

| Managers | |
|---|--|
| Can Eva be integrated with existing systems such as Datix/Ulysses? | Yes, it is possible to integrate Eva with your existing systems. |
| Will Eva link to my email? | Yes, it will be integrated into your Outlook emails and calendar as a standard. |
| Do we have to install new software? | No, Eva is a web-based application and can be used on any device. All you need is an internet connection. |
| Will the reports be easy to manage? | Yes, managers can view reports and investigations on a dashboard that holds all the data inputted into Eva. They can also see themes arising and manage the information on a range of dashboards. |
| What about version control? | Eva has the capability for version control so that the terms of reference, reports and information can be sent out in draft form to be reviewed before they are finalised. |
| How long does it take to install? | It will take 2 weeks to install Eva into your organisation. |
| How much does it cost? | The Eva trial day is free. The cost of Eva is license dependent and will be specific to the needs of each organisation. |
| How is it different to current technology? | Eva is built on the latest technology. It takes users through the investigation process so that reports are consistent and drill down to the underlying system issues. Eva supports the investigator, the organisation and the patients. |
| Does it fit in with national guidance on deaths? | Yes, Eva uses the principles of root cause analysis and the principles set out in the 2015 NHS England Serious Incident Framework. |
| Is it consistent with national guidance? | Yes, Eva has been created by experienced investigators and is consistent with national guidance. It follows a standardised process which adheres to investigation requirements and uses best practice. |
| Does an Eva investigation meet the expectations of a CCG? | Yes, each investigation will follow the standard framework that the CCG expects. The CCGs can continue to use their own tools to quality assess the investigation. |
| How will my staff be supported? | As well as their initial training, there is an ask Eva feature which gives help and guidance throughout investigations. |
| Where is the data stored? | Eva data is stored in the Microsoft cloud. |
| Is the data confidential? | Eva provides optimal data security by using state-of-the-art Microsoft technology. |
| Is it GDPR compliant? | Yes, the system is GDPR compliant, although users will need to ensure that they have the necessary consents if they put personal data into the system. |
| How does Eva add value to patient care? | Eva adds value to patient care by producing higher quality reports, leading to greater insights into underlying themes and causes, meaning issues can be identified earlier and dealt with better to ultimately improve patient safety and care. |

| Investigators | |
|--|---|
| Will we need a lot of training? | Basic training for Eva will be provided, however the system is ergonomic and easy-to-use. It has helpful tips and guidance throughout so that users can be taken through the process. If users need further support, there will be a helpline for them to call. This will include assistance for both IT issues and questions on the investigation process. |
| Will it save me time? | Yes, investigators will be guided throughout the process while they investigate and information they input along the way will be populated into their final report. |
| Can I come back to my investigation record? | Yes, Eva keeps everything saved in the system on one record meaning that you can revisit your investigation where you left it. |
| Is it easy to use? | Yes, Eva is ergonomic, logical, and easy to use as it takes the user through a step-by-step process of an investigation. |
| Is it multiagency? | Currently, the tool will be held by one organisation, but we are looking at developing this further in the future. |
| Is It web-based? | Yes, Eva is a web-based application. |
| How will I be supported? | As well as your initial training, there is an 'ask Eva' feature which gives help and guidance throughout your investigation. |
| IT Support | |
| What versions of office/Microsoft does Eva work with? | Eva works with Office 2010, 2013, 2016, and Office 365. |
| Is it one user per license? | Yes, each user is assigned a license. |
| Patients | |
| What is a serious incident investigation? | Patient safety incidents are any unintended or unexpected incidents which could have or did lead to harm for one or more patients receiving healthcare. All incidents that result in moderate harm, severe harm or death to a patient are investigated. |
| What are terms of reference? | The terms of reference can also be described as the scope of an investigation. It sets out the specific areas that will be reviewed. |
| What is Duty of Candour? | Duty of Candour means that every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. |
| Will I have a say on what is investigated? | The Eva portal is a portal for patients, carers and families. This portal will provide updates on the investigation. There will also be an option to request contact with the investigation team. |
| How will I stay updated on the investigation? | The Eva portal is a portal for patients, carers and families. This portal will provide updates on the investigation. There will also be an option to request contact with the investigation team. |