

Electronic Patient Record (EPR) and Digital Health Training and Adoption for System Optimisation

Service Overview

Ideal supports healthcare organisations to optimise their EPR, setting up or reviewing BAU training/adoption to ensure it aligns with organisational strategy and governance. We analyse system use, identify areas for improving efficiency, and work with clinical governance quality teams to agree a monitored improvement programme of mentoring and training.

Service Features and Benefits

Service Features

- Analysis of system and management data
- Engage with teams and leadership to identify areas for improvement
- Align with reporting and BI offerings
- Design mentoring Programme anchored in organisational capability and capacity
- Identify areas of best practice as examples for coaching
- Design Training Programme to focus on key areas for optimisation
- Monitor progress using system data
- Leverage or deliver a super user and champion programme
- Ensure clinical and operational leadership is anchored in governance structure
- Identify benefits analysis of system and management data

Service Benefits

- Maximise benefits by increasing adoption
- Maximise user satisfaction and engagement with the system
- Reduce inefficiencies in the way staff are using digital solutions
- Improve clinical safety and reduce clinical risk
- Improve training programme for established users
- Create user-led governance structure to improve decision making

Client-Side Responsibilities

- Access to the client-side stakeholders required for delivery of this service
- Access to equipment, domains and files required for delivery of this service