



University Hospitals of North Midlands



NHS Trust



EPAS

Critical Care & Surgical Special Care Unit

Royal Stoke University Hospital
2013-2015





What Is EPAS?

- Excellence In Practice Accreditation Scheme
- Partnership with Teeside University
- Developed in 2003 by Professor Robert McSherry & Mr Patrick Pearce
- Involves external scrutiny, assessment and validation
- Multidisciplinary
- Evidence is collated against six core standards.
- Award lasts for three years



EPAS Philosophy

“EPAS is dedicated to encourage and facilitate the development of best practice by ensuring effective communication, inter-professional collaborative working, integration of working practices and team building in the quest for excellence”

Teeside University 2003



Why Did We Undertake EPAS?

- National recognition through external validation
- Disseminate our excellence to a wider audience
- Staff motivation & Empowerment
- Allow us to benchmark & look at how we develop critical care services at UHNM



EPAS Strategy

- Development of EPAS working group
- Review of Standards
- Collection of evidence against the six core standards
- Organisation of evidence folders to include contents, pro-formas, cross referencing
- Support from Mrs Trish Rowson – Director of Nursing for Quality



Our EPAS Team

- Clinical leads:
 - ACN Karen Eptlett
 - Matron Claire Hughes
 - Deputy Matron Lesley Smith
 - Senior Sister Jill Bogucki – SSCU
 - Senior Sister Dawn Moss – Critical Care
 - Senior Staff Nurse Mark Beswick
 - Staff Nurse Charlotte Woodward/Steph Whitehurst
 - Various Clinicians within Critical Care and SSCU





Six Core Standards

- Working in Organisations
- Collaborative Working
- User Focused Care
- Continuous Quality Improvement
- Performance Management
- Measuring Efficiency & Effectiveness

Working in Organisations

Team development,
communication and
the dissemination of
information



Working in Organisations



- Full support from Trust Board
- Service Line Management
- Staff Involvement
- Public Involvement
- Shared Vision

Collaborative Working

“Multi-professional & integrated team
working





Collaborative Working

- Evidence of patient/service user involvement in care process & development of service
- Liaison with external groups
- Multi-professional documentation





User Focused Care

“Development and evaluation of practice
incorporating users views”





User Focused Care

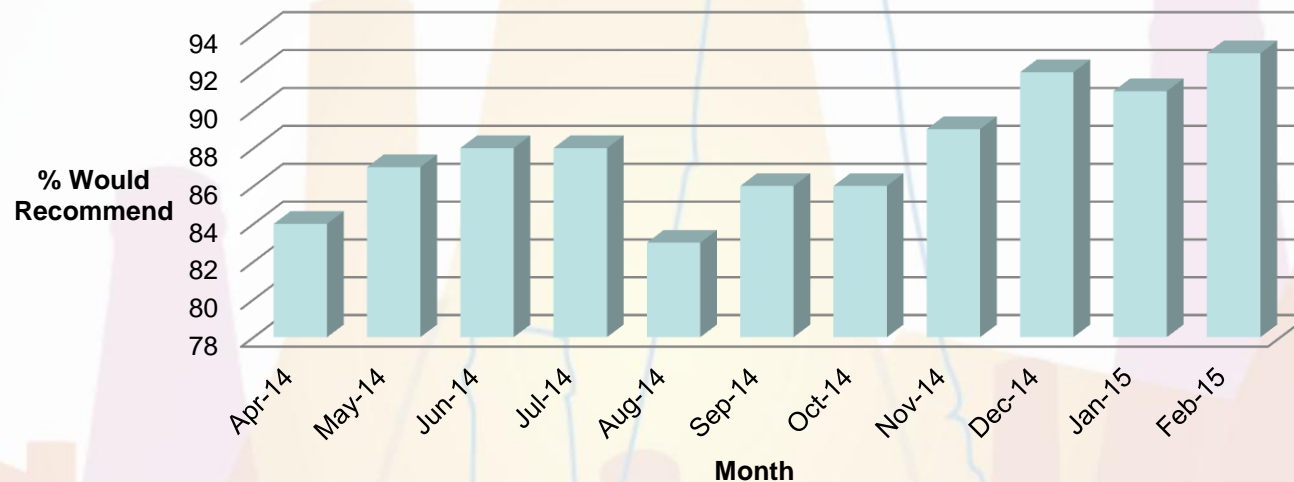


- Patient and Relative Information
- Patients Forum
- Swallows Group
- Patient Orientation Prior to Surgery
- Bereavement Follow up Service

Continuous Quality Improvement

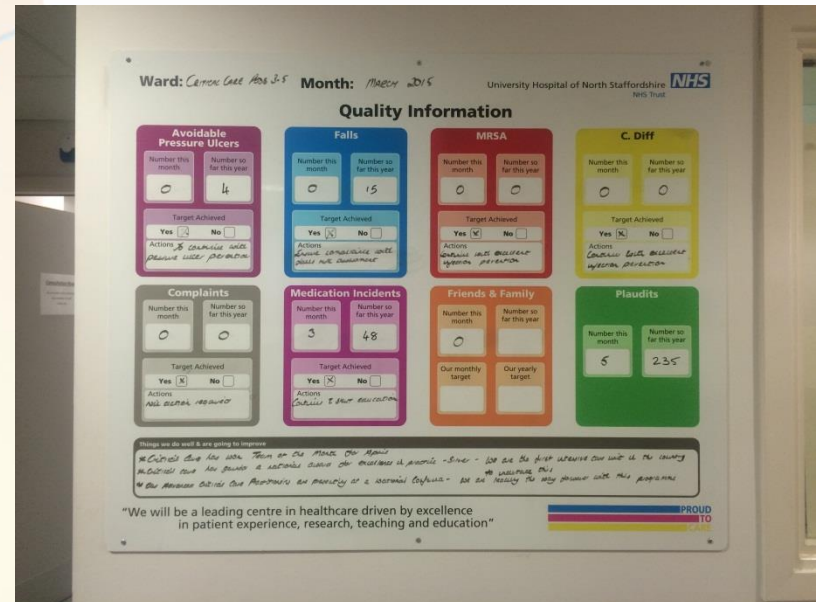
“The emphasis of this standard is to make quality part of everyday working practice”

Would you recommend this Service to Family & Friends?



Continuous Quality Improvement

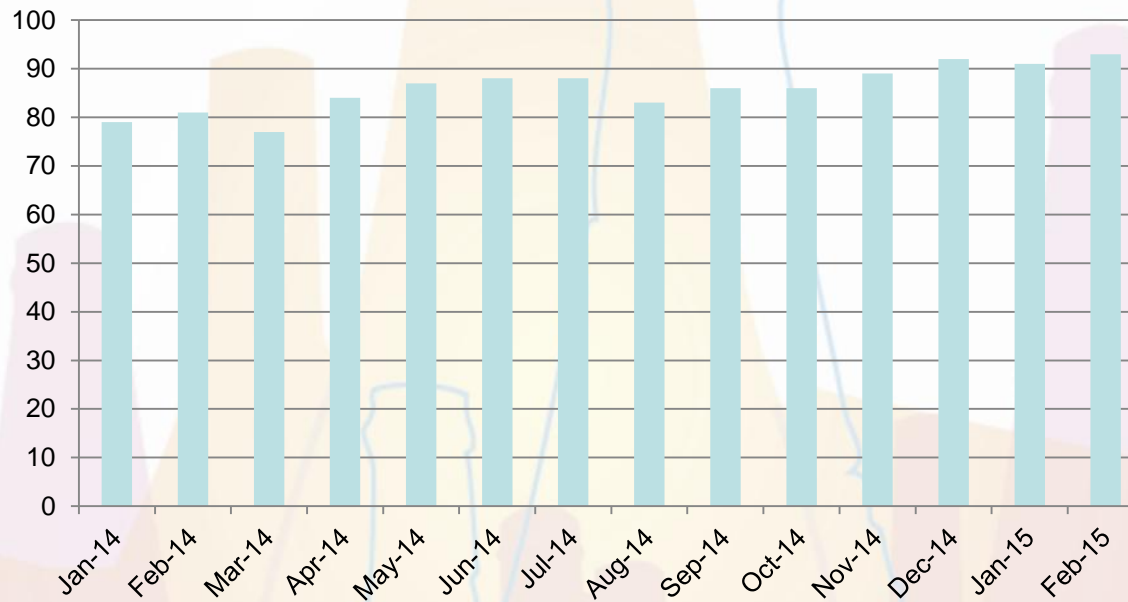
- Proud to Care Audits
- CQUINS
- Safety Express
- Skin Bundles
- Safe Staffing
- Quality Board



Performance Management

“Improving performance and user satisfaction”

Critical Care Performance



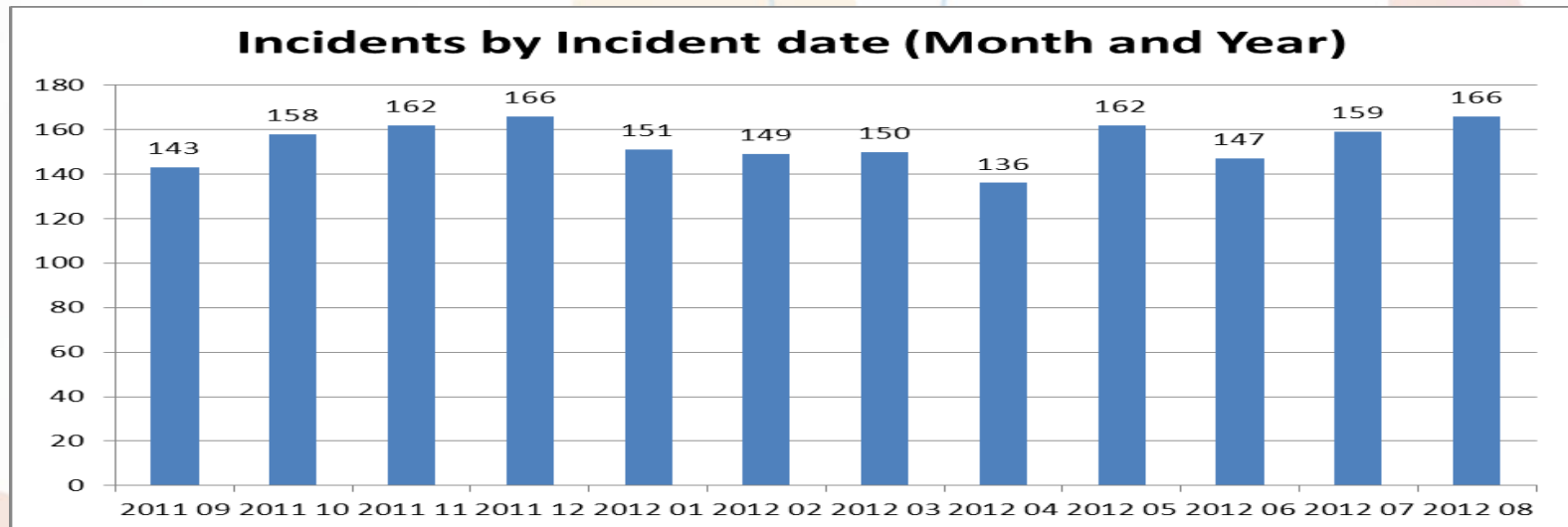
Performance Management



- Staff Appraisals
- Capability Management
- Directorate Performance Reviews
- Governance Structure
- Risk Management

Measuring Efficiency & Effectiveness

“Measuring the Departments efficiency and effectiveness through benchmarking, audit & evaluation”





Measuring Efficiency & Effectiveness

- Infection Control Audits
- Patient Experience
- Key Performance Indicators
- Friends and Family





Accreditation Process

- Held on 19th & 20th March 2015
- Mr Patrick Pearce & Mrs Karen Grimwood from Teeside University
- Clinical expert – Dr Sanjoy Shah from University Hospitals Bristol NHS Trust
- Planned programme – Speakers, Focus Groups, Staff Interviews, Patient Interviews, Meet Members of Trust Board, Observation of Practice and Invited Ex-patients.



New Beginnings





The Scoring System



Bronze



Bronze



Silver



Gold



Platinum



What did we achieve?

Silver Award





Feedback

- Extremely positive
- Observed an enthusiastic, motivated nursing team working in a very busy environment
- Cohesive, supportive team
- Caring culture
- Excellent leadership
- Recognition that we are on a journey



What would we have done differently?

- Overview of the accreditation process
- Planning of EPAS to start 18 months prior to the accreditation event
- Identify a funding stream to cover expenses
- Requires a multidisciplinary approach
- Patient forum to co-inside with accreditation event



Planning for the Future

- 18 month plan before next award
- Identify funding streams to support EPAS project
- Appoint key personnel – medical and nursing across all critical care areas
- Identify EPAS working group
- Start to educate staff on award process
- Design EPAS identity



- Identify potential accreditation dates at least 6-9 months in advance.
- Identify expert witness
- Invite member of trust board to EPAS working group meetings
- Collect evidence 6 months before accreditation event



Collecting Evidence

- Collect evidence 6-9 months before accreditation date this will ensure it is current
- Update policies
- Apply to deanery in advance for medical evidence
- Evidence requested – job plans, workforce development plans, business cases, clinical audit outcomes, recent peer review & CQC, ICNARC data, appraisal information, research, presentations and study events.



What have we achieved through EPAS?

- 1st Critical Care Unit Nationally to become accredited with an EPAS award which will last for 3 years
- Cohesive as a team between all Critical care areas
- Pride in our award, which was undertaken during a period of increased demand on our service
- Employee of the year 2014 – Mark Beswick
- Team of the month April 2015 – Critical Care



Future Developments

- EPAS project highlighted areas to focus on for the future
- Support from trust senior management team
- Further development of the ACCP role
- Networking with University Hospital Bristol NHS Trust
- Staff integration

What next? – Celebrating our Success!

- Celebration for EPAS working group
- To network and share our success
- Further expansion of our services
- Robust education programme for our nursing staff





- Succession planning for specific roles
- Talent spotting and succession opportunities
- Critical care patient flow Co-ordinator role
- Start to plan for our next EPAS event in September 2016 for accreditation in 3 years time

