

# Incident Management

*The complete solution for reporting and analyzing near misses & incidents*

TPSC's Incident Management System supports the improvement processes that reduces risks for patients/clients and staff and improves the quality of the healthcare organization. Weaknesses in existing processes are discovered, analyzed and optimized. The "Plan-Do-Check-Act" method is fully integrated. The Incident Management System is a 'best practise' and ready-to-use solution. However, the configuration can make the solution custom made to the existing processes of the healthcare organization, equipped with existing forms, reports, etc.

## Incident Management

### Reporting

Every improvement process begins with reporting a near miss or an incident. Reports can be submitted 24/7 by an easy to fill in online form, using desktop or mobile devices. The reporter is informed about the status of the report throughout the whole process of handling the report.

### Review

When a report of a near miss or an incident is submitted, the reviewer is informed by an automatically generated email notification. The reviewer:

- Evaluates the responses given by the reporter. If needed, additional information is requested and added to the file.
- Verifies if a similar kind of report have been submitted in the past.
- Reviews the classified risk of the near miss/incident.

Multi review levels can be configured depending of the complexity of your organization.

By using a real-time dashboard, the reviewer always has an up-to-date overview of the submitted reports and their status.

### Analyze

The impact and risk of the near miss/incident will determine if a root cause analysis is required. The identified root causes form the starting point to improve the current process and to prevent the near miss/incident in the future. TPSC software supports various analysis methods, including:

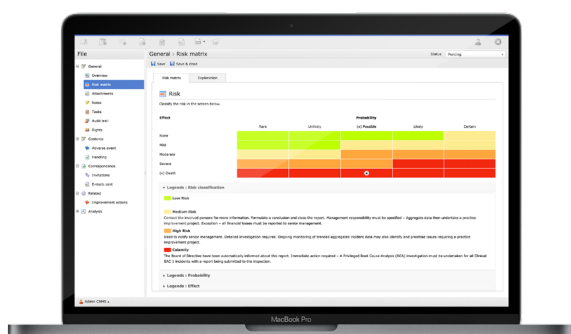
- Ishikawa
- RCA
- PRISMA & PRISMA Lite

### Recommendations & closure

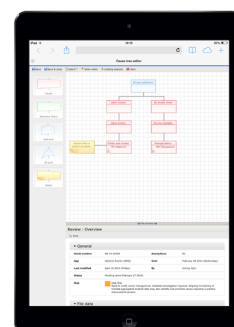
The last phase of the process is to determine the recommendations for improvement, calculate the costs and formulate a conclusion for all the people who were involved in the process of reporting, reviewing, analyzing and improving

### Management dashboards & reporting

By using management dashboards the responsible employees obtain an overview of the near misses/incidents, risks, lead times, improvement actions, costs and results. Customized templates can be configured for your monthly, quarterly and/or annual reports. Where after the report you desire is created by just one click!



Risk inventarisatation



Cause tree

# Discover the benefits

## Easy & fast reporting near misses/incidents

The online reporting form is 24/7 available by desktop and mobile devices. Only relevant questions are presented. Optional anonymous reporting. Save a draft version. No double entry due to an interface with EMR, HR system, etc.

## Process supporting

Step by step guidance throughout the entire process. Each step is easy to complete. The process is supported by automatic email notifications.

## Quickly discover root causes

Support various internationally recognized analytical methods. Each method is easy to use. Create trend analysis of classified causes. Automatic creation of analytical reports with various graphical tools.

## Better turnaround times

By using dynamic work lists, you always have up to date information about the number of near misses/incidents and their status.

## Improve communication

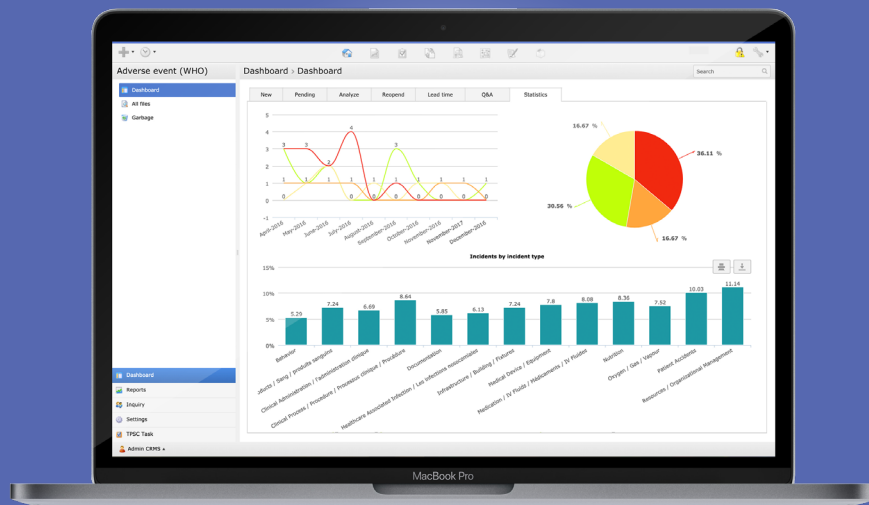
Easily start a conversation from a specific file to gain extra information. The conversation is automatically saved within the file.

## Deploy and monitor improvement actions

Initiate improvement actions based on the discovered root causes. Support the improvement process with Improve 2.0.

## Management dashboards & reporting

Personal dashboards for your personal needs. Exportable to Word, Excel, PDF, CSV, XML. Use dynamic work lists with colour indication to easily search, group and filter data.



Management dashboard

## More information?

Contact The Patient Safety Company for more information or to request a demonstration of the Incident Management System.

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