



Impact of Quality Software on Incident Reporting Process in A Tertiary Care Hospital

Managing incidents is a crucial activity in the healthcare industry. This presentation will explore how quality software can help hospitals improve their incident reporting process.

Objectives of Study

To identify lacunae in the existing incident reporting process

To compare the digital and manual reporting process with respect to:

- Ease of reporting
- Increase in the number of Incident Reporting
- Time taken to reported

Data Analysis

Feedback to incident reporter

Record-keeping



What is Incident Reporting in Tertiary Care Hospitals?

Incident reporting is the process of documenting and reporting events or situations that result in, or could have resulted in, harm to patients or staff. In tertiary care hospitals, incident reporting is essential for maintaining a high level of patient safety and quality of care. By identifying and addressing potential safety concerns, hospitals can improve patient outcomes and prevent future incidents from occurring.



Effective Incident Reporting

1

Identification

Recognize incidents and opportunities for improvement using widely accepted standards and protocols.

2

Reporting

Report incidents using a modern and efficient reporting system.

3

Analysis & Investigation

Analyze the reported data to identify the causes and trends of incidents and investigate them for appropriate corrective actions.

4

Implementation & Monitoring of Corrective Actions

The final step is to implement appropriate corrective actions and continuously monitor the effectiveness of those actions.

Types of Incidents in Tertiary Care Hospitals

- Patient falls
- Medication errors
- Clinical Safety errors
- Nursing errors
- Equipment malfunctions
- Security breaches

Incidents in tertiary care hospitals can be classified into different categories based on their severity and impact on patient safety. Proper incident reporting and analysis is essential for identifying trends and implementing measures to prevent future incidents.



Manual vs Digital Incident Reporting



Manual

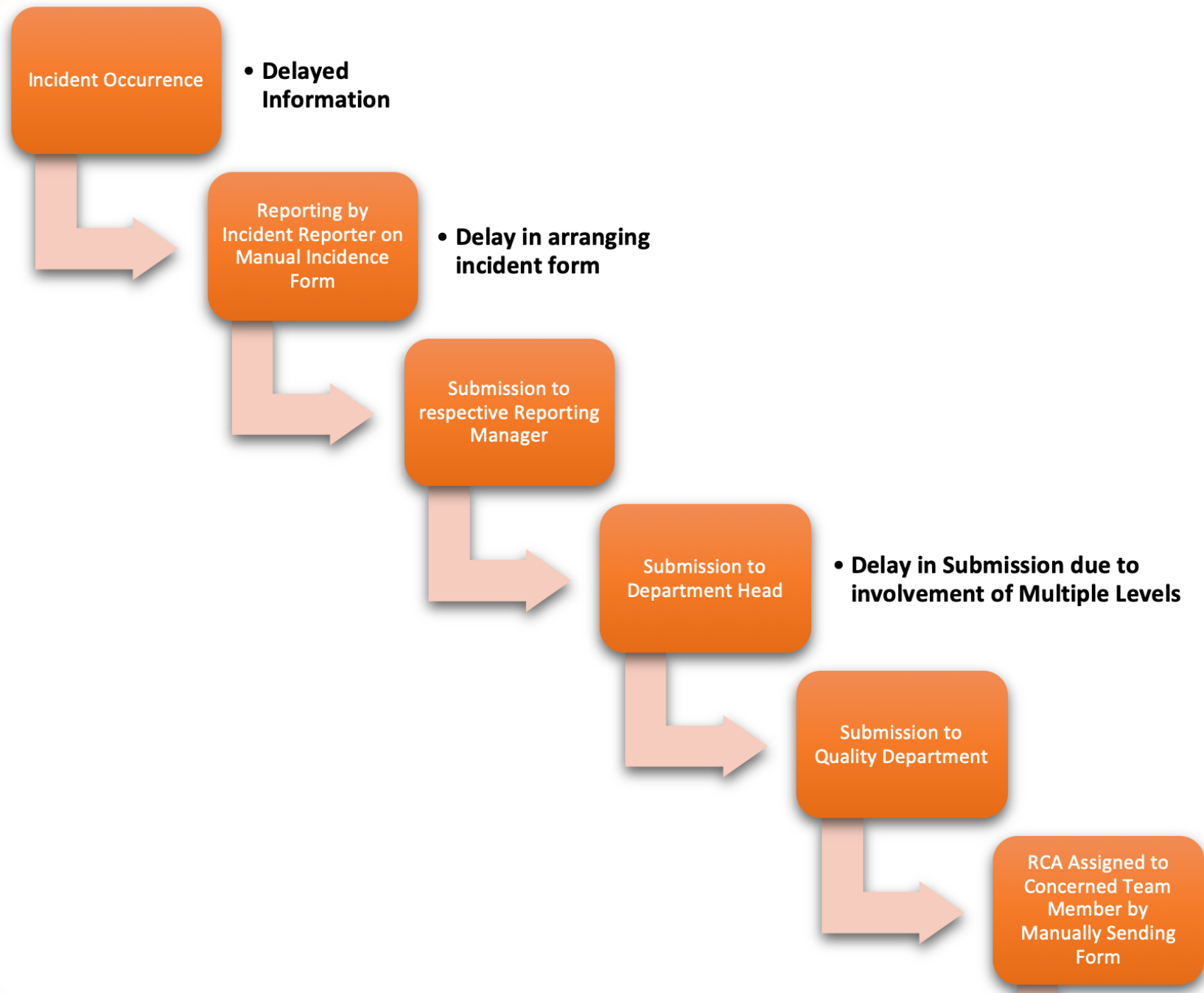
Traditional method of recording and managing incidents, but it's limited by human errors, access restrictions, and lack of real-time data.

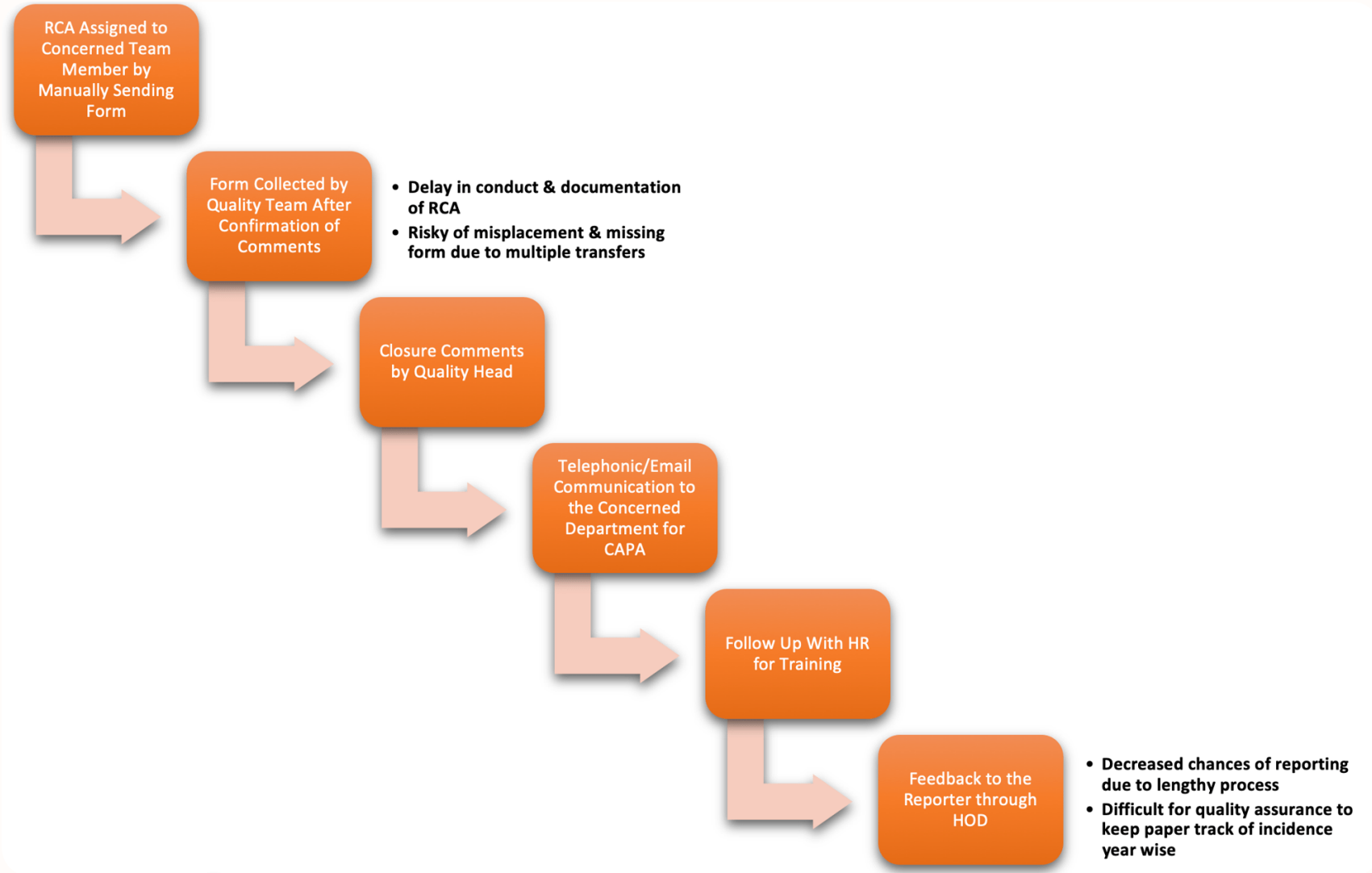


Digital

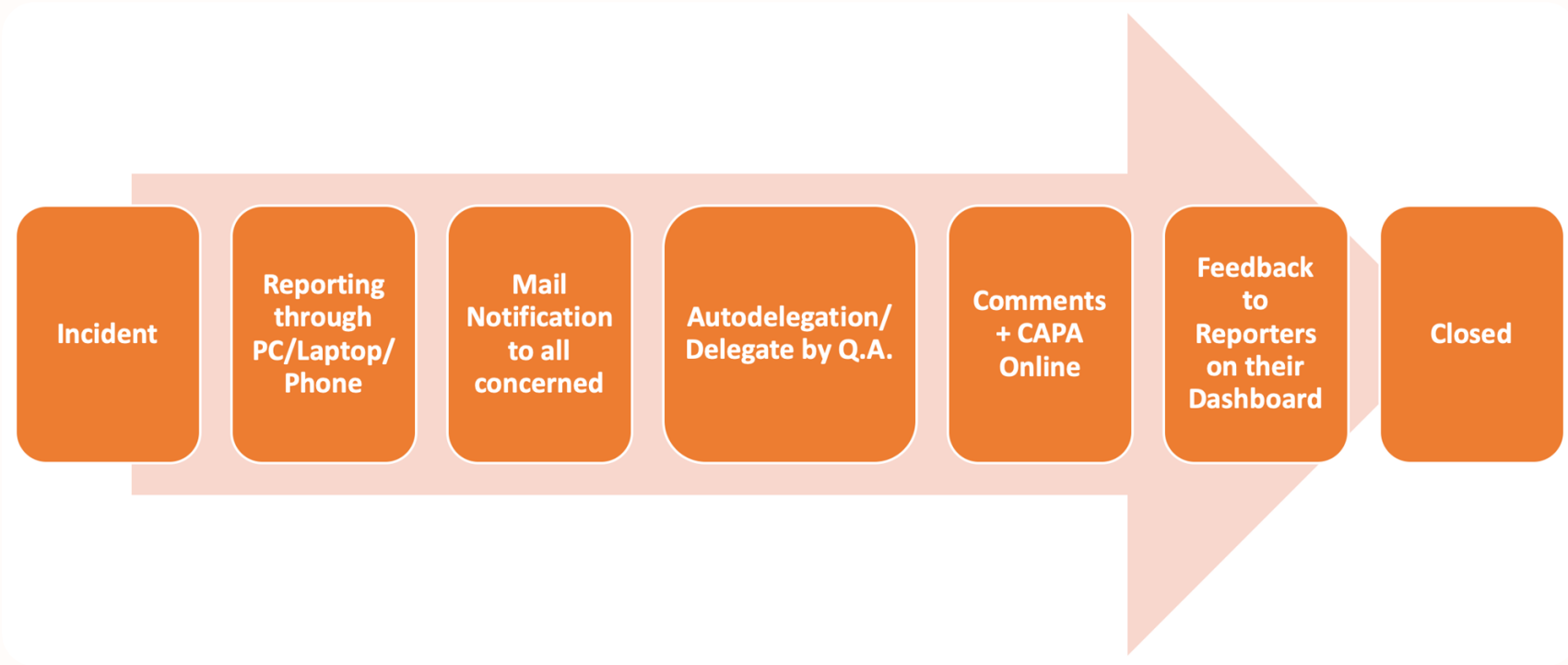
A modern approach that enables automated and efficient incident reporting using software solutions. Digital reporting minimizes errors and provides real-time data which can be accessed from anywhere.

Flow Chart for Manual Incident Reporting





Flow Chart for Digital Incident Reporting



Advantages of Digital Incident Reporting



Efficiency

Reduced reporting time, paperless process, and improved communication streamline incident management.



Effective Reporting

Better data management and analysis capabilities enable identification of potential risks and opportunities for improvement.



Security

High-level data security measures protect sensitive patient and hospital information from cyber threats and breaches.



Real-time Monitoring

Digital incident reporting allows healthcare professionals to monitor incidents in real time and receive alerts when issues arise. This enables quick response times and helps prevent future incidents.



Improved Patient Safety

Digital incident reporting can help identify patterns and trends in incident data, allowing hospitals to take proactive measures to prevent future incidents and improve patient safety and quality of care.



Increased Staff Accountability

Digital incident reporting provides a clear record of incidents and the actions taken to address them, promoting transparency and accountability among staff and improving overall hospital culture.

Understanding Turnaround Time in Hospitals

Turnaround time (TAT) refers to the amount of time it takes for a procedure to be completed and the results to be delivered. Reducing TAT is important for improving patient outcomes and satisfaction, as well as increasing efficiency in the hospital. Digital tools, such as automated workflows and real-time data analysis, can help hospitals streamline TAT and improve overall operations.



Comparison of Turnaround Time (TAT) for Manual & Digital Reporting

	Manual	Digital
Data Entry	Time-consuming and prone to errors	Automated and faster data entry
Communication	Slow and inconsistent	Real-time and effective communication
Analysis & Resolution	Limited data analysis abilities	Advanced tools for data analysis and prompt incident resolution
Reliability	Human errors reduce accuracy	Reporting done using tools and scripts (set formats)
Manpower Oriented	Requires dedicated team of individuals	Invest in software tools reducing dependency
Financial Benefit	Increased expenses with labour dependency and market conditions	One time investment with ability to manage future exponential growth

Key Features of Quality Software (MEDBLAZE) for Incident Reporting

Mobile Access

Access the system on the go always

Intuitive User Interface

Easy to use, minimal training required

Customizable Workflow

Adapt the system to meet your specific needs and workflows

Advanced Control For Incident Reporting

- Anonymous reporting
- Separate workflow for sensitive incidents
- Automated assignments
- Risk tagging
- Internally integrated notifications
- Structured RCA-CAPA

Integration with Other Healthcare Systems

Seamlessly integrate incident reporting with other healthcare systems to improve data accuracy

Feedback from Head (Quality Department) at SPS Ludhiana



 YouTube



Feedback from Head Quality Assurance Department...

Conclusion

Manual Incident Reporting

Limited data analysis, slow communication, time-consuming data entry, and increased risk of errors.

Digital Incident Reporting

Efficient reporting, quicker turn-around time, advanced data analysis tools, and stronger security features. The clear choice for intelligent incident reporting in hospitals.

