

Family Nursing
& Home Care

EVOTIX

Case Study

FNHC

Enhancing Patient Safety and Reporting with Evotix

Industry

Healthcare / Charity

Customer since

2014

Family Nursing & Home Care (FNHC) is a charity based in Jersey, providing healthcare services to the island's community. FNHC's team of 180 staff members provides expert prenatal and parental care, supporting children, families and individuals with healthcare or home support needs. Their wide range of services includes the Baby Steps program, Community Children

Nursing, School Nursing, District Nursing, Health Visiting, Home Care, Rapid Response and Reablement, Palliative Care and end-of-life care.

Guided by values such as kindness, courage, compassion, commitment and excellence in care, FNHC's vision is to be the leading nursing and care service on the island, ensuring every resident receives the best possible care.

Day-to-Day Challenges



FNHC faced significant challenges in promoting a healthy reporting culture.

Employees were hesitant to report incidents, such as patient falls, due to fears of blame and potential repercussions.

This reluctance led to low reporting rates, making it difficult for FNHC to gather data and be more proactive in addressing risks.

Why Evotix?



Director of Governance and Care at FNHC, Claire White, recognized the need for a shift toward a culture where employees could report incidents without fear of blame.

With a background in patient safety, Claire knew that FNHC needed to use their existing EHS system to educate employees on the benefits of reporting and foster an environment of continuous improvement.

White has praised Evotix's ability to easily share insights around incident data. Additionally, the platform's configurability allowed FNHC to add training and audit modules, enabling the system to evolve with FNHC's needs.



With Evotix

Shifting attitudes around reporting

In late 2019, FNHC began delivering comprehensive training to all staff, emphasizing the importance of incident reporting and reinforcing the message that reporting would not lead to blame. As a result, reporting rates increased and employees felt more motivated to report incidents, knowing that their feedback would lead to real changes.

A significant area of focus for FNHC has been the reporting and management of pressure ulcers. As a common issue in district nursing, pressure ulcers required rigorous oversight.

Through FNHC's work with Evotix, compliance with best practices for pressure ulcer prevention rose from 40% to 80% in just one quarter. FNHC has also observed a positive trend in the levels of harm reported. As incident reporting increased, there was a notable rise in reports classified as negligible or minor, with a corresponding reduction in major or catastrophic incidents.

This improvement was driven by empowering staff to use Evotix for root cause analysis and sharing learning across the organization. As a result, FNHC now enjoys a robust and healthy reporting culture, with incident reports continually feeding back into the system to drive improvements in patient safety outcomes. Due to the rise in reported incidents and reduced harm, FNHC was shortlisted for the Annual Patient Safety Culture Award at the Patient Safety Congress.

Another notable success was the increase in reporting of slips, trips and falls. Thanks to Evotix's instant reporting feature, FNHC noticed a rise in the number of reported falls. This prompted them to organize a public event, which led to a collaborative effort across the island to tackle the issue. Leveraging the data from Evotix enabled FNHC to secure funding for a Falls and Frailty Practitioner position.



Improved engagement

White notes that feedback from frontline users has been overwhelmingly positive, with many staff recognizing the significant culture change since the implementation of Evotix.

The system is stable, easy to use and has become an integral part of daily operations, especially for homecare staff using Evotix's mobile application.

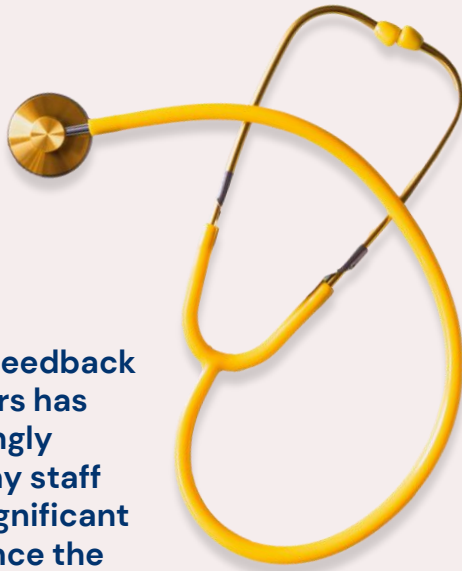
Senior leadership has celebrated the improvements in reporting and patient safety, recognizing the on-the-ground work and the value of real-time data analysis.

The straightforward nature of Evotix has made it easier for staff to report incidents, which has been crucial in maintaining high reporting levels.



“FNHC has moved away from the mentality of “if you don’t do that, I’m going to report it” to a more positive approach where reporting is seen as a tool for improvement,”

says White.



Insights and data utilization

Evotix has provided FNHC with deep insights into their operations, enabling them to respond quickly to emerging trends and issues. The mobile portal allows operational leads to monitor incidents in real time, ensuring they stay informed even when out of the office.

For example, FNHC has used data from Evotix to address issues around discharge and transfers of care, facilitating ongoing discussions with the government to improve these processes. Complaints and quality assurance data are also meticulously recorded in Evotix, making it easy to access and act upon.



Configurability

The system's flexibility has allowed FNHC to use Evotix in unexpected ways, such as monitoring new birth visits during periods of staff shortages. By encouraging staff to log instances when they were unable to complete tasks, FNHC identified pressure points and targeted resources where they were most needed, leading to significant improvements in service delivery.

Advice for new customers considering Evotix

White offers valuable advice for organizations considering Evotix. First, it's crucial to have someone in your organization who thoroughly understands the system. "Our data analyst, with years of experience using Evotix, has been able to unlock the platform's full potential," says White. This has helped enable the FNHC team to leverage it creatively across various functions.

White also highlights the importance of exploring Evotix's adaptability. Unlike their previous system, Evotix offers a comprehensive solution that covers all aspects of healthcare in one platform, eliminating the need for multiple systems. This flexibility allows FNHC to customize the system to fit their unique needs, particularly in community health.



"When you've got an EHS&S system that does everything, why would you use two different systems that you need to log into?"

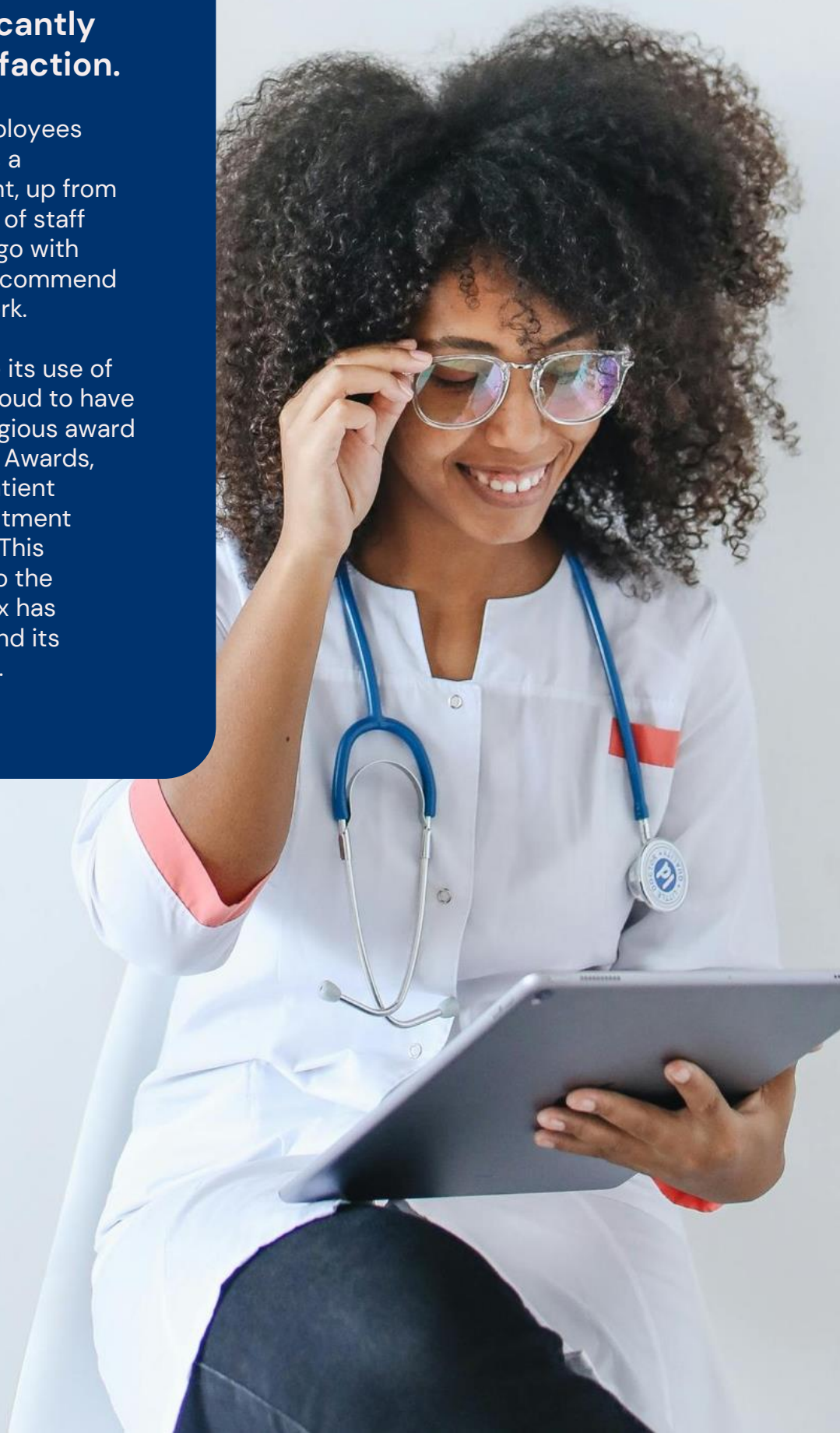
White comments.

The future with Evotix

FNHC's adaptable use of Evotix's system to shift perceptions around reporting has significantly improved staff satisfaction.

In the past year, **89%** of employees agreed that FNHC promotes a supportive work environment, up from **81%** in 2022. Moreover, **96%** of staff now know exactly where to go with concerns, and **92%** would recommend FNHC as a great place to work.

As FNHC continues to refine its use of Evotix, the organization is proud to have been shortlisted for a prestigious award at the Annual Patient Safety Awards, recognizing their positive patient safety approach and commitment to excellence in healthcare. This nomination is a testament to the transformative impact Evotix has had on FNHC's operations and its dedication to patient safety.





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Let's chat

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As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

Evotix: your all-around partner for the journey.

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