

Improvement Manager

Take the next step in quality management!

Are you responsible for managing quality and safety within your organization? Do you use resources like adverse events, complaints registration and audits? But do you also face challenges managing the results of improvements?

Experience from several healthcare organizations shows that improvements are often identified, but not managed systematically. A missed opportunity! Realizing suggested improvements successfully creates the foundation to achieve strategic goals. It all begins with a central recording and monitoring of improvement actions and projects.

Improvement Manager is the core of our software. It collects improvement actions from each of the TPSC applications available and monitors the outcomes.

What is Improvement Manager?

Improvement Manager collects improvement actions from the whole organization. The application makes it easy to initiate and monitor improvement actions, which are centrally recorded and executed via a specified procedure.

Submitting an improvement action – Initiator

Employees submit an improvement action by filling in a simple and ready made online form. Thereby, an improvement action can be initiated from another TPSC application, for example from the file of an audit, adverse event or complaint. For every improvement submitted, an improvement file is automatically created.

Accepting the improvement action – Management

Every improvement action relates to a specific department. The manager of the respective department is informed by email about the submitted improvement action. The manager has to accept or reject the suggested improvement. If the manager decides to accept the improvement action, the manager becomes responsible for it.

Executing improvement tasks – Employees

An improvement action can consist of one or more improvement tasks. The manager specifies these tasks and assigns them to the employees of the department. The employees are informed about their tasks by email. The manager can monitor the execution from the improvement file.

Closing & evaluating the improvement – Management

When the tasks are completed the manager categorizes the result of the improvement action and specifies if - and when - the action must be evaluated. If the improvement action did not result in the desired outcome, a new improvement action can be initiated. After the evaluation, the file is automatically closed.

Reopening the improvement file – Management

After closing the file, the manager can always reopen it. The input fields are unlocked to make administrative adjustments.



Online form

Discover the benefits

A tailored solution

Improvement Manager is a best practice, ready-to-use solution. Due to the many configuration options, the application can be fully customized to the processes in your organization.

Initiate improvement actions from different sources

Employees submit improvement actions by using an online form. However, improvement actions can also be initiated out of any TPSC application or external applications.

Central recording

Improvement Manager is the application that collects improvement actions from the whole organization. Multiple improvement actions can be brought together in one 'project'. In this way you can collect and manage improvement actions from - for example - a specific audit.

Process supporting

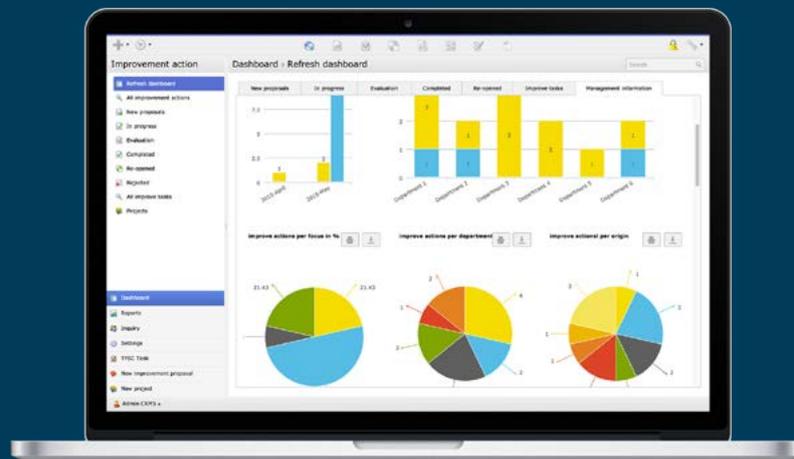
The application includes automatic status transitions based on the information available in the file. Emails inform the people involved about status transitions and actions to take. Employees involved can only see and adjust information that is intended for them.

Increase of improvement actions

The initiator of the improvement action is informed about the status of the action during each step of the process. This will increase involvement, which will result in an increasing number of improvement actions submitted.

Management dashboards en reporting tools

With personal dashboards you always have a real-time overview of relevant improvement actions, their status, lead times and results. Customized templates can be configured for your monthly, quarterly and annual reports. Thereafter, the report you desire is created by just one click!



Dashboard

More information?

Contact The Patient Safety Company for more information or to request a demonstration of the Improvement Manager.

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