



EPR Optimisation & Assurance

In this paper:

- Common issues affecting the effective use of EPR systems in the healthcare industry
- Developing an effective improvement plan with the right partner
- How Ideal can help your Trust optimise your EPR system

Significant revenue, time and energy are invested in new IT systems designed to support trusts in working more efficiently and to deliver better outcomes for patients.

Trusts are now moving towards being paperless by 2018, and they also face the challenge of sharing information across systems - not only within healthcare but also with other external agencies such as social care – and working in a more streamlined fashion.

The procurement timetables have driven behaviour that has understandably had to focus on delivery and series of Go Lives. Whilst this behaviour is inevitable it does sometimes detract from the overall benefits and reason for implementing the systems in the first place. The aim is not to implement an EPR it is to deliver better quality, informed and joined up care. That sometimes gets lost in translation

In the majority of deployments the End Users skills has meant that initially systems have been deployed with very straight forward processes using only a small amount of functionality. In a number of organisations there is still a lot of information that is not recorded on the system but instead is still either on paper or stored in another format.

Issues

- Systems that could be helping trusts to meet local strategy requirements and collect data for their statutory returns and assist with their future plans are often under-utilised.
- Lack of time for training means that much of the functionality of the system goes unused, and information is still either paper-based or stored in another format.
- Lack of dedicated resource means systems are not always used to their best advantage, and savings in time, money and productivity are potentially wasted.
- Focus on Go Live often detracts from overall benefits and the reason for implementing the system in the first place.

Ask these questions:

“What positive AND negative feedback have you had on your EPR system?” and “Where can our staff at Ideal assist you more?” If your deployment hasn’t gone as smoothly as possible, is it time to look back at your initial purpose and goals. We can then help you to develop a plan to resolve any issues you face in particular looking at the your Sustainability and Transformation Plans and how they will impact your trust moving forward and ensure all strategies are in line with those of your STP and CCG.



The Ideal Offering

Sometimes the best option is to come in with fresh eyes and start at the beginning. Look at the mission statement of the project: are you meeting these needs? What needs to change in order to move the project forward?

Ideal has an experienced team which has proven it can effectively and efficiently deliver the required methodologies needed to maximise and optimise the effectiveness of an EPR system. Ideal's Subject Matter Experts (SMEs) work alongside your teams to assess how the deployment has gone to date and to make appropriate recommendations. We work with you to build a plan to ensure you start optimising your system immediately as well as in the long term.

Ideal's consultancy services assist you with strategy, ensuring that you are reaching your goals by building a new roadmap that matches your needs. Once we have identified where the main issues are we can help by writing a plan of action. If you wish we can then project manage the complete roll out and ensure that you have the teams in place to get you up to your targets as soon as possible with minimal disruption.



The Ideal Benefit

Ideal has extensive skills and expertise in the Health sector which means that we know how to help you get the most from your system. All work is bespoke - we match the work flow to your needs not ours!

Our Subject Matter Experts are there to work with you, helping you to get buy-in from your teams and allowing you to utilise the system to its highest potential.

Assurance and Optimisation is the Ideal way and we will ensure that your system is helping your organisation achieve its overall goals, including accurate reporting and unifying patient records across the trust.

Please contact us
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Why us?

- We are market leaders in providing independent system analysis, design, configuration and build and training services to support trusts in the implementation and optimisation of health care systems.
- We provide impartial advice designed solely for the best interests of each trust we work with.
- We have significant experience in IT-enabled change management and place great emphasis on ensuring that all projects engage full stakeholder engagement and support.
- We have an experienced team of skilled business analysts, configuration analysts, change leads, testers, project managers and trainers to support trusts as an end to end solution provider for any deployment necessary within; RiO, TPP, emis, Cerner, Lorenzo, AllScripts, Epic, Trakcare and Meditech
- We work with a number of recognised frameworks: including CCS RM971, GCloud 9 and Healthtrust Europe which allow us to deliver within standard industry expectations and to work with you at any stage of your project



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About Ideal

Ideal is the UK's leading supplier of implementation and deployment services for the healthcare sector. We support and facilitate every stage from complete project management, including initial specification, to supplying skilled staff resource with specific skill sets to help trusts to implement and run their systems successfully. We have a core team of over 300 subject matter experts and our clients include Acute Trusts, CCGs, CSUs and STPs.