Incident Reporting Increased by 24%

Creating Safer Healthcare Environments with Fortude Incident Reporting System

Inrisys

The Client

Hemas Hospitals is a chain of internationally accredited, multi-specialty, family hospitals. Being the first hospital in Sri Lanka to obtain the prestigious Australian Council on Healthcare Standards International (ACHSI) accreditation, Hemas Hospitals intends to maintain the highest standards in safety and services, from special anti-bacterial flooring to operating theatres equipped with state-of-the-art horizontal air flow systems with stringent standards in infection control, safe medication management, care planning and risk management. Hemas Hospitals is a subsidiary of Hemas Holdings, a leading conglomerate with a focus on 5 key sectors; FMCG, healthcare, transportation, leisure and power generation.

"

Inrisys is a user-friendly efficient solution for reporting and managing clinical incidence in a hospital. Highly recommended it.

Dr. Panna Gooneratne
Director
Clinical Excellence

Business Challenges

Needless to say, ensuring patient safety is of paramount importance to healthcare providers. Hence, hospitals constantly seek opportunities to improve patient safety.

One way to improve patient safety is to efficiently capture patient safety incidents, study them and take remedial actions to prevent them from reoccurring. Hence, identifying and reporting safety events in a healthcare environment is encouraged and nurtured.

Hospitals must also record cases of patient harm as a condition of participating in any quality accreditation program and regulatory accreditation.

To capture incidents that affect patient safety, Hemas Hospitals was using a paper-based system, which was causing a number of problems.

Underreported Incidents

Due to the slow, paper-based incident reporting process, and the busy schedules, clinicians were reluctant to report incidents. As a result, many incidents went underreported.

Difficulty reviewing and tracking the progress

With incident records stored in physical files, it was difficult to call up an incident in order to modify the report, review or tracks its progress.

Lack of accountability

The manual solution did not have a way to assign responsibilities of ownership and evaluation to a particular department, or a person.

Difficulty checking the status of a reported incident

With a manual system it was difficult for someone who reported an incident to check the status of the reported incident.

The Solution

To address the challenges faced by Hemas Hospitals, Fortude provided a cloud-based Incident Reporting System, which enabled the staff to record incidents that affect or potentially affect the patient's safety.

Inrisys was implemented with the aim of achieving the following objectives:

- Streamline the current incident capture and review process.

- Establish a mechanism for following up on action items.

- Identify incident patterns, trends and predict incidents, and measure the cultural changes in the organization over a period of time.

The scope of Inrisys included the following components:

- Incident reporting wizard
- Root cause analysis
- Individual and committee reviews
- Action tracking
- Closing the loop
- System administration
- Reports and dashboards
- Search incidents by case & action
- Automated email notifications to assigned users

Key Benefits

By facilitating a faster, and robust platform for hospital staff to report patient safety incidents, Incident Reporting System created a conducive environment for Hemas Hospitals to improve patient safety.

Increased response

Inrisys protected the privacy of the reportees, further encouraging hospital staff to report incidents.

Quick reporting

The incident reporting wizard allowed the hospital staff to report incidents in five quick steps.

Reminders & notifications

The workflows in the system guided the users through the incident reporting process with automated notifications, and reminders.

Action Plans

The new solution provided a structured process for the safety committee to review incident reports and to develop action plans.

Reporting and Analytics

Inrisys provided an effective decision-making platform allowing the Hemas Hospital safety committee to identify trends, monitor the overall progress and to create reports easily.

1	2	3	4	5
Affected (Who)	**Incident** (How)	**Outcome** (What)	**When & Where**	**Reporter** (You)
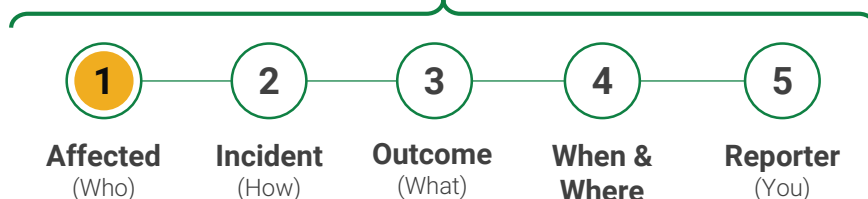
Inrisys

by Fortude

Inrisys helps organizations achieve their quality goals in Environment, Health and Safety (EHS) initiatives through reporting, reviewing and following-up of corrective actions for all incidents and hazards affecting the organization. The results from Inrisys can then be used to continuously improve the performance of your safety initiatives. Inrisys can be used across various industries such as manufacturing, food & beverage, engineering, retail, telecommunication, transportation and healthcare.

FORTUDE

Fortude is passionate about delivering solutions that matter. As a technology solutions partner to global industry leaders, the company delivers high-impact ERP, Business Intelligence & Analytics, and Custom Software Solutions. Fortude enjoys strong partnerships with global technology companies that include Infor and Microsoft. The company operates out of the US, Sri Lanka, India, and Australia. With numerous global project locations, Fortude is well connected to customers and partners worldwide. Fortude is part of the Brandix Group.

Find out more at: **www.fortude.co**