

Service Overview

FlightPath for Access Care & Clinical

Together we'll land this implementation



FlightPath your Access software journey

We believe wholeheartedly that the functionality that our software offers our customers is very important, but it is only half of the value equation, how the system is rolled out is critical if full value from your new investment is to be achieved.

We also know that you may view new software implementations with some trepidation and many customers can find this period daunting. In fact, for some customers, this may be the first software roll out they have managed. We recognise this and we have designed our best practise, remote-first implementation services to help ensure you have a great experience and are looked after along the way, so that the whole process is less daunting... this is our FlightPath implementation approach.

Seamless implementation, delivered 100% remotely

Our FlightPath services have been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e-learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

“

Our Flightpath implementation was top notch, our expectations set at the beginning of the project were met and we felt well supported throughout.

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FlightPath:
your six-stage journey to success

We'll be sending you regular updates to keep you on track and ensure it is clear where you are on the journey - every step of the way.



6. Review

Check-in to see how you are progressing

5. Launch

Get the product into your colleagues' hands

4. Validation

Ensure all is working to your expectation

3. Learning

See what the product can do and train your colleagues

2. Preparation

Configure your systems in readiness

1. Getting started

Familiarise yourself with the process and product

You have control, but we are never far from your side.

Each FlightPath implementation programme from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

“

Sarah was an amazing coach and support throughout our Flightpath implementation - her help in getting this module off the ground was invaluable.



FlightPath for Access Care and Clinical

The tables below summarise what's included within the FlightPath packages. We will help you choose the package that's right for you but please review this table to ensure your understanding.

FlightPath A	FlightPath B	FlightPath C
<p>FlightPath A Overview: Implementation of Care and Clinical for companies with 0 – 30 bed sized homes. This is a low-cost implementation method and a set of training modules which focuses on a basic setup, but fast implementation.</p>	<p>FlightPath B Overview: Implementation of Care and Clinical for companies with 30 – 70 bed sized homes, or those businesses in a growth period. This is a cost-effective implementation method and a set of training courses which focuses on the key areas of the system.</p>	<p>FlightPath C Overview: Implementation of Care and Clinical for companies with 71+ bed sized homes. This is an implementation method focusing on depth of training, and support of go-live, taking the strain and stress from your team.</p>
<p>FlightPath A Implementation Process Includes: You will have a full understanding of the Assessment forms and care planning functionality within Care and Clinical delivered in short modules. You will also be able to review process. You and your team will understand how to align the system with your own policies and processes.</p>	<p>FlightPath B Implementation Process Includes: You and your team will have a full understanding of the Assessment forms and care planning functionality within Care and Clinical. You will also be able to review process. You and your team will understand how to align the system with your own policies and processes.</p>	<p>FlightPath C Implementation Process Includes: You and your team will have a full understanding of the Assessment forms and care planning functionality within Care and Clinical. You will also be able to review process. You and your team will understand how to align the system with your own policies and processes. A full day will be available to train the care team on the Mobile Point of Care app and Assistant to record care delivery and ensure integrity of record keeping and service responsiveness. Further remote training will enable users to be fully prepared to use the system.</p>
<p>Flightpath A Services includes: Remote system setup Remote configuration Standard suite of assessment forms System Setup o 30 minute Kick Off Call o 1.5 hr System Overview & User Management o 1.5 hr Resident & Occupancy Management o 2 hr Assessment Forms & Care Plans 1 o 1 hr Assessment Forms & Care Plans 2 o 1 hr Daily Recording o 1.5 hr Documentation & Q&A With our onboarding consultant team (Maximum 5 delegates)</p>	<p>Flightpath B Services includes: Remote system setup Remote configuration Standard suite of assessment forms 2x days remote super user training with our expert consultant team</p>	<p>Flightpath C Services includes: Remote system setup Remote configuration Standard suite of assessment forms 3x days remote super user training 3x 2hr remote end user carer training With our expert consultant team</p>
<p>Additional Services Available: Extra remote Home Training - Super User Extra remote Home Training - End User Remote Management Report Training – Basic Remote Management Report Training – Full Remote Go live support Assessment Form Configuration</p>	<p>Additional Services Available: Extra remote Home Training - Super User Extra remote Home Training - End User Remote Management Report Training – Basic Remote Management Report Training – Full Remote Go live support Assessment Form Configuration</p>	<p>Additional Services Available: Extra Remote Home Training - Super User Extra Remote Home Training - End User Remote Management Report Training – Full Remote Go live support Assessment Form Configuration</p>

Greater detail can be found in the tables on the following pages.

Product features enabled per FlightPath package for Access Care and Clinical

Feature	Summary	FlightPath A	FlightPath B	FlightPath C
Service Users	Manage service user information	●	●	●
Reporting	Gain greater transparency across your organisation with our easy to use reporting tools	●	●	●
Assessment forms	Mange and build your own assessment forms with our intuitive assessment form designer	●	●	●
Settings	Manage system settings and control your system to work best for you	●	●	●
Mobile App	Manage quality care at your residents bedside	●	●	●

Implementation Services included in FlightPath for Access Care and Clinical

		FlightPath A	FlightPath B	FlightPath C
Remote system setup	Your system will be setup remotely ready for your live use, and project implementation	Yes	Yes	Yes
Remote Configuration	You will receive our standard system configuration	Yes	Yes	Yes
Standard Assessment Forms	You will receive the standard forms suite	Yes	Yes	Yes
Configured Assessment Forms	Custom/configured assessment forms consisting of 1 day of configuration and requirements gathering, and 1 day of forms building (all remote)	No	No	Yes
Remote Training day for Super Users	A consultant will be available to deliver full days of remote Super Users training to your admin users	No	Yes	Yes
Remote Training modules	An onboarding consultant will be available to deliver hourly modules of remote Super Users training to your admin users	No	Yes	Yes
End User carer training	You will receive 3 remote carer training sessions using proprietary conference and screen sharing software. Each session will last 2 hours each	No	No	Yes
Basic Post Go-live Management Reports Training	You will receive ½ day of remote management reports training focusing on a basic review of all available reports. This will be delivered and arranged after your live date	No	No	Yes
Full Post Go-live Management Reports Training	You will receive 1 full day of remote management reports training focusing on a full review of all available reports. This will be delivered and arranged after your live date	No	No	No
Go-live Support		No	No	No

Addition Services available for Access Care and Clinical

On top of the services included within the standard FlightPath packages, the table below highlights the additional value added services that our consulting teams can provide remotely. Please take some time to review these.

Extra Home Training - Super User Training	Available for new delegates, those users that could not attend other sessions, or where you would like to train homes individually or in groups. eLearning to be completed prior to remote session
Extra Home Training - End User Training	Available for new delegates, those users that could not attend other sessions, focusing on administering meds and using system basics. eLearning modules to be completed prior to remote session
Management Report Training - Basic	A basic remote review of management reports focusing on how to understand management reports and how to use data for auditing data purposes. Only key reports will be covered
Management Report Training - Full	A full remote review of management reports focusing on how to understand management reports and how to use data for auditing data purposes. All reports will be covered
Remote Go live support	A day of an expert consultant available to your staff with an aim of answering questions as they occur, improving staff confidence, and reinforcing best practice with system among your team. This session helps to greatly take the stress and strain from the go-live process
Assessment Form Configuration	Bespoke and dedicated configuration of your forms to your own needs/requirements



About The Access Group:

The Access Group has been recognised in The Sunday Times Tech Track 100 in 2019 and is a leading provider of business software to mid-sized UK organisations. It helps more than 32,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud platform transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of over £1billion, employs more than 2,300 staff.

For more information about The Access Group, visit: www.theaccessgroup.com

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