

Case Study



Organisation:

Sligo General Hospital

Sector:

Acute Care

Solution:

Q-Pulse

Result:

A centralised Incident Reporting System which supports the overall Risk Management of Sligo General Hospital



“HCI were enthusiastic and informative. They worked with us to ensure we had the best system possible and that it met our needs.”

Karen Reynolds
Accreditation /
Quality Co-ordinator
Sligo General Hospital

Implementing an Electronic Incident Reporting System at Sligo General Hospital

The collection of data on near-misses and errors is essential if a hospital is to improve patient safety and the quality of care it provides. The importance of incident reporting in reducing the volume of adverse clinical events that occur throughout healthcare is internationally accepted.

In 2008 Sligo General Hospital undertook the development of an electronic incident reporting system, utilising Q-Pulse software, to assist with the control, co-ordination and management of clinical and non-clinical incidents across the organisation. 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. ‘In order to provide data that we could analyse and learn from and to allow staff to input data at the point of occurrence we felt it was necessary to move from our paper based reporting format to an electronic form’ explains Karen Reynolds, Accreditation / Quality Co-ordinator, Sligo General Hospital.

‘Health Care Informed (HCI) facilitated the project and was central to driving the project. They began with process mapping of our current incident reporting and management systems, reengineered the incident management process, customised the Q-Pulse software, developed hospital specific supporting documents and procedures and undertook a hospital wide training programme on the Q-Pulse incident reporting module. It was very important for us to work with a company like HCI who would take ownership of the project and work with the hospital project team to ensure our objectives were met and that we had an electronic incident reporting system that could be integrated in to the work practices of all hospital staff.’

‘Nine months after the implementation of the Q-Pulse incident reporting module we undertook a survey to see the effectiveness of the module and to facilitate continuous improvement. 75% of respondents rated the point of occurrence incident reporting as either excellent or very good and there was an increase of 60% of incident reports received in the previous year. This showed the increased level of awareness among staff of the importance of reporting incidents.’

‘The implementation of the Q-Pulse incident reporting module has given us an effective system for the co-ordination, management, monitoring and analysis of all clinical and non-clinical incidents. Six months after the implementation of the Q-Pulse incident reporting module all staff stopped utilising paper forms. The system allows for point of occurrence entry for clinical and non-clinical incidents – localised management of incidents with a corporate overview.’

Karen concludes: ‘Overall the development of an Electronic Incident Reporting System, utilising Q-Pulse software, has provided a centralised system which supports the overall risk management of Sligo General Hospital, both corporate and clinical, through the provision of a centralised communication hub.’

case study **Implementing an Electronic Incident Reporting System at Sligo General Hospital**

“The Q-Pulse Incident Reporting Module quickly and easily captures incidents and allows for simplified point of occurrence entry. The endorsement of this has been the uptake in incident reporting.”

Karen Reynolds
Accreditation /
Quality Co-ordinator
Sligo General Hospital

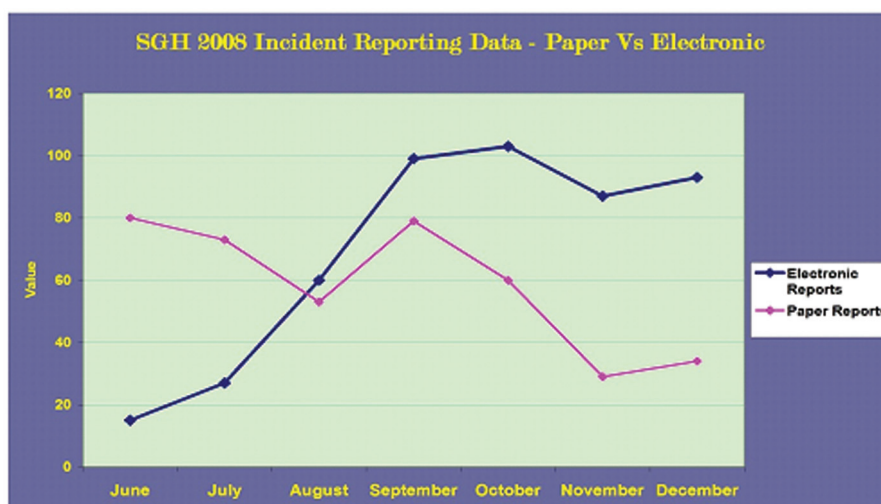


Fig 1.0: The number of incidents reported via paper and electronic reporting mechanisms over a six month period following the introduction of the point of occurrence electronic reporting system

Contact Health Care Informed on 093 36126
or email info@healthcareinformed.com to see how Q-Pulse can help your
organisation implement an effective Electronic Incident Reporting System.

