

## Ensuring a smooth Cerner Millennium deployment across your Trust

### Floorwalking with Premier IT...

Premier IT is a highly experienced provider of a complete range of Floorwalking services that will benefit all NHS Trusts deploying Cerner Millennium.

### Why Floorwalking?

Floorwalking is an excellent way of promoting correct system use and ensuring that user's recently-acquired product knowledge and skills are applied properly at the point of Go-Live. Floorwalking is an integral part of a new software deployment and the service ensures that new users are supported sufficiently and that user uptake is achieved.

Premier IT's Floorwalkers have provided a high level of support to users of Cerner Millennium across many NHS Trusts. They ensure a smooth transition from one system to another and provide vital communication links between the end users, change and training teams, project teams and IT.



The Floorwalkers' experience and knowledge of the Trust's local processes provide consistent messages to the users regarding the correct adoption of new Trust processes and system use.

### What Floorwalking services can we offer?

#### Floorwalking Strategy

This service involves working with your Trust to devise the most appropriate Floorwalking Strategy. The strategy will be incorporated into the Training Plan to ensure that all relevant aspects of the Floorwalking service are considered and implemented.

#### Demand Statement Analysis

Highly experienced consultants work closely with your Trust to interrogate and validate existing Floorwalking demand forecasts to ensure that the correct numbers of Floorwalkers are allocated to each area of need.

#### Floorwalking Managers

Our managers are very experienced personnel, who work 24/7 shifts and ensure that the management and delivery of the service meets the expectations of your Trust.

#### Floorwalker Induction and Familiarisation

A comprehensive plan is devised to ensure that all Floorwalkers undergo a thorough Induction, Process Training and Familiarisation programme. We will reproduce information into an online format that is accessed from Premier IT's Learning Management System.

#### Floorwalking Team

An experienced and cohesive team of Cerner Floorwalkers will be created to suit the individual needs of your Trust. Each team member will possess a wide range of skills and attributes, some will be technically adept and others will have excellent interpersonal and training skills.

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## Floorwalking services (cont'd)

### Floorwalker Co-ordination Service

This service is provided on a continuous 24/7 basis throughout the lead up to and after Go-Live. The service is responsible for the recruitment, selection and training of the Floorwalkers and ensures that all Floorwalkers deployed to the project are thoroughly prepared to deliver a first class service.

### Floorwalking Helpdesk

Floorwalkers will provide support and guidance at the end of the telephone for any members of Trust staff who need help. Calls are recorded and monitored so that if additional support is needed in certain areas, the correct resources can be deployed quickly and easily.

### Floorwalking Deployment Management

Premier IT has a web-based resource management system (TASK Manager) that manages the complete Floorwalking deployment process. TASK Manager manages the whole recruitment process from recording CRB and reference checks right through to ensuring that the correctly skilled Floorwalker is allocated to the appropriate area of need. It also facilitates the signing in and out of Floorwalkers and can automate SMS



messages so that all Floorwalkers are kept up to date, in a timely way, of new process updates.

TASK Manager delivers transparent reporting to all stakeholders at any time, invaluable to your Trust as reports can be accessed regarding utilisation, demand forecasting and project spend to date.

### Command Centre

In the absence of adequate facilities and infrastructure, We provide an XSPACE mobile classroom as a command centre. This unit contains all the necessary equipment such as PC's, printers etc, an area for the Floorwalking Manager and Co-ordination team to work and a place for Floorwalkers to sign in and sign out at the start and end of their shifts.

### Floorwalker Respect & Recognition Service

We appreciate the need to provide our Floorwalking team with the best care. To create both a community feeling among the team and excellent retention levels we undertake a number of initiatives to boost morale and keep the communication flowing.

We also offer our Floorwalkers the opportunity to develop their professional skills by enabling them to attend accredited PRINCE2<sup>®</sup> training courses free of charge. For those interested in progressing their training skills further, Floorwalkers can attend a TPMA (Trainer Performance Monitoring Assessment) course free of charge. The competencies assessed within the TPMA process are aligned to national standards and form part of a wider competency set that make up the accredited qualification – PTLLS (Preparing to Teach in the Lifelong Learning Sector) which can currently be achieved through the IITT at Level 3 under the QCF.

## Want to know more...

Our NHS Cerner Floorwalking services are currently being deployed across several NHS Trusts nationwide, to ensure the smoothest transition to the new CRS application.

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