




Developing a Quality Management Information System (QMIS) in an Acute Irish Hospital Setting

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Rationale

- Good Governance – Controls Assurance
- Demonstrable Systems and Processes *(Mc Sherry & Pearce 2007)*
- Regulatory Findings
 - Accreditation, Hygiene, Medical Records
 - Portlaoise Hospital Reports
 - Lourdes Hospital
 - Rebecca O'Malley Report:

.....policies and procedures for effective clinical governance were not fully owned.management of risk is not fully embedded or consistently applied



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HSE Quality and Risk Framework

Ensure that there is an appropriate **framework for quality, safety and risk management** in place across all HSE service providers in health, personal social care to support and drive improvements in the provision of safe, effective, high quality services;



- Senior managers should ensure adequate **monitoring and review of the systems** in place for quality, safety and risk management.
- **Standardised policies, procedures** and guidelines are in use that are based on best available evidence and are governed by a **formal document control process**.



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QMIS


- To Improve What We Do - We Must Know How We Do It
- Goals
 - Reduce Bureaucracy
 - Reduce Waste
 - Facilitate Regulatory Compliance
 - Quality & Risk Management System
 - Support Clinical Governance
 - Integrate Systems with IT – Q-Pulse
 - User Friendly and Enticing
 - **Centralised Communication Hub**

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Aims and Objectives


- To **implement a Quality Management Information System** utilising Q-Pulse 5 hospital-wide
- To implement a system which is **patients/client centred, assists staff members in effectively fulfilling their roles**, helps to **assure safety** and seeks to **continuously improve the quality of service**.
- To implement the Document Control module, Incident Reporting and Maintenance Requests on the Q-Pulse package.
- Create a 'ready-for-use' system



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Structures

- **Sligo General Hospital Project Team**
 - Oversaw implementation of Q-Pulse implementation
 - Regular Project Team Meetings
- **Health Care Informed**
 - Patient Centred Quality, Regulatory and Risk Management Support Providers
 - Project Implementation
 - Q-Pulse Set-Up & Training



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Local & National Context



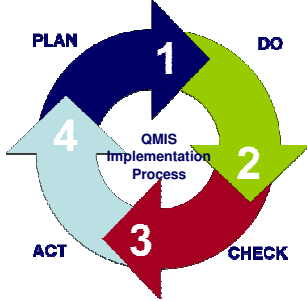
- HSE West
- Population – 250,000
- SGH Beds – 268
- SGH Staff – 1475
- HIQA Accreditation Cycle 2005 - 2007



Mission Statement
Sligo General Hospital is committed to the delivery of a high quality, patient-centred service in a safe, equitable & efficient manner. We recognise & value the contribution of each staff member & endeavour to support them in their ongoing development.

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Process



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Planning

- **Phase 1: Project Plan**
- Project Plan Approval
 - Aims and Objectives
 - Timeframes and Milestones
 - Responsibilities



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Implementation

Phase 2: Identify and Agree Processes


- Process Mapping Day X 2
- Focus on Current Process

Nailing Down the Processes

Phase 3: Customisation Report

- On-site Demonstration
- Gathering of Documentation

Q-Pulse Reflects SGH Processes




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Implementation

Phase 4: Roll-Out and Education

- Education & Training
- Policies & Procedures
- Communication with Staff
- Go-Live
- Removal of Paper Documents
- Support



Q-Pulse Goal

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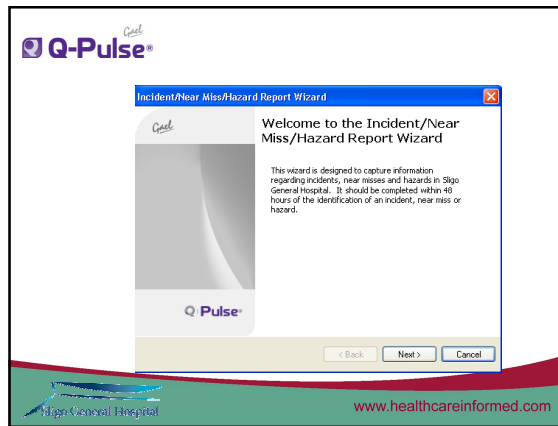
Document Control

- Clinical **Process Approval** & Communication
- Process **Change Control**
- Org Wide **Access to Policies and Procedures**
- Quality **Monitoring System**
- **Paperless**

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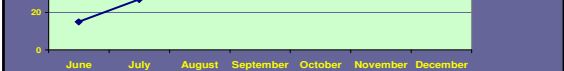
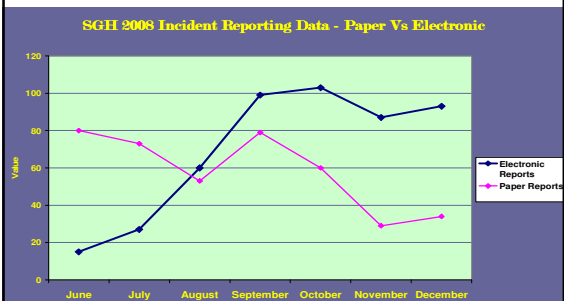
Incident Reporting

- Simple Point of Occurrence Entry
- Management by Line Managers
- Centralised Notification & Monitoring
- Ease of Analysis
- Communication of Results to Management
- Risk Management Structure (Strategy, Multi-Disciplinary PSRMC & PSRMOT)



Electronic Incident Reporting

- Hospital wide electronic incident reporting introduced July 2009



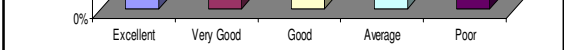
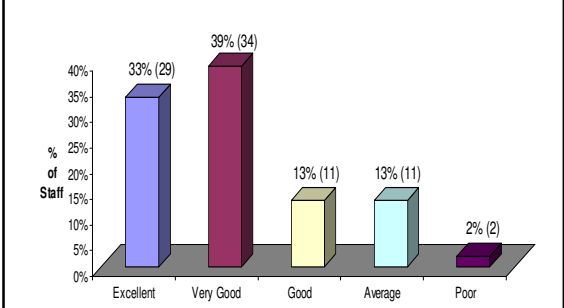
Maintenance Management

- Electronic Reporting via Wizard
- Electronic Management of Requests
- Task Allocations – Email Notifications
- Requester Communication
- Centralised Notification & Monitoring
- Ease of Analysis
- Communication of Results to Management



Overall Staff Satisfaction

72% rated QMIS as either excellent or very good



Project Benefits

- Project Management - Rapid Learning Curve
- Process Reengineering
 - Governance & Communication - Doc Control, Incident Report
- Staff Buy-In
- Tangible Benefits
- Rapid Initial Development
- Like all Projects...



Lessons Learned

- Major Project (Non-IT)
- Senior Management Support Essential
- Committed Project Team (multi-disciplinary)
- Skilled Administrator
- Commitment to Ongoing Q Pulse Training
- Computer Based Training via local intranet
- Local IT Support.



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Outcomes

- Centralised Quality and Risk System
- Local Ownership & Corporate Accountability
- Improved Governance and Communication
- Increase in Incident Reporting
- Additional Expansion – Audit & QIP Management
- Identified Challenges for Implementation



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Further Information



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