

## Ensuring a smooth CRS deployment across your Trust

### Floor-walking with Premier IT...

Premier IT is highly experienced in the delivery of floor-walking – or individual desk-side support services – for NHS Trusts that are in the process of rolling out Cerner, RiO, eSAP and other NPfIT applications.

### Why floor-walking?

Floor-walking is an excellent way of consolidating newly acquired product knowledge, and is an integral part of new software deployment.

Premier IT's floor-walkers provide a highly skilled level of support to implementations of CRS, across numerous NHS Trusts. They can ensure a smooth transition from one system to another, providing a link between the end users and the project team.

The floor-walkers' experience and knowledge of the Trust's local processes provide a consistent communications strategy during the roll-out period, which in turn assists in the adoption of new business processes.



### What can we offer?

Premier IT's floor-walking services are typically delivered in two ways, as described below:

#### **Reactive**

Our team of experts provide roaming, ad-hoc assistance within a department.

#### **Proactive**

Throughout the end user training, delegates complete a 'Delegate Action Form' that captures specific topics requiring more attention. Our experts then contact the delegates to arrange a fixed appointment for these areas of concern to be covered and explained in more detail.

### ...or you can just do it yourself...

In addition to providing our own teams of floor-walking experts, Premier IT runs application-specific floor-walking training courses, to help your Trust independently manage deployment of new CRS applications.

Our courses can provide all the knowledge and skills you need to be able to conduct a full floor-walking service across your Trust, for a variety of CRS applications. We have a particularly wide experience of providing such services for Cerner roll-outs.

**Please see overleaf for details on our Cerner floor-walking services...**

The following Cerner floor-walking courses are available through Premier IT...

### Introduction to floor-walking

**Duration: 2 days**

Recommended to anyone with no or little Cerner experience, this covers the role of a floorwalker, and training covering the applications for A&E, Inpatient management, Outpatient clinic management, and placing orders on Powerchart.

### R0 to LC1 upgrade course

**Duration: ½ day**

Upgrade course for those who have knowledge/training or experience of R0 only. The course covers differences between R0 and LC1, including PDS searching.

We also offer a series of more specialist courses, designed for those who have had previous training but require a more in-depth knowledge within their specialism. These specialist courses include:

#### A&E

**Duration: 1 day**

In-depth training in A&E (Firstnet & Powerchart).

#### Outpatients

**Duration: 1 day**

In-depth training in Outpatient functionality (schApptbook, PMOffice & Powerchart).

#### Inpatients

**Duration: 1 day**

In-depth training in Inpatient functionality. Eg Admission, discharge and transfer.



## Want to know more?

Premier IT's NHS floor-walking services are currently being deployed across several NHS Trusts nationwide, to ensure the smoothest of transitions to new CRS applications.

For more information on how Premier IT's floor-walking expertise could benefit your Trust, please call 020 7837 2690 or email [jbodley-scott@premierit.com](mailto:jbodley-scott@premierit.com)