

## Case Study



### Organisation:

Sligo General Hospital

### Sector:

Acute Care

### Solution:

Q-Pulse

### Result:

Improved Governance and Control



“Once HCI were on board i never had any concerns about the implementation, usability and benefits of Q-Pulse. They have excellent knowledge of the solution and can apply this exceptionally well to a healthcare setting.”

### Karen Reynolds

Accreditation /  
Quality Co-ordinator  
Sligo General Hospital

## Using Q-Pulse to Improve Governance at Sligo General Hospital

In 2008 Sligo General Hospital decided to implement a Quality Management Information System (QMIS) to improve quality control and offer a higher quality, patient centred service in a safe, equitable and efficient manner. After an evaluation of options Q-Pulse was chosen as the most effective product to meet their goals of: ensuring organisation wide control for developing and maintaining best practice policies and procedures, improving overall governance of the organisation and ensuring ownership is defined.

Sligo General Hospital is a 278 bed hospital providing Acute Inpatient, Outpatient and Day Services. It also provides regional services in Dermatology, Ophthalmology and Ear Nose and Throat. ‘With the range of services we provide and a staff of over 1,200 it was necessary for us to implement a solution that could improve governance and control, thus ensuring that we deliver a high quality, patient centred service’ explains Karen Reynolds, Accreditation / Quality Co-ordinator, Sligo General Hospital.

‘One of the key factors in choosing Q-Pulse was the range of modules it could provide and how relevant all of them were to healthcare. The Q-Pulse modules we felt were most needed in Sligo General Hospital were: **Document Control**, to manage document changes, through drafting, approval, distribution and publishing; **Auditing**, for scheduling, planning, conducting, reporting and following up actions through to completion; **Corrective/Preventative Actions (CA/PA)**, to record, action and analyse incidents which occur within the hospital. We have also customised CA/PA via a purpose built wizard for maintenance requests/reporting and an additional purpose built wizard for pharmacy/medication incident reporting; **Suppliers**, which allows us to keep a register of suppliers and capture all details relating to them; **Asset Management**, for our inventory register, which maintains a record of all checks and enables planning, scheduling and notification of all future check activities; **Analysis**, which allows us to quickly identify problems that occur and get extensive analysis of incidents allowing us to address problems in a timely manner with appropriate corrective and preventative actions.’

‘A key concern of ours was how we could merge Q-Pulse with our existing processes. Health Care Informed (HCI) were excellent in ensuring that this process ran smoothly and that all areas were covered. The initial phase of process mapping was key, and provided a detailed assessment of the hospital and the existing processes in relation to the Q-Pulse modules we were going to use. Following the process mapping HCI customised Q-Pulse to meet the needs of Sligo General Hospital and entered existing data such as policies and procedures in to the system.’

‘The final step in Q-Pulse implementation was an extensive communication, education and roll out of the system. HCI provided us with great support throughout the whole project but in particular their commitment and dedication in the roll out phase was outstanding. They really appreciated the importance of all departments and individuals within the hospital understanding how Q-Pulse was relevant to their area and how to use it best to improve quality and safety, ultimately allowing Sligo General Hospital to provide better care to its patients.’

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“Q-Pulse is now an integral part of the management of Sligo General Hospital. As a result of its implementation it has hugely improved our quality management.”

**Karen Reynolds**  
Accreditation /  
Quality Co-ordinator  
Sligo General Hospital

Karen concludes: 'We have been using Q-Pulse in Sligo General Hospital for three years now and the benefits are evident throughout the whole hospital. Q-Pulse has helped us define our governance structure, allows us to effectively manage document control and guarantees ownership of all tasks. Employees have commented on its ease of use and accessibility of documents when required. Overall we are a much more efficient organisation since the implementation of Q-Pulse.'

### Staff Satisfaction

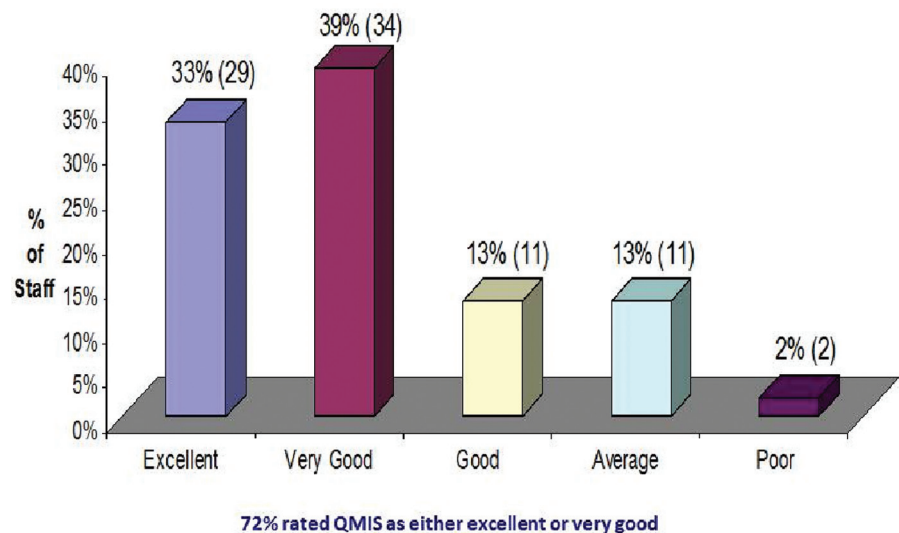


Fig1.0: Overall Staff Satisfaction with the Quality Management Information System (QMIS) in Sligo General Hospital

Contact Health Care Informed on 093 36126  
or email [info@healthcareinformed.com](mailto:info@healthcareinformed.com) to see how Q-Pulse can help your organisation improve its Quality Management Information System (QMIS).

