**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.

**RESULTS:**

- **C- Chart showing HMC Facility Services OVA report (Except AWH & TCH)**

  2011-1st QTR 2014

- **UCL Average 2010**
- **LCL**

**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