


# AWARDS OF EXCELLENCE

## NOMINATION FORM INNOVATION OF THE YEAR

Nomination opens:	Monday 11 <sup>th</sup> July 2022
Nominations close:	5pm - Friday 2 <sup>nd</sup> September 2022
Award criteria:	<p>This award is for an innovation which has been launched and is delivering significant beneficial impact for an individual charity or air ambulance sector in the last 12 months in the following categories.</p> <p>The innovation could, for example, relate to one or all the following areas of activity, but must be helping to substantially improve services delivery:</p> <ul style="list-style-type: none"> <li>a. Clinical</li> <li>b. Aviation</li> <li>c. Operations</li> <li>d. Fundraising</li> <li>e. Communications</li> <li>f. HR/Finance/Governance</li> </ul>
Eligible nominees:	Air ambulance charities
Eligible nominators:	Air ambulance charities
Nominator name:	Claire Wilkinson – Essex & Herts Air Ambulance
Nominator email:	<a href="mailto:claire.wilkinson@chaat.org">claire.wilkinson@chaat.org</a>
Nomination submitted:	02/09/2022
Nominator signature:	
Submit application to:	Nick Champion, Independent Secretary to the Judging Panel by email: <b>awards@airambulancesuk.org</b>
Note:	Please type in no less than 11pt Calibri font to a maximum of 2 pages. Please also attach, or link to, any images or film to support your nomination in your email when submitting this application.

## INNOVATION OF THE YEAR NOMINATION

Nominee name:	Critical Clinical Case (CCC) Passport
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Essex & Herts Air Ambulance is committed to continuously improving patient care. Our critical care doctors and paramedics are highly skilled at adapting to unpredictable, time-critical situations, but we're always looking at ways to raise the bar and improve existing skills to maximise each patient's chances of survival and help them recover faster.

### Encouraging knowledge retention and upskilling

EHAAT's Medical Director, Dr Neal Durge, said one of the biggest challenges EHAAT and fellow HEMS teams face is maintaining competency across a broad range of medical interventions.

"In a hospital, you'd have obstetricians managing obstetric emergencies, thoracic surgeons doing chest surgery and critical care specialists carrying out central lines and intubations. A lot of these interventions we do very rarely, but they're highly skilled. We have a robust induction programme, but the CCC Passport supplements this. It's a tool helping clinicians remain aware of the last time they had a case of this nature. Therefore, if they haven't had a particular case for quite some time, they're regularly updating their skills on it. In turn, it helps ensure our patients receive the best care possible."

Our three experienced governance leads, Dr Pete Sherren, Dr Simon Walsh and Dr Tony Joy, created the passport in 2019 to encourage EHAAT's critical care doctors and paramedics to maintain validation across a series of key competencies. Initially introduced in 2019 as a concise, pocket-sized document, the passport has enabled clinicians to record their latest cases and procedures and maintain validation so they can feel confident and current with every day on the job.

Governance Lead Tony Joy said: "The CCC Passport was a real team effort, developed and delivered by the governance group, and we're pleased to see it has already had a positive impact on patient care. Over the last year, it has become a mainstay of training. It assures us as a senior team that our clinicians remain competent in challenging critical interventions such as open chest surgeries, caesarean sections and dealing with complex anaesthetic cases in children."

### A crucial tool for encouraging continuous improvement

The CCC Passport has since been incorporated into the electronic RADAR governance system, allowing EHAAT's critical care doctors and paramedics to manage their portfolio of cases and procedures and track their progress via their smartphones.

Tony added: "We put in a great deal of careful thought about how we could introduce a Critical Clinical Case Passport and engage the team, but it's pleasing to see all of our clinicians using it and taking ownership of their development. Each passport is a point of discussion in the morning briefs. Our critical care doctors and paramedics can see who needs to cover a particular case from their passport, allowing the clinical leadership team to plan the training needs effectively. We receive excellent feedback from outgoing clinicians. They leave feeling well-trained, well developed and know they have given advanced care, but the passport has undoubtedly contributed to their retention of critical care knowledge and skills and positively impacted their overall clinical performance."

## How can doctors and paramedics revalidate their competencies?

In some instances, the clinical leadership team requires doctors and paramedics to see a relevant patient followed by a detailed debrief and discussion. However, some competencies can be revalidated by undertaking a moulage – a simulated case in EHAAT's 'Simulation Suite'. The immersive training suite includes high-tech visual projections, sounds and smells, allowing our crew to practice advanced procedures on human-like medical mannequins, experiencing the stresses and pressures of real-life incidents. After completing a simulated case, the team talks through the various aspects of what it might be like to care for the patient and deliver a potentially life-saving intervention.

Pre-hospital Care Doctor, Dr Amy Hughes, said: "It's a fantastic asset. We need to ensure currency and the CCC Passport allows that, so it's a really good tool. Every system like this should have it. It's great for the logbook and reflective practice, enabling clinicians to moulage and develop muscle memory, so responses become instinctive. You get sent reminders when a particular case is in the red and requires revalidation, so it's a fantastic innovation."

The CCC Passport has already positively impacted the wider air ambulance sector, with Air Ambulance Kent Surrey Sussex (KSS) adopting a similar system based on the CCC Passport concept, and Tony said he "would not be surprised" if the innovation is rolled out wider.

"At its core, the passport encourages clinicians to take a more proactive approach to refreshing knowledge and refining complex processes, which can only be a positive step forward in improving patient care."