achievement of the outcomes you are after through a rounded support model tailored for your organisation and context.



Developing Digital Leadership & Change Improvement

Digital is more about people than technology. We focus on understanding your context as we then build on user-centred design and sustainable behavioural change approaches exploring creating the environment for your people to thrive. Our services cover capability and multidisciplinary team development, governance and structure reviews, and culture reviews and leadership development.



Bringing Strategy to Life

Helping clients reimagine their organisation, market and ecosystem for the digital age, through practical holistic approaches to make plans achievable in the context of your organisation, leading the transformation, to deliver the best impact and outcomes.



Effective HealthTech Evaluation & Intelligence

Ever wonder whether the buzz of AI and clinical technologies could work in your context? Conversely are you a manufacturer that is looking to enter or find sustainable growth in a complex health and care market? Our services explore clinical operational needs and align technologies and assessment of the market for both providers and manufacturers.



Unlocking Working Differently

Covid catalysed a generation to think differently about work, but this was part of a longer-term trend. We can help you use the right technologies through understanding your workforce and the way they work and could work. Our personal driven approaches enable a more sustainable look at the choice, cost and effectiveness of technology use aligned to productivity increase and value/cost optimisation.



Some of our recent clients

