

Electronic Patient Record (EPR) and Digital Health Systems Optimisation and Improvement

Service Overview

Electronic Patient Records (EPRs) and digital health systems often need to evolve and expand. Ideal Health supports NHS Trusts, Integrated Care Systems (ICSs) and care providers to unlock the full value of their EPRs and digital health investments. Our optimisation services enhance usability, data quality, workflow efficiency, and clinical adoption enabling safer, faster, and more effective patient care.

We identify gaps and root causes of issues, streamline processes and workflows, solve system-related issues and help you determine specific changes required to reconfigure systems.

We take a structured, evidence-based approach to ensure your digital systems deliver measurable outcomes, aligning to NHS England's guidance, What Good Looks Like (WGLL), and Digital Maturity frameworks.

Optimisation Framework

Phase 1: Discovery & Assessment

- Optimisation Assessment Report
- Priority Recommendations
- Roadmap for Optimisation

The discovery and assessment phase reviews EPR usage, workflows, and user experience through on-site engagement with clinical, operational, and digital teams. It evaluates digital maturity, data quality, and alignment with national standards, producing a findings report, prioritised recommendations, and an optimisation roadmap.

Phase 2: Deep Dive & Delivery

- In-depth analysis of identified priority areas
- Execution of specific optimisation initiatives
- Training and support
- Post-implementation review and lessons learned

The Optimisation Deep Dive and Delivery phase translates assessment findings into actionable improvements through focused analysis, targeted initiatives, and collaboration with clinical and operational teams. It includes training, communication, and change management support, followed by a post-implementation review to embed continuous improvement.

Phase 3: Continuous Improvement

Ongoing optimisation support, performance maintenance, and EPR evolution, including planning for future upgrades, new modules, and digital integration. Definition of KPIs and metrics, using data to drive continuous improvement and benefits realisation.

Service Features and Benefits

Service Features

- Discovery and assessment through a comprehensive review of EPR usage, workflows, and user experience through on-site observation and stakeholder interviews (clinical, operational, and technical).
- Evaluation of digital maturity, data quality, and alignment to national standards.
- Delivery of findings, recommendations, and roadmap with identification of quick wins and longer-term optimisation opportunities.
- Maintain and improve current practices, methods, and patterns of treatment through workflow redesign, data quality improvement, and process standardisation.
- Ensure workflows, templates and documentation are fit for purpose.
- Standardise care delivery approaches and create governance for system changes.
- Identify and eliminate process and workflow variations within services.
- Identify trends that leading to improvement opportunities.
- Utilise analytics to improve system adoption and care quality.
- Training, communications, and change management support.
- Post-implementation reviews and lessons learned.
- Support transformation programs through synchronised processes, staff, and technology
- Define KPIs, metrics and utilise data to continuous improvement and benefits realisation
- Optimisation support for future upgrades, new modules, and digital integration

Service Benefits

- Enhances patient safety and care quality by ensuring accurate, timely, and complete data entry.
- Improves clinical productivity- frees up clinician time to care through streamlined workflows.
- Increases ROI on EPR investment and avoids unnecessary reimplementation costs.
- Reduce workflow overload and inefficiencies
- Improve patient and staff satisfaction, reducing frustration in the EPR or digital system
- Supports national goals - contributes to the 2% annual productivity target and digital maturity growth.
- Prepares for AI and automation establishing clean, structured data and governance foundations.
- Increase capacity and flow through optimised processes
- Support continual improvement and benefits realisation

- Improve clinical adoption and digital confidence
- Maximise understanding and use of healthcare IT solutions across clinical and operational teams
- Improve benefits realisation by defining measurable KPIs, tracking outcomes through governance frameworks, and ensuring optimisation delivers tangible clinical, operational, and financial value

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.