

Transforming serious incident investigations across healthcare with the Eva application

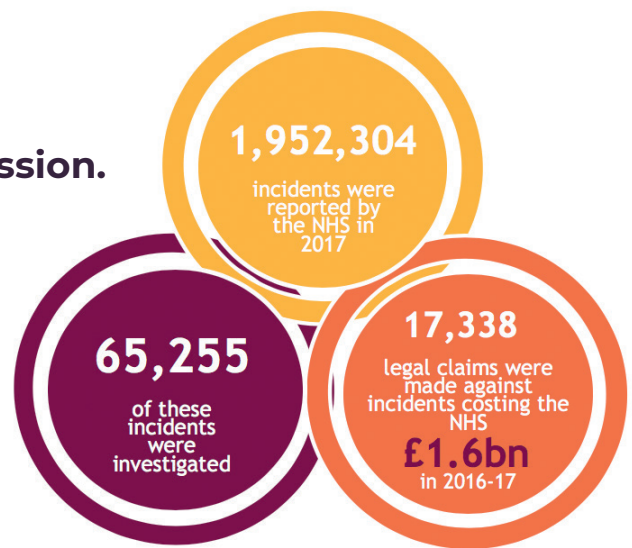
There is a statutory requirement for healthcare providers to report all incidents to the Care Quality Commission.

What is Eva?

Eva is designed to improve patient safety investigations in healthcare. Eva is a clear and **easy-to-use digital application** for healthcare organisations to help clinicians fully investigate serious incidents. The technology **guides investigators step-by-step through a structured process**, helping staff gather appropriate evidence and identify valuable conclusions and recommendations to deliver **better quality investigations and reports**.

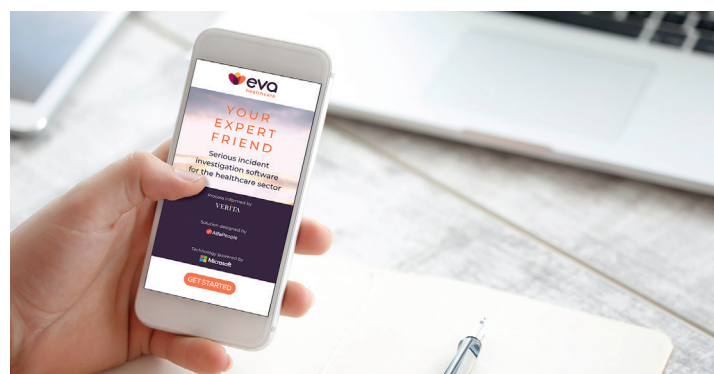
Using AI and machine learning, data gathered from investigations will be analysed by Eva to identify common themes. This intelligence-led approach **frees up time** and makes relevant information available for senior staff to **tackle the underlying problems** behind a serious incident.

Eva strengthens organisational capability and capacity to investigate, mitigate and prevent future incidents.



This technology keeps everything in one place, it is logical, systematic and will save time. I like it, and my staff will like it".

Clinical Director, Private healthcare provider



What are the current challenges and how does Eva help?

Currently a manual, time-consuming process for already time-poor staff	<ul style="list-style-type: none"> ● Use anywhere, any time and on any device ● Intuitive, easy-to-use design saves time by guiding users through the process
Quality of reporting and investigations can be poor, due to inconsistent guidelines and training	<ul style="list-style-type: none"> ● Guides users through a structured, pre-defined process ● Offers guidance, tips and training at each stage of the process
Missed opportunities to learn from mistakes due to difficulties analysing data	<ul style="list-style-type: none"> ● Managers can see a dashboard of current investigations across the organisation ● Helps prevent further incidents by identifying issues more quickly
Patients and families lack clarity on the progress of the investigation	<ul style="list-style-type: none"> ● Eva's portal for families and patients means they can track investigations in real-time ● Patients and families have the capability to request meetings, ask questions and upload evidence

Benefits of Eva

For the users	For healthcare organisations	For patient and family
<ul style="list-style-type: none"> ● Digital and structured process saves time - leaving more time to deliver care ● Can be accessed remotely any time on any device ● Provides on-demand prompts, tips and advice about investigative terminology and techniques 	<ul style="list-style-type: none"> ● Robust tool to help standardise the investigations process and learn from incidents ● BI dashboards to show trends, progress and themes across an organisation ● Access to insights through AI and machine learning to aggregate and analyse data where appropriate 	<ul style="list-style-type: none"> ● Open and easy communication with investigation team through web-based portal ● Ability to check status of investigation, agree what should be investigated and submit evidence ● Investigator can post updates and share report

Get in touch

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