



Health Professions Council

The Health Professions Council (HPC) is a UK-wide body responsible for regulating health professionals and protecting the public. HPC has grown rapidly in recent years and is currently responsible for regulating 15 different health professions and support over 200,000 registered professionals. As a result of their rapid growth, the Fitness to Practice (FTP) team within HPC embarked on a project to review their business processes and IT solutions to ensure their readiness to cope with an increase in workload and to ensure that they operate in an integrated and efficient manner.

“We approached Nine Feet Tall to lead the business analysis activities for our strategic FTP project. They brought expertise, drive and independence and managed to quickly get to grips with the highly complex Fitness to Practice business rules and legislation.”

Kelly Johnson
Director of HPC’s Fitness to Practice

Project Activities

1. Mapped the current “As-Is” business processes end-to-end for the Fitness to Practice team including enquiries, case management, hearings, appeals, case support and administration
2. Identified process improvements and benefits to be gained through process automation and integration
3. Facilitated a series of workshops to capture functional and technical requirements and created a requirements catalogue
4. Developed an Invitation to Tender (ITT) to support HPC in selecting appropriate IT vendors for a case management and business intelligence solution
5. Supported the vendor selection shortlist, interviews and evaluation
6. Analysed existing data and management information systems and developed a data migration strategy and plan