IMPOWER

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IMPOWER Wins Prestigious 'Performance Improvement in the Public Sector' Award at the MCA 2023 Awards Ceremony

IMPOWER, a leading change management consultancy firm, is proud to announce its outstanding success at the recent Management Consultancies Association (MCA) Awards, where the company and its team members were shortlisted for four awards and emerged victorious in the 'Performance Improvement in the Public Sector' category.

The MCA Awards, a highly esteemed event in the consulting industry, took place in front of an audience of over 1,000 attendees, showcasing the exceptional achievements and contributions of consulting firms to society.

IMPOWER received the 'Performance Improvement in the Public Sector' award for its transformative work with Lincolnshire County Council, one of the country's largest acute hospital trusts. IMPOWER's innovative approach successfully kickstarted a cultural shift in patient assessments by co-designing and implementing a new effective model for discharge and flow within the hospital system.

Before IMPOWER's involvement, Lincolnshire patients often remained in acute hospital beds despite being ready for discharge, putting pressure on hospital resources. IMPOWER's team collaborated closely with frontline staff to co-produce new ways of working and establish consistent and timely assessments for patient discharges. The results have been remarkable, with increased discharge rates, relieved ward pressures, substantial cost savings, and opportunities for further efficiency improvements. This shift in approach has ensured that more patients receive care and support in the most appropriate setting, reducing lengthy hospital stays.

Nikki Pownall, System Flow Director at Lincolnshire, commended IMPOWER's contribution, stating:

> "Whereas previously changes haven't stuck, the intensive support IMPOWER provided in the frontline has resulted in improvements being embedded. When I walked around the wards in January, I found so much of the positive work was continuing even though their consultants had moved away from those areas. The fingerprints of IMPOWER are all over these successful improvements."

Michael Wyatt, Senior Manager at IMPOWER, was also highly commended in the 'Young Consultant of the Year' category at the MCA Awards. This recognition acknowledges Michael's excellent leadership skills demonstrated while working on busy hospital wards, effectively managing relationships with clients and stakeholders.

Noteworthy recognition also goes to Chris Maxted, who was shortlisted for the Rising Star Award, and all those who worked on the Resilient Discharge Programme with Manchester Local Care Organisation and helped turn their vision of reducing the average length of stay for patients in intervention wards into a reality.

Commenting on the achievement, Sean Hanson, CEO of IMPOWER said:

> "For over 25 years, the prestigious MCA awards have demonstrated the positive impact of consulting on our society. Winning the award for improving public sector performance is a

tremendous honour which reflects our steadfast commitment to co-production and delivering better outcomes that cost less.

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About IMPOWER

IMPOWER is different. IMPOWER has a deep understanding of the complexity of public services and how to deliver change, recognising that a different kind of challenge needs a different type of approach. IMPOWER doesn't just assume innovation can be shoehorned into the public sector. Instead, borne from this understanding, and over two decades serving the public sector, it developed EDGEWORK®. This unique transformational approach, enables organisations to make the required mindset shift – towards a focus on outcomes and working across organisational and system boundaries – and provides the tools that make this easier.

IMPOWER believes passionately that change can only be effective and sustained if impact is delivered through co-production. There is a better way. Better outcomes cost less.

IMPOWER operates in the following areas: Whole Council Transformation, Adult Social Care, High Needs and SEND, Children's Social Care, Health and Social Care Interface.