

Caring for digital health



The Complete Approach: Training, Go-Live and Early Life Support for EPRs

BACKGROUND

Papworth Hospital NHS Foundation Trust is the UK's largest specialist cardiothoracic hospital and the country's main heart and lung transplant centre treating more than 100,000 each year across the UK. It is a regional centre for the diagnosis and treatment of cardiothoracic disease and a national centre for a range of specialist services.

The Trust employs more than 1,800 people across a wide range of staff groups.

CHALLENGE

The Trust required a fully integrated and comprehensive training, go-live and early life service to ensure its new EPR Lorenzo system had a safe landing, both operationally and clinically. Experts were needed to provide support, information and advice for end-users during the implementation and stabilisation periods.

Training starts and continues before, during and after go-live and combined with early life support provides an essential service at what is often the most critical time for the implementation of an EPR. The Trust needed this combined approach to be available to staff 24-7 during this period.

They also needed people who, not only had strong knowledge of local processes and procedures, but who also had extensive hands-on knowledge of Lorenzo.

In addition, the support team needed people with experience of working with NHS staff at all levels and the skills to provide at elbow support and 1:1 hands-on training, as and when required.



APPROACH

From training needs analysis, training delivery through managing the go-live command centre, Populo Consulting provided continuous support at Papworth Hospital for five weeks, providing a complete end-to-end fully managed service to enable staff, manage the cutover and support early adoption and handover to the Trust's inhouse team.

The team continued to work with the Trust after this period to stabilise the service and develop user guides for ongoing services.

This included:

- 'On-the-ground' support, via a team of experienced floor walkers, to support staff during the days and weeks following go-live of Lorenzo.
- Management of the support team by Floor Walker Co-ordinator
- Set up of 'early life control centre'.
- Daily management of the early life support schedule
- Daily operations meetings and liaison with Trust management
- Coordination of communication
- Trouble shooting for end-users
- Service management



OUTCOME

The Trust successfully went live with Lorenzo on Sunday 4th June 2017 and the EPR implementation has been considered a great success.

Populo's training, go-live and Early Life Support service was crucial to the successful Go Live. The team was mobilised and dispatched for five weeks to the clinical areas, where they would have maximum impact.

Our training manager, command centre lead and Early Life Support Coordinator worked closely with senior management, clinical and IT management, to identify areas for additional support.

Prior to the start of each evening shift the Coordinator and Duty Manager reviewed the bed state. The schedule was then reviewed and updated to ensure the wards had the appropriate support.

The team also captured product and process issues which were escalated. This information was vital for fixing any issues, ready for the project's stabilisation phase.

At the start and end of each shift the team shared issues, lessons learnt and local knowledge with each other to support staff .

Following the five weeks of early life support, Populo continued to work with the Trust to lead the move from the interim Lorenzo service desk to the Trust's established IT service desk.

Using the extensive knowledge and expertise of Populo's staff , processes and user guides were developed and implemented for ongoing services.

BENEFITS

1. Complete end-to-end training and go-live management including command centre
2. Successful go-live – on time and on budget
3. Seamless transition to Trust BAU team

“The floor walking team were a key element of our successful go live. They provided at the elbow support for clinical staff in all areas 24/7 and this was something that was very much appreciated by the Trust's clinical and admin teams. Frankly, without this support in place our go live would have gone very differently”

Dr Chris Johnson, CCIO Papworth Hospital NHS Foundation Trust