




# HIRING (OR GROWING) A COMPUCARE SYSTEMS MANAGER AND SUPER USER COMMITTEE

*A Practical Guide for  
Private Hospitals, PPU's &  
Diagnostic Providers*



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# Hiring (or Growing) a Compucare Systems Manager and Super User Committee

## A Practical Guide for Private Hospitals, PPUs & Diagnostic Providers

### Why Compucare Ownership Matters

If you're running a private hospital, NHS Private Patient Unit (PPU), or a diagnostic centre, chances are Compucare 8 sits right at the heart of your operations.

While private hospitals and PPUs remain the lifeblood of the sector, we increasingly see prominent client groups across diagnostic imaging and ophthalmology providers - all of whom rely just as heavily on getting the most out of their systems.

But here's the reality we see time and time again: **the system is only as effective as the people behind it.**

This isn't unique to Compucare. A reporting dashboard is only as useful as the person interpreting it. A finance system is only as accurate as the controls around it. And a patient pathway is only as efficient as the team coordinating it.

Digital transformation doesn't happen because you install the right system. It happens when someone (or a team) takes ownership and drives it day to day.

Often, the system isn't the bottleneck - **lack of ownership is.**

As Simon Gardner, Senior Implementation Consultant in the Projects team at Streets Heaver, puts it:

*"You can have a great system, but if it isn't implemented well and used properly, that's what holds back the true success."*

Whether you're recruiting externally or developing someone internally, getting this role right can have a **significant impact** on patient flow and access, staff efficiency, billing accuracy, revenue capture and overall operational performance.

Before we go further, it's worth addressing a common concern. Not every hospital or PPU has the capacity for a fully dedicated Systems Manager or a formal super user committee - and that's okay.

*"This is a model that scales from smaller organisations - don't be put off by this if you don't feel like you have the capacity for a full committee, or 100% dedicated systems manager." - Candy Mussett, Head of Operations, Streets Heaver*

This approach doesn't just apply to large, multi-site hospitals. You could consider having members owning different modules, whether that's financial, clinical or administrative.

You could assign one person, or a few, to keep up to date with Compucare news & updates:

- Sign up to our [newsletter](#)
- View our product [roadmap](#)
- Register for quarterly [webinars](#)
- Catch up on-demand on [YouTube](#)

The key message is simple: this isn't an all-or-nothing model. **Even small, incremental ownership can make a meaningful difference.**

At [Streets Heaver](#), we work with organisations across the UK at different stages of this journey - and the same challenges come up time and time again.

This guide is designed to help you make the most of [Compucare](#) by getting the right people and structure in place. Whether you're looking to recruit a dedicated systems lead or develop someone internally, it will give you practical guidance on identifying the right individual, building internal capability, and ultimately **unlocking more value from the system you already have.**

## Why This Role Matters More Than You Think

Compucare isn't just a standalone system - it underpins **multiple critical areas** of your organisation, from patient administration and billing to operational performance tracking and day-to-day clinical and administrative coordination. Its reach across these functions means it plays a central role in how efficiently your [hospital](#) or [PPU](#) operates.

That means the person responsible for it isn't just "IT" or "admin." They are a key operational and commercial enabler.

In high-performing organisations, this role becomes a **critical bridge between Operations, Finance, Clinical Teams and Digital/IT.**

As James Powell, Senior Implementation Consultant in the Projects team at Streets Heaver, explains:

*"The best clients use us as second-line support, not first-line support. Support should be there for outages, bugs and real system issues - not because someone has left and nobody knows how to update a contract. That said, we're always happy to help fill any gaps in knowledge when they arise."*

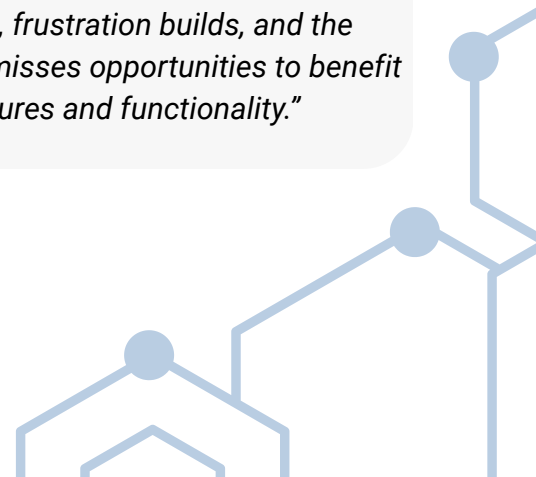
When that bridge is missing or underdeveloped, you'll often see:

- ✗ Inconsistent data
- ✗ Inefficient pathways
- ✗ Revenue leakage
- ✗ Frustrated staff

From a customer success perspective, the impact goes even deeper.

As Jonah Pain, Senior Customer Account Executive at Streets Heaver, explains:

*"Without clear ownership, user feedback goes nowhere, frustration builds, and the organisation misses opportunities to benefit from new features and functionality."*



## What Happens When No One Owns the System

Across the organisations we work with, the same patterns emerge when Compucare lacks clear ownership.

### 1. Innovation Stalls

Without someone actively engaged, new functionality goes unnoticed or unused.

If no one is keeping up with releases and updates, **organisations miss functionality that could solve real problems.**

*"We've seen clients surprised to learn we even have a patient-facing app," says Jonah Pain. "Because no one was clearly owning Compucare, they began exploring third-party solutions to fill perceived gaps."*

This often leads to:

- ✗ Unnecessary procurement decisions
- ✗ Fragmented digital ecosystems
- ✗ Missed use of existing capabilities

### 2. Growth Becomes Harder

A lack of ownership limits scalability.

*"The customers who get the most out of Compucare are the ones who understand: we may help implement it, but it's still their system." - James Powell*

Clients who own the system - or even have a team dedicated to it - are far better positioned to roll it out as the organisation grows.

*Without that:*

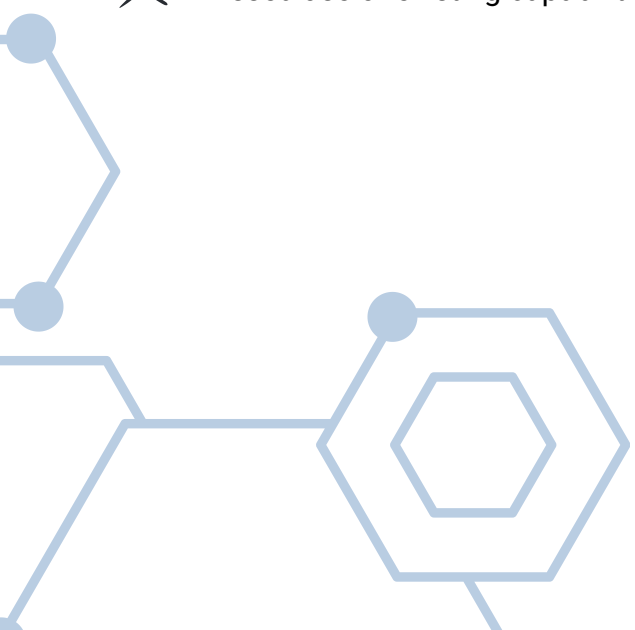
- ✗ Usage varies by site and service
- ✗ Expansion needs rework, not reuse
- ✗ Standardisation is difficult

### 3. Poor Habits Take Over

Perhaps the most damaging long-term impact is how teams begin to work around the system.

*"Without ownership, people start working around the system instead of with it." - Simon Gardner*

Without a champion or owner, poor habits inevitably develop. People take shortcuts, revert to non-digital processes, or adopt workflows outside of Compucare altogether.



Over time, this leads to:

- ✗ Inaccurate or incomplete data
- ✗ “Shadow systems” or workarounds
- ✗ Loss of trust in reporting
- ✗ Increased training burden

And critically:

When these habits and bits of ‘tribal knowledge’ are passed on, it doesn’t take long before users are under-utilising the system, mis-recording hospital data, or not using the system at all.

## Recruiting a Systems Manager

Across UK private healthcare and PPUs, there’s a clear pattern in what organisations are looking for, but finding the right person is often more challenging than it first appears.

Most roles require hands-on experience with Compucare 8, a solid background in healthcare systems such as PAS and billing, and the ability to train users and drive adoption.

However, technical capability alone isn’t enough.

*“The ideal candidate needs to understand both Compucare and how a hospital works. System knowledge alone isn’t enough.” - Simon Gardner*

It’s less about being highly technical and more about stakeholder management, process thinking and **bringing people with you.**

The strongest hires combine technical understanding with operational and commercial awareness. They understand how Compucare supports patient pathways, how it impacts revenue, and how decisions in one department affect another.

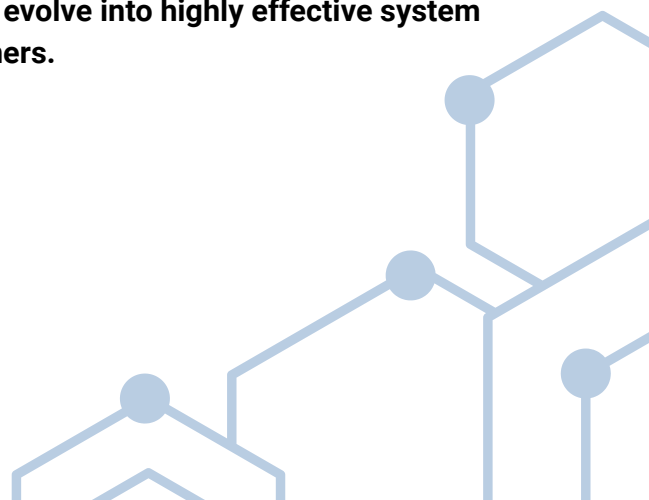
## Developing an Internal Compucare Champion

In many cases, the best person for this role is already within your organisation.

Internal candidates bring a deep understanding of your pathways, operational pressures, consultants, and reporting challenges - context that can’t easily be taught.

*“The best candidates are the ones who stay curious, keep asking questions and think through the knock-on effect of every change.” - Simon Gardner*

**With the right support, these individuals can evolve into highly effective system owners.**



## What to Look For Internally

The most effective internal champions aren't necessarily the most technical, they're **curious, proactive, and confident working across teams.**

They're often found in roles such as:

- Senior private patient administrators
- Billing team leaders
- Pathway coordinators
- Performance and BI analysts

## What This Role Should Own

Clarity of responsibility is essential.

### 1. System Ownership

Configuration, user management, and data quality.

### 2. Training & Adoption

Driving consistent system usage and building confidence across teams.

When someone internally understands Compucare well, they become the first point of triage - meaning fewer tickets, faster answers and **less friction.**

### 3. Reporting & Performance

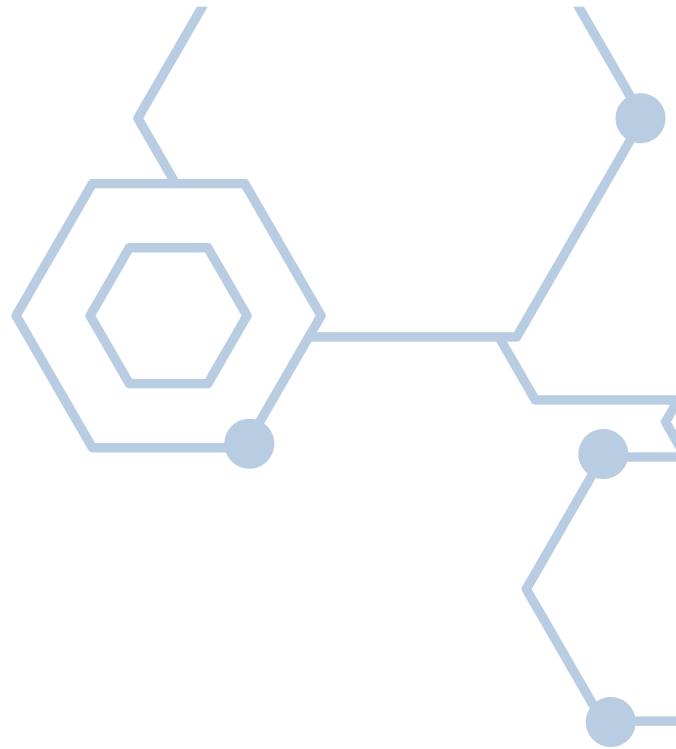
Supporting operational and financial insights.

### 4. Service Improvement

Identifying inefficiencies and enabling automation.

### 5. Stakeholder Management

What solves a finance issue can easily create a bookings issue if nobody is looking at the whole process end to end and holistically.



## The Key Benefits of a Committee

### Cross-Department Buy-In

Change succeeds when teams help shape it, not just receive it.

### Better Decision-Making

Decisions are made with a full view of operational impact, not just from one department's perspective.

### Greater Consistency

Governance improves. Templates, processes and configurations are standardised, avoiding duplication and inconsistency.

### Reduced Reliance on Support

With shared internal knowledge, more issues are resolved in-house. Some organisations resolve 80–90% of issues internally before anything reaches our Support Team.

### Greater Resilience

The organisation is less vulnerable to staff turnover or single points of failure.



A decorative graphic consisting of three concentric hexagons. The outermost hexagon is light blue and has a small solid blue circle on its top-right side. Lines extend from the top and left sides of the outer hexagon.

## What This Looks Like in Practice

Typically, this model includes:

- A central Compucare Systems Manager or Champion
- Department-level super users (e.g. bookings, finance, clinical admin)
- Regular meetings (monthly or fortnightly) to review changes, updates and issues
- A clear approval process for system changes (e.g. templates, workflows, configurations)

This structure ensures that **Compucare evolves in line with real operational needs** - rather than becoming fragmented or underused.

## What Does a Compucare Super User Do?

A Compucare Super User owns a specific workflow and acts as the local **expert**.

They:

- Support day-to-day usage
- Act as first-line support
- Document processes
- Contribute to improvements

By embedding this role within teams, organisations move from reactive support to **continuous improvement**.

## Practical Tips From the Field

Based on what we see across Compucare customers, a few consistent themes stand out.

First, don't underscope the role. If someone is meant to champion the system only 10% of the time, they're never going to be able to do it properly.

Focus on **influence** as much as technical skill, invest in training for all hires, connect the role to growth and performance, and recognise the hidden risks involved.

*"If a hospital can't stand on its own two feet for day-to-day maintenance, that creates delays, frustration and unnecessary pressure." - James Powell*

## The Difference Between a System and a Strategy

Compucare is a **powerful hospital management system**- but its impact depends on how it's used, and who owns it.

Without ownership, systems stagnate. With the right structure - a strong lead supported by engaged super users - Compucare becomes a **strategic asset**.

The best organisations don't rely on support for routine tasks - they build the knowledge in-house and take ownership.

## Need Help Getting This Right?

If you're unsure whether to recruit externally, develop internal capability, or how best to structure this role, **you're not alone.**

At Streets Heaver, we work with hospitals and PPU's across the UK and internationally to assess how Compucare is currently being used, identify gaps in system ownership, and build the capability needed to get more from the platform.

Whether that's supporting training, strengthening processes, or helping define the role itself, our focus is always on delivering **practical, measurable improvements.**

If you're looking to move from underused to optimised, we'd be happy to help.

Get in touch with the Streets Heaver team for tailored, practical guidance.



## Start the Conversation.

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