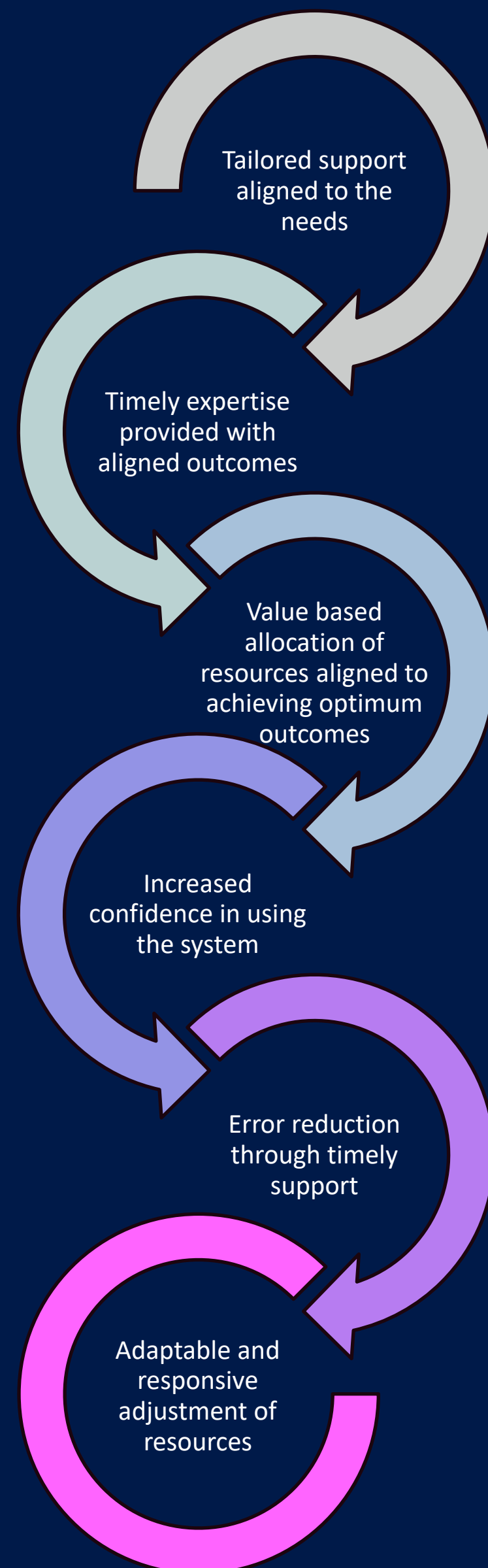


Service Definition

Electronic Patient Record
(EPR) & Digital Health
Systems **Go Live,**
Adoption, Early Live
Support & Deployment

Better EPR Journeys – Deployment

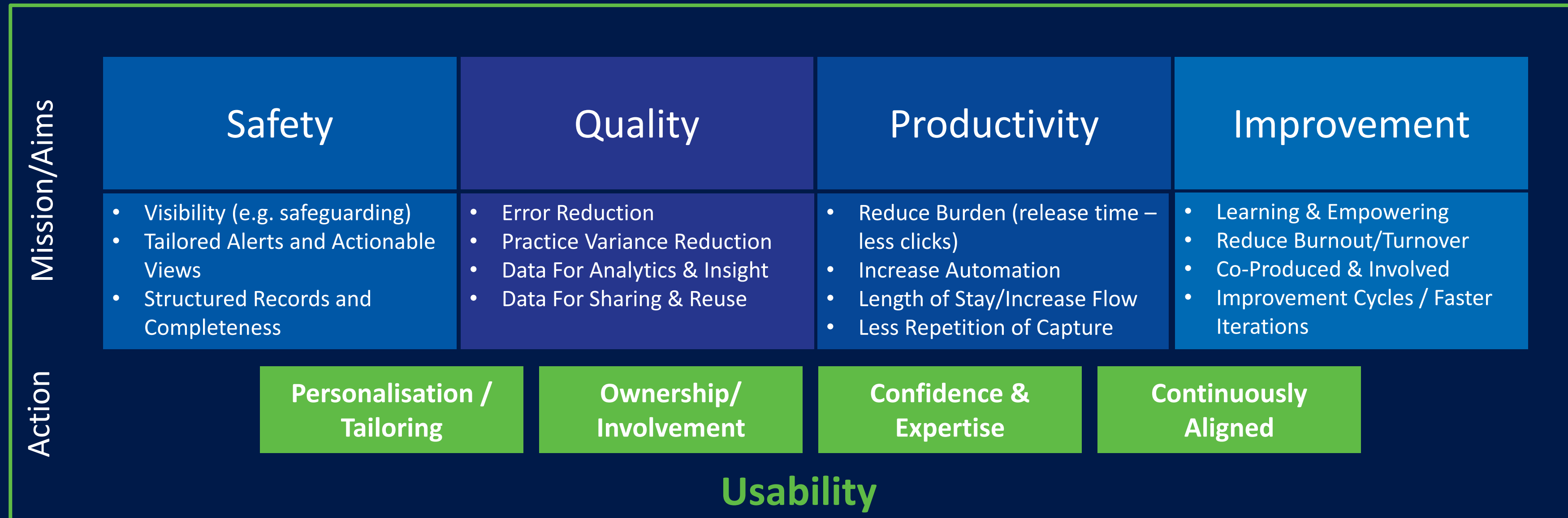


Successful deployment, upgrades and cut over requires appropriate planning and scaled support to mitigate impact on safety, ensure collective buy in, and achieve timely outcomes to enable a shift to normal operations.

During implementation and go live phases of system implementation and upgrades there can be a tension on technical, testing, configuration and user capability and capacity. Expert provision across tailored levels is crucial to providing the level of support that enables a positive experience for clinical, professional and operational teams in transition 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 deployment support, technical SME, trainers, floor walkers, wider at-elbow support 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 support Trusts to **develop capabilities aligned to their strategic aims** through active delivery. This unlocks a step change in their way of doing things that **sustains beyond our engagement.**



Who We Are



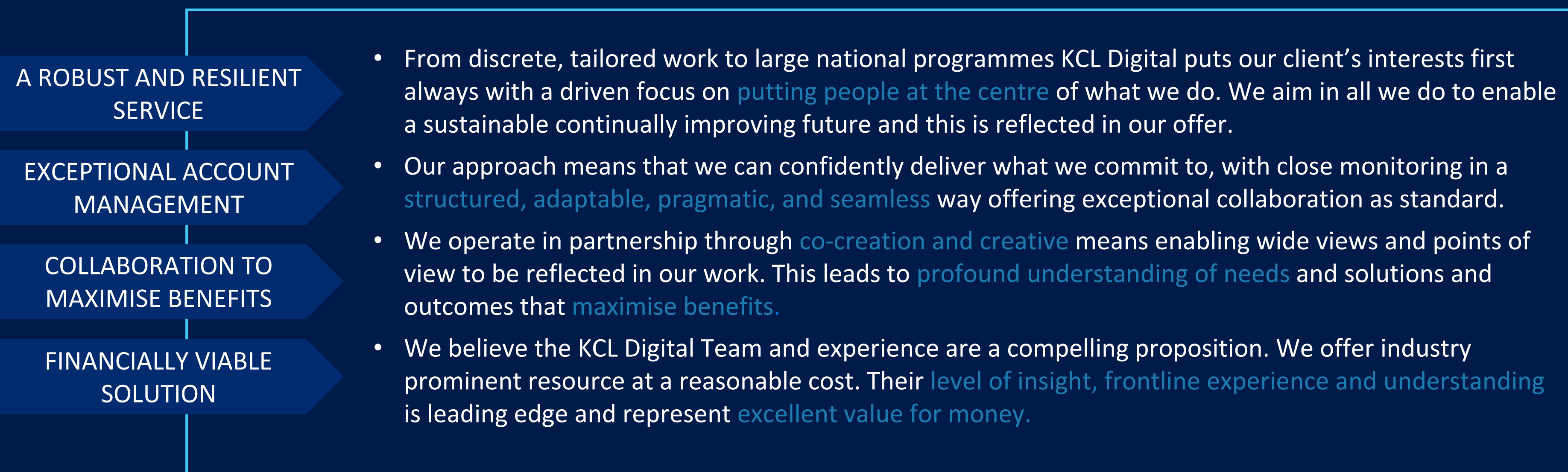
A world where organisations
are not left behind in their
desire to progress

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 & Implementation)



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

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.

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**



Some of our recent clients

