



system C
connected care

Deployment and Healthcare
Consulting Services

Meeting the challenges of healthcare



About System C

System C is the UK's leading health and social care solutions company.

Established in 1983, we specialise in the provision of:

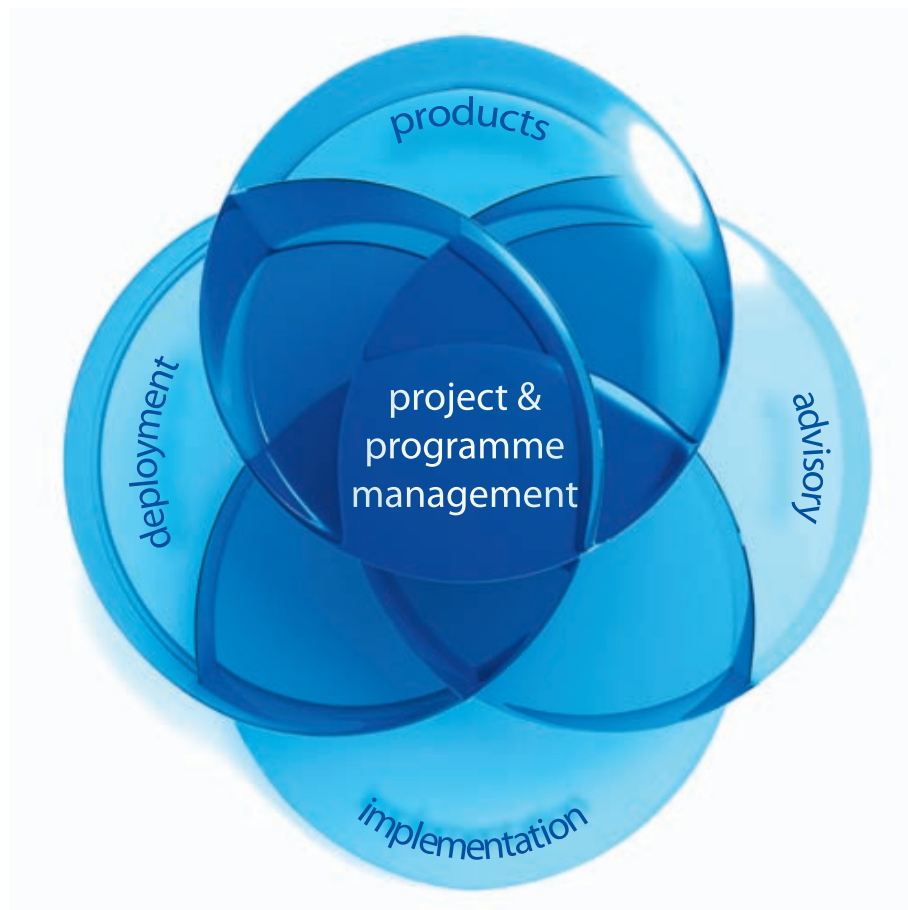
- **Robust, modern IT solutions for health and social care providers**
- **Specialist deployment and support services for our own, and third party, systems**
- **Innovative healthcare improvement consultancy**

Our long heritage within the health and social care sector affords us a broad knowledge and deep insight into the needs of our customers and the unique challenges they face. This, coupled with our extensive experience, proven track-record, pragmatic approach and skilled staff, allows us to fully support our customers in their aim to improve patient safety, care and experience.

We have a team of over 200 staff who supply a range of services which create improvements for patients, workforce and organisations. These include:

- **Advisory:** Strategic and communications solutions, changing the pattern of healthcare
- **Implementation:** Implementing new ways of working across clinical and business processes simultaneously
- **Deployment of new technologies:** Including National Programme systems and solutions
- **Consultancy products:** Training, design & deliver guides, impact of change and modelling tools

Our dedicated healthcare consultancy team is steeped in clinical expertise, with proven experience of driving change in healthcare in the UK. We help healthcare organisations to design efficient, sustainable practices that prioritise high quality patient care.



Advisory

Strategic and communications solutions, changing the pattern of healthcare.

Features include:

- Service review and evaluation
- Efficiency savings
- Technology systems analysis
- Efficient processes safely designed around clinical and business need
- Engagement projects with patients and workforce
- Interpreting policy into practice
- Enhanced business intelligence

“The work that your team undertook in preparing managers for the report and recommendations was crucial in supporting staff through the beginning steps of a major change, in a way that it became accepted as a way forward rather than an imposition from outside... Over the last three years, our hospital has been through significant external scrutiny, with the majority of the big consultancy companies undertaking assignments through the process of financial turnaround. By contrast to the relative lack of healthcare experience of the major firm consultants the System C team are clinically credible, strike up a good rapport with clinicians and managers, have a pedigree in service redesign and, importantly, have excellent national contacts relevant to clinical service redesign which enables assignments to be practically grounded in best practice. On both occasions their work has provided a key platform and guide for us to make next steps.

”

Shona Brown, Director of Operations, Whipps Cross University Hospital

“Not only have we managed to reduce the time managing enhanced service contracts in both the finance and contracting departments, but we also now have a quick and easy system for extracting data for analysis and use across the PCT.

”

Amanda Braden, part of the NE Essex commissioning team



Implementation

Implementing ways of working across clinical and business processes simultaneously.

Features include:

- Achievable projects that measure success
- Our people and yours deliver projects
- Evidence based service design
- Workforce roles redesigned
- Data and information analysis and evaluation
- Information reporting and redesign
- Supporting and coaching teams through behavioural change

“There is no doubt that the speciality expertise you were able to bring and your approach of working very closely with staff actually delivering our existing disparate services assured the staff involved, including our lead clinician, that your recommendations have been seen as credible and taken up enthusiastically by the steering group and the operational team.

”

East Lancashire Health Community

“Things are hectic but definitely better and more positive than when we last met. I have chaired the first Operational Group meeting and felt part of a team of like minded people probably for the first time since I started this post. The Rapid Improvement Event was the catalyst for that.

”

Altnagelvin Hospital, Londonderry

“The pre-assessment work stream, as a result of your consultancy work is now seen by the executive team and turnaround steering group as a major enabler to our programme of reducing in-patient beds through length of stay reductions, admissions on the day of surgery and further improvements to our day case rates. It is one of the few work streams that has attracted additional investment, recognising the need for it to be in place to achieve the emergent eighteen week waiting time.

”

Whipps Cross Hospital, London



Deployment of new technologies

National Programme systems and solutions.

Features include:

- Detailed product expertise of all major healthcare technology products
- Data cleansing
- Data migration
- Integration and interfacing
- Testing and cutover
- Information and reporting services
- End user training
- Pre and post 'Go Live' support

“There is no doubt from me that your team’s involvement in this work has been a key factor in the success of the project so far. Not only have you provided genuinely Rapid Application Development support (I think surpassing everyone’s expectations in terms of speed), but your understanding of both the existing data architectures we have, along with your clear understanding of clinical processes, have enabled us to produce something really worthwhile in an extremely short space of time.”

Large NHS Acute Trust, Midlands

“I would like to thank you for all your hard work in preparing for testing. The handover document you prepared was clear, concise and enabled the Test Manager to pick up the project very quickly. The comments I have received from other members of the team you worked with, were all extremely positive. You certainly have the ability to put people at their ease, which helps information to flow more easily... I am personally impressed by your pragmatism and ‘get on with it’ approach, as well as the depth of expertise you have.”

Large NHS Acute Trust, East of England



Consultancy products

Features include:

- Training design and delivery for clinical and non clinical teams
- Software that helps you view the results of change before you implement new projects
- Software that rapidly assesses income implications of service redesign
- Toolkits
- Service delivery guides
- Contract delivery monitoring
- Benefits of your project monitored and evaluated

“Just to let you know, the pre-operative assessment data collection workbook has been fully integrated into our pre-op services development programme/strategy and is providing valuable data for the development of future pre-op services.”

Richard Waterson, Day Surgery Manager, North Wales Central NHS Trust

“I became more politically aware and gained tools and techniques to improve my communication in just one day.”

Nurse Manager, Milton Keynes NHS Foundation Trust



System C healthcare consulting

what makes us different

Real Understanding - Real Impact

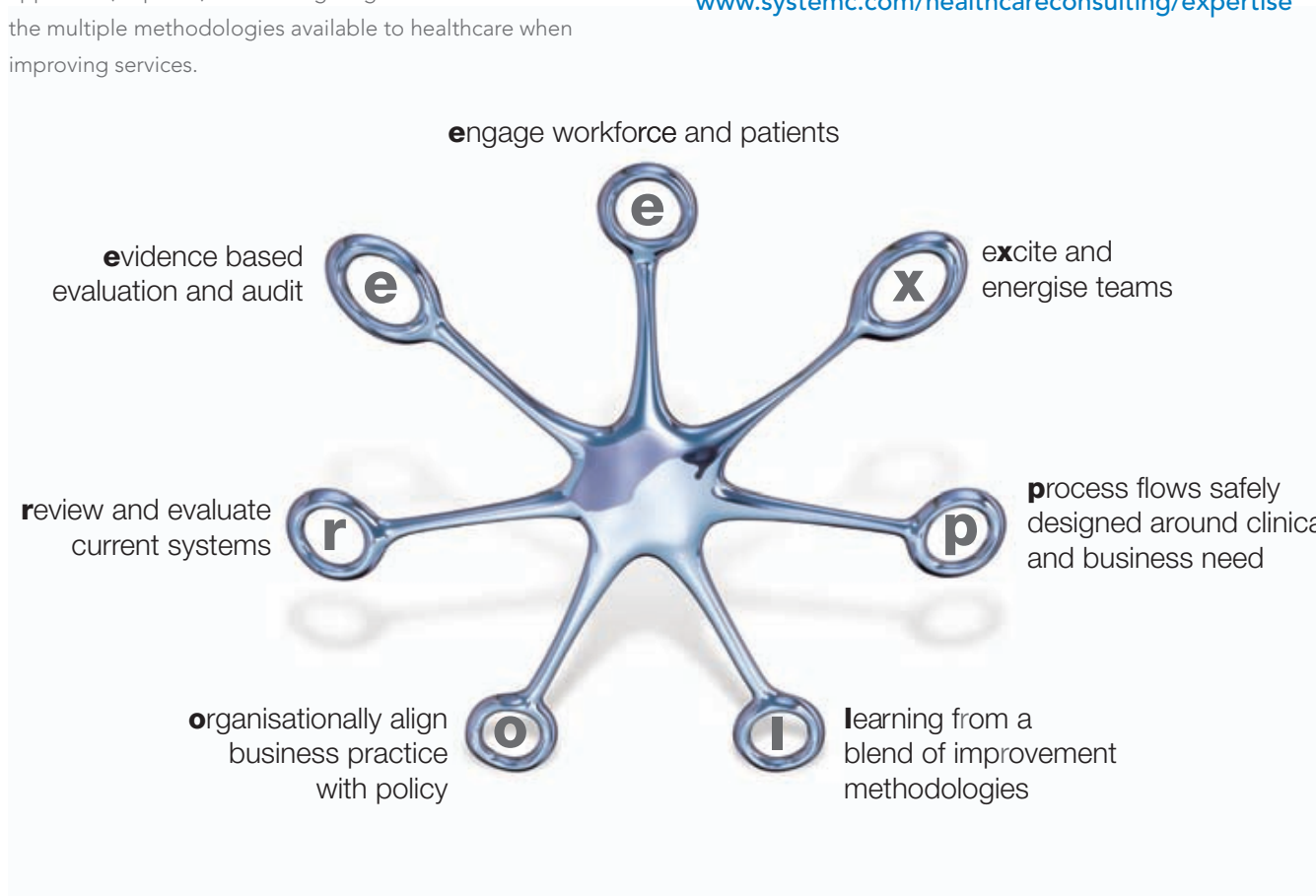
Our consultants have worked at the core of healthcare provision and understand its needs. They have the expertise to unravel the problems that have seen trusts struggle to treat patients effectively and provide quality care.

To demonstrate our commitment to our customers with regard to providing individuals and teams who will approach your work with a high level of consistency and quality we have created a unique approach ('explore') which brings together the best of the multiple methodologies available to healthcare when improving services.

Our experienced team move through the elements of 'explore' as we review and support the development of innovative health services to be provided by our customers. 'Explore' assures you that for each of the elements, all our consultants are mindful of current and valued methodologies used in healthcare.

For more details on System C's work with healthcare organisations in the UK please visit.

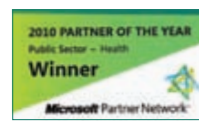
www.systemc.com/healthcareconsulting/expertise





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System C Healthcare plc
Brenchley House
Week Street
Maidstone
Kent ME14 1RF
01622 691616
www.systemc.com
info@systemc.com



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