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HEALTH · EDUCATION · RESEARCH
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Hand to Hand Together, Speak up Freely: Electronic Incident Reporting System (EIRS)

PROBLEM: The Reporting of Incidents in the year 2011, before implementing the EIRS ,was average of 8,010 reports per quarter among HMC facilities except the AWH & TCH. This was compromising the safety culture of Patient & Staff thus leading to miscommunication between frontline staff through micro/meso/macro-system. It was a time consuming process of collecting & analyzing data, with lack of confidentiality, and no response from top administrative level.

AIM: To promote specific detailed high quality incident reporting by 75% from base line and improving the process of generating output reports by end of December 2013
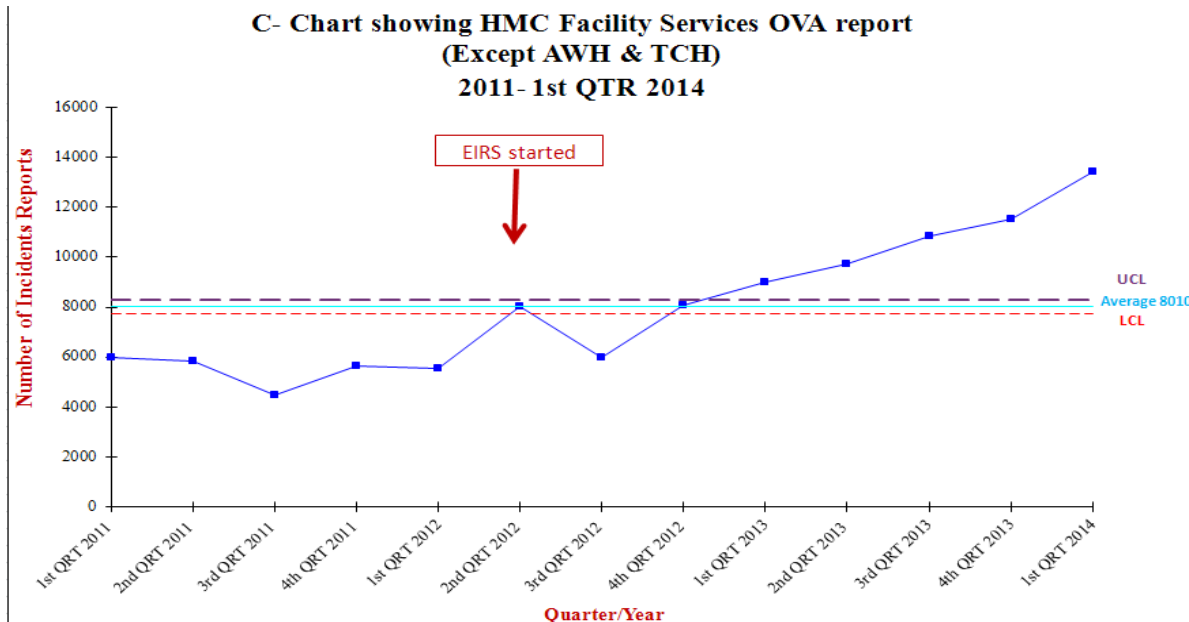
INTERVENTION:
• Conducting brainstorming sessions with quality leaders in different facilities & departments about different needs & requirements, followed by prioritizing the requirements within an organizational scope.
• Customization and Implementation of the Electronic Incident Reporting System (EIRS software), tailoring it to all facilities needs and requirements.
• Conduct educational awareness and training sessions to all HMC Staff.
• Encouraging feedback from our primary customer (Admin & WebAdmin Users') about the system and updating the system according to their needs.

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PROJECT SPONSORS:
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RESULTS:

C- Chart showing HMC Facility Services OVA report (Except AWH & TCH) 2011- 1st QTR 2014

CONCLUSIONS:

▪ There was a significant changes of the Incidents Reporting , doubling it to almost 200% in 2 years time and super exceeding our aim.

▪ Positive feedback was received on reporting, from the end users like; convenient , user's friendly, easy to select options and serves as a data base for generating reports.

▪ Generate comprehensive incident statistics reports.

▪ Simplified tracking of incident reports

NEXT STEPS:
▪ Anonymous reporting – activated
▪ Introduce and implement the system to the new facilities - AWH and TCH
▪ Upgrading to RL6
▪ Continuous educational awareness and conduct training sessions to all HMC Staff
▪ Continuous customization and modifications