

Rapid evaluations of new ways of providing care.

## NEWSLETTER

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### NEW PUBLICATIONS

Literature review on the *Implementation of Improvement Interventions for “Low Performing” and “High Performing” Organisations in Health, Education and Local Government* is now available in International Journal of Health Policy and Management.

#### [READ THE REVIEW](#)

Final Report of the *Special measures for quality improvement and challenged providers* evaluation is now online!

#### [READ THE REPORT](#)

### CONFERENCES

**Rapid evaluation in health care conference, 26-28 Jan 2021**

Join us for our third annual conference!

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Health Services Research  
UK Conference 2020:

### WELCOME

Welcome to the second issue of our quarterly newsletter! We are excited to share with you some of our recent work including two new studies: *Remote home monitoring for COVID-19 patients* and *Pre-hospital triage for stroke patients*.

### EVALUATIONS

#### **Rapid evaluation of remote home monitoring models during COVID-19 pandemic in England**

During the first wave of the pandemic, we worked with colleagues from [NIHR BRACE](#), Public Health England, and NHS England to conduct a rapid evaluation of the remote home monitoring model for COVID-19 patients. Following a rapid scoping exercise, phase 1 of the evaluation ran between July-September and included a review of the literature and an empirical study of eight NHS sites which implemented this model during the first wave. Our study drew out the lessons learned for development and implementation of this model of care across the country for this winter.

READ ABOUT OUR FINDINGS: [SUMMARY](#) AND [PREPRINT](#)

[READ OUR RAPID SYSTEMATIC REVIEW](#)

[BLOG IN THE CONVERSATION](#)

#### **How are people using our findings?**

The findings from phase 1 of the study were used in a paper to the National Incident Response Board (NIRB) seeking approval for national roll out of this model of care. The findings are also being used by NHSE/I Patient Safety Improvement Programme to develop implementation guidance for NHS sites to prepare for this winter. Further, we presented the findings to over 500 people round the country planning and developing virtual wards.

We are now setting up Phase 2 of the study which will address gaps we were unable to include in the first phase.

A workshop on addressing failure and turnaround in health care organisations: The session drew on three current approaches and experiences across NHS providers.

[WATCH THE SESSION](#)

How to conduct rapid horizon scanning and prioritisation process? Dr Holly Walton shared the reflections and considerations of conducting a rapid prioritisation of adult social care innovations for evaluation.

[WATCH THE PRESENTATION](#)

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## **Pre-hospital specialist triage of potential stroke patients using digital technology**

Working with local stroke and ambulance services, we are now evaluating new digital systems that allow stroke specialists to help examine and prioritise ('triage') potential stroke patients before they reach hospital. These new systems are being piloted in North Central London and East Kent in response to the COVID-19 pandemic.

In this evaluation, we are conducting a rapid scoping review of evidence on how digital technology may support such decision-making, with a particular focus on implementation factors. We are interviewing stroke and ambulance clinicians, to learn their views on the usability and safety of these new systems. Finally, we are analysing a range of national and local data to understand the impact of the new systems on patient destination, call and journey times, patient safety incidents, and delivery of clinical interventions.

[LEARN MORE HERE](#)

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## **ABOUT RSET**

The health and care system in the UK looks after an ageing population with increasingly complex care needs, but money is tight. This means the NHS needs to (1) develop new ways of providing care and, (2) when a new approach works well, understand and share learnings about that success with other parts of the health service quickly.

To meet this challenge, the Rapid Service Evaluation Team (RSET), comprising researchers from UCL and Nuffield Trust, have been funded by NIHR Health Services and Delivery Research programme for five years, starting on 1<sup>st</sup> April 2018 to rapidly evaluate new ways of providing and organizing care.

We evaluate service innovations – those driven both by national policy, and local needs – from innovative organizational hospital forms such as hospital groups and innovations in the management of services to new way of delivering services to patients, and quality improvement initiatives.

[LEARN MORE ABOUT THE PROGRAMME](#)

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