Premier IT

HeART*

CASE STUDY

NHS England Central Midlands successfully pilots HeART to manage appraisal and revalidation

TASKS

NHS England Central Midlands (north) is fully committed to improving health outcomes for the people of Leicester, Leicestershire, Lincolnshire and Rutland. The north locality works with seven CCGs and 700 nurses. With the imminent implementation of revalidation in 2015, NHS England Central Midlands wanted to give its nurses enough time to adapt to upcoming changes by implementing a robust, streamlined way of collecting evidence, undertaking appraisals and taking ownership of revalidation. Key to achieving this objective would be a software solution to manage the process. As market leaders of appraisal and revalidation solutions for medics and as the first appraisal solution provider to achieve RCN accredited for its HeART Appraisal Framework for nurses, Premier IT were contracted to run the revalidation pilot.

*"We are really pleased to be supporting the vision of nurse revalidation and the development of processes and tools
to help nurses and midwives in their preparation for NMC revalidation. This in turn helps assure the public – our patients,
service users, clients and their families – of the abilities and competencies of those that are caring for them"*

Joanne Harrison – Quality Improvement Lead, Maternity and Children's Services,
East Midlands Strategic Clinical Network & Senate, NHS England (Central Midlands)

Right skills.
Right place.
Right time.
Right outcome.

SOLUTIONS

To begin with NHS England Central Midlands and Premier IT devised a project plan for a pilot, which would run until June 2015. In order to collect meaningful data across a range of practices and nursing staff, it was determined that a sample of 100 volunteer nurses from across Leicestershire and Lincolnshire would be enlisted to take part.

As revalidation partners, Premier IT's main responsibilities for the pilot were to:

- Configure the HeART system (including organisational structure, competency sets and workflow)
- Implement the system
- Import user details
- Conduct the training roll out
- Provide ongoing user support
- Provide regular updates and
- Monthly evaluation of the pilot

Once NHS England Central Midlands had made the decision on the best way to manage appraisals, translating these new processes into workflows, structures and competency frameworks on HeART was straightforward due to the highly configurable, flexible nature of the system. NECM decided to adapt the 'Good Medical Practice guidelines' used by GPs, as a set of standards for the nurses which became the 'Good Clinical Practice Guidelines'. These are subject to change based on the NMC guidelines on mapping evidence. The new guidelines ensured that nurses had a clear structure for their portfolios, and later on appraisals.

An extensive programme of launch events including training sessions has been conducted throughout the NECM ensuring that the seven participating CCGs, and their nurses, are updated on the progress of revalidation and comfortable using the HeART system. As a result of the popularity of these events, the pilot actually grew to include 150 volunteer nurses and is anticipated to grow even further.

In order to facilitate on-the-spot training and improve the nurses' experience of using HeART, help text throughout the system has also been tailored specifically for NHS England Central Midlands.

RESULTS

The first six months of the project have resulted in a fully configured and implemented online solution to enable nurses across NHS England Central Midlands to manage their own portfolios and begin preparing for revalidation in December 2015.

All goals set so far have been successfully achieved and have allowed NHS England Central Midlands to gain an understanding of what the new process of revalidation will entail. In fact, NHS England Central Midlands did not even need to wait until the end of the pilot to be successful in its business case for a full time Revalidation Manager. A business case has also already been submitted to continue with the use of HeART to manage appraisal, revalidation and education for nurses after the pilot has finished.

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w: premierit.com
t: twitter.com/premieritltd
e: hello@premierit.com
t: 0800 785 1234