

Hospice Incident Reporting: Our Transition from Paper to the Web

Dave Manion, Information Analyst; Vicky Hill, Clinical Governance Co-Ordinator; Becky Chaddock, Head of Supportive Care
Dot Partington, Clinical Services Director; Stuart Walker, Estates & Facilities Manager

Background

Incident reporting contributes to the Clinical Governance system of an organisation.

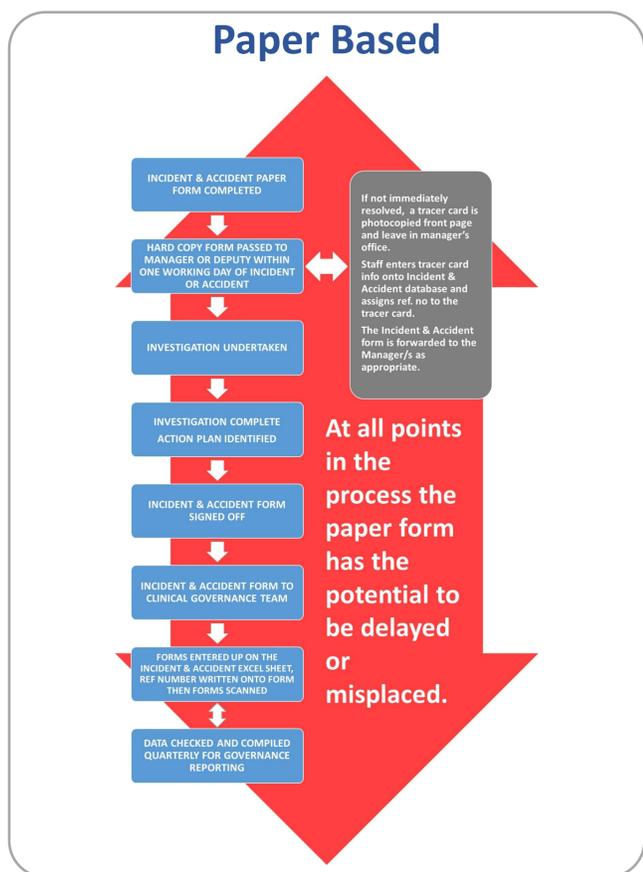
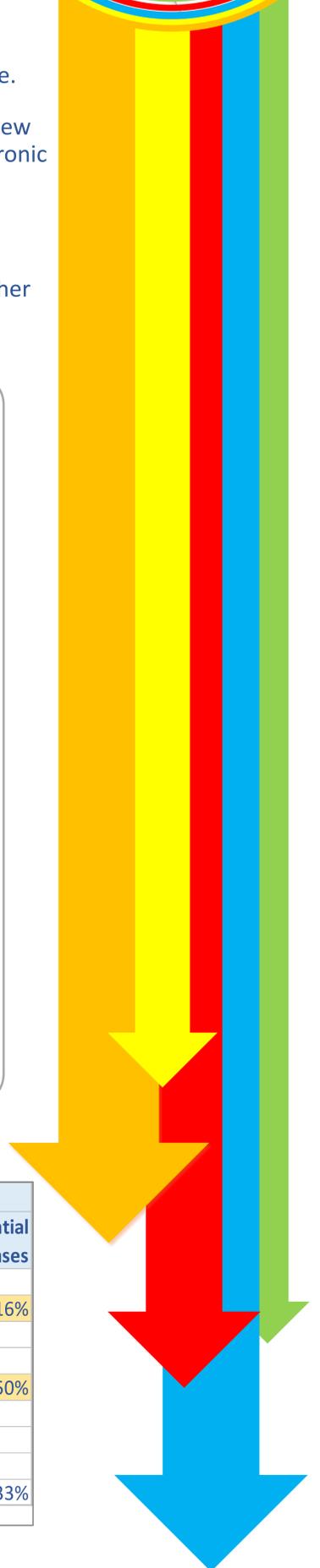
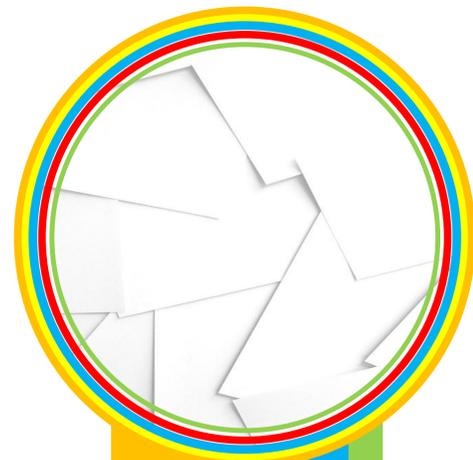
It provides an indication as to the level of reporting culture in place within an organisation, with the added benefit of 'soft intelligence' included in the incident's descriptive narrative.

This investigation and review process can provide the basis of continued work into improving working practices and quality of care.

In March 2019 a web based incident reporting system replaced the existing traditional paper based system at St Columba's. The new combined electronic system allows Incident Reporting to be recorded alongside Facilities Management, Complaints and the electronic Risk Register for the hospice. This study only applies to the incident reporting model.

The Reporting Systems

We are reviewing progress, highlighting benefits and documenting lessons learnt at 5 months to allow other organisations to further develop this innovation when reviewing their own similar incident reporting processes.



Vs.



Experience after 5 months

A dataset based on the original reporting categories was compiled and compared with the same period for the previous year.

There is evidence of a consistent reporting culture within the organisation, before and after the introduction of the web-based system. However the ease of the new reporting system and the heightened awareness of reporting appears to have encouraged an increase in reporting of less severe incidents.

Hypothesis – Incident reporting systems encourage and build on existing good practice.

April to August Comparison			
Incident Category	2018-19 PAPER	2019-20 WEB BASED	Substantial Increases
Accident	6	8	
Crosscare/IT/Data Protection*	25	54	116%
Fall	39	29	
Medication Incident	29	32	
Near miss	2	15	650%
Patient infection	3	0	
Pressure Ulcer (> 72 Hours)	11	11	
Pressure Ulcer (Before Admission)	21	23	
Total	136	181	33%

* - 63 incidents were recorded on the system but 10 related to the same server issue experienced during May

Benefits

The web based form is an open resource with the absence of a login encouraging use.

Early acceptance by staff as a positive working practice drove enthusiastic participation which resulted in early implementation.

The custom form structure was set up to be similar to the already familiar, original paper version.

Staff were more likely to submit incidents (increased 33%) plus there was a reduction in the investigation time as the sharing of information between management is both notified and instantaneous.

The risk of information loss is reduced. No movement of paperwork. No physical storage required. Attachments of supporting documentation can be stored electronically.

Reporting functionality improved. Easier to record, audit, categorise and share 'lessons learned'.

Many of the benefits are transferable to other working practices such as Facilities Management, Complaints, Hospice Risk Register and HAI Audit.

For further information please contact: Dot Partington DPartington@stcolumbahospice.org.uk

