

Service Overview

FlightPath for Access CM Digital Care Management

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.

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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.

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

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FlightPath for Access CM Digital Care Management

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	FlightPath D
<p>Overview Implementation of CM Digital Care Management eMAR solution to a Provider customer.</p> <p>This pathway is best suited to organisations looking to take the solution out of the box. Training is provided via a Train the Trainer approach to a maximum of 5 delegates.</p>	<p>Overview Implementation of CM Digital Care Management eMAR solution to a Local Authority customer.</p> <p>This pathway is best suited to organisations looking to take the solution out of the box. Training is provided via a Train the Trainer approach to a maximum of 5 delegates.</p>	<p>Overview Implementation of CM Digital Care Management Digital Forms for Provider customer.</p> <p>This pathway is best suited to organisations looking to take the solution out of the box. Training is provided via a Train the Trainer approach to a maximum of 5 delegates.</p>	<p>Overview Implementation of CM Digital Care Management Digital Forms for Local Authority customer.</p> <p>This pathway is best suited to organisations looking to take the solution out of the box. Training is provided via a Train the Trainer approach to a maximum of 5 delegates.</p>
<p>FlightPath Content:</p> <p>How to Create eMAR on CM Mobile Updating and recording medication administration Tracking of Missed Medication</p>	<p>FlightPath Content:</p> <p>How to Create eMAR on CM Mobile Updating and recording medication administration Tracking of Missed Medication</p>	<p>FlightPath Content:</p> <p>How to Create digital forms within CCL Attaching forms to client record</p>	<p>FlightPath Content:</p> <p>How to Create digital forms within CCL Attaching forms to client record</p>
<p>Included FlightPath Services</p> <p>Welcome Meeting eMAR system setup eMAR Train the Trainer x 1 2 x check in calls as agreed in Welcome Meeting. 2 hrs x Go Live Support Handover to Support</p>	<p>Included FlightPath Services</p> <p>Welcome Meeting eMAR system setup eMAR Train the Trainer x 1 2 x check in calls as agreed in Welcome Meeting. 4 hrs x Go Live Support Handover to Support</p>	<p>Included FlightPath Services</p> <p>Welcome Meeting Digital Forms system setup Digital Forms Train the Trainer x 1 2 x check in calls as agreed in Welcome Meeting. 4 hrs x Go Live Support Handover to Support</p>	<p>Included FlightPath Services</p> <p>Welcome Meeting Digital Forms system setup 2 x Digital forms created Digital Forms Train the Trainer x 1 2 x check in calls as agreed in Welcome Meeting. 4 hrs x Go Live Support Handover to Support</p>

<p>Additional Services available</p> <ul style="list-style-type: none"> Refresher training Additional user training Additional new starter training Additional Project Management Additional Go-Live support 	<p>Additional Services available</p> <ul style="list-style-type: none"> Refresher training Additional user training Additional new starter training Additional Project Management Additional Go-Live support 	<p>Additional Services available</p> <ul style="list-style-type: none"> Refresher training Additional user training Additional new starter training Additional Project Management Additional Go-Live support 	<p>Additional Services available</p> <ul style="list-style-type: none"> Refresher training Additional user training Additional new starter training Additional Form Creation Additional Project Management Additional Go-Live support
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Greater detail can be found in the tables below:

Product features included per FlightPath package for Access CM Digital Care Management					
Feature	Summary	Flightpath A	Flightpath B	Flightpath C	Flightpath D
Administration of the system	System setup configuration and user permissions.	●	●	●	●
eMAR (Electronic Medication Administration Record)	Ability to amend medication requirements so Care Workers have access to current details at the point of care delivery.	●	●		
eMAR (Electronic Medication Administration Record)	Alerts are issued when medication hasn't been taken, errors are reduced.	●	●		
eMAR (Electronic Medication Administration Record)	A reliable audit trail to demonstrate medication adherence to customers and regulators.	●	●		
Form builder	Provides a range of templates allowing you to build your own forms to meet all your requirements, including care assessments, reviews, risk assessments and care records.			●	●
Reports	Ability to generate reports from the standard suite of reports in the HAS portal.	●	●	●	●

Implementation services included per FlightPath package for Access CM Digital Care Management

Feature	Summary	Flightpath A	Flightpath B	Flightpath C	Flightpath D
Welcome meeting	Remote call to discuss implementation milestones, goals and Access T&C's, and planning of the key deliverables and tasks over the project timeline	●	●	●	●
System creation	Remote system setup and access provided	●	●	●	●
Check in calls	2 x 30 Mins check in calls as agreed in Welcome Meeting	●	●	●	●
Digital Care Management Forms	2 x digital form creations by the Solution Delivery Manager				●
System Onboarding -Train the Trainer	Training of up to 5 delegates on the system prior to go live	●	●	●	●
Go live readiness	Checks of your system and go live with the solution.	●	●	●	●
Handover to support	Handover to our support and account management teams for your onwards journey with Access	●	●	●	●

Additional Services available for Access CM Digital Care Management

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

Digital Care Management Forms Training New Starters or additional end users	Training is available for end users on how they can log in, access forms and complete these when assigning to the client record.
eMAR Training New Starters or additional end users	Training is available for end users on how they can log in, access eMAR and complete medication associated with client records.
Digital Care Management Form Creation	Digital Care Forms can be created for you as part of a consultancy piece of work in preparation for your go live and use of forms within the system.
Assessment Form Creation	A consultant will scope your requirements and configure your bespoke assessment forms
Project Management	If you would like further support from Customer Service Delivery Manager during the implementation additional days can be agreed.
Check in Calls	If you would like further check in calls during project implementation this can be agreed and booked to allow additional Onboarding support.
Go Live Support	Support provided remotely when go live and contact available to quickly triage and resolve your go live issues to make go live run smoothly.
Health Check	Health Check for the system to suggest any improvements to the use of the system



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

