

# Transforming serious incident investigations across healthcare with the Eva application

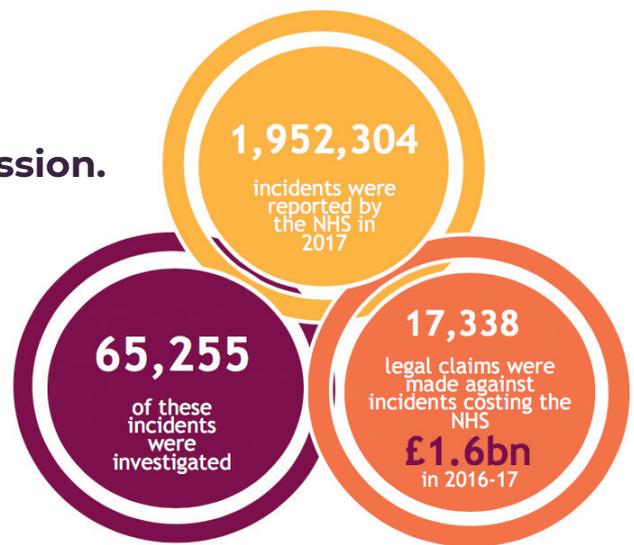
**There is a statutory requirement for healthcare providers to report all incidents to the Care Quality Commission.**

## 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**.

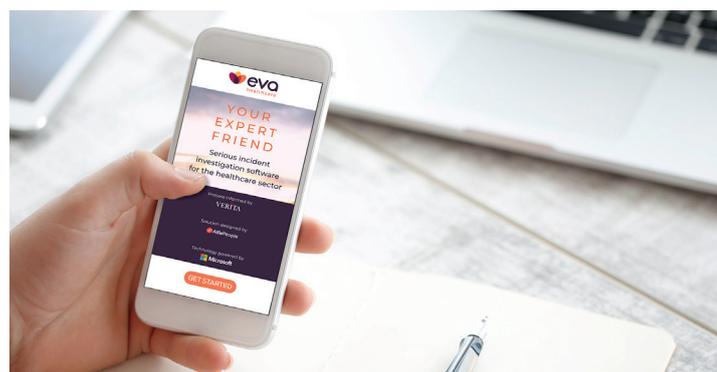
Using AI and machine learning, data gathered from investigations will be analysed by Eva to identify common themes. This intelligence-led approach **frees up time** and makes relevant information available for senior staff to **tackle the underlying problems** behind a serious incident.

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

## Benefits of Eva

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

## Get in touch

Telephone: 020 3167 4911  
 Email: [info@evaapplications.com](mailto:info@evaapplications.com)  
 Twitter: [@Evaapplications](https://twitter.com/Evaapplications)