

ENHANCING PATIENT SAFETY CULTURE THROUGH THE IMPLEMENTATION OF A NEW INTEGRATED INCIDENT REPORTING AND RISK MANAGEMENT SYSTEM IN NATIONAL UNIVERSITY HEALTH SYSTEM, SINGAPORE

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INTRODUCTION

The National University Health System (NUHS), an integrated academic health system that provides the entire spectrum of tertiary, acute general and community based care, strives to be a high-reliability organisation (HRO), delivering consistently safe, high quality and value-based care to our patients. It comprises consisting 3 acute hospitals, a community hospital, 7 Polyclinics, an ambulatory medical centre and the Regional Health System Office.

With an increasing need for streamlined processes in medical institutions, we present NUHS's innovative solution – “RI-Sys”.

RI-Sys is an electronic incident management system designed to effectively identify, assess and to quickly mitigate risks, prevent recurrence and improve the safety and quality of services provided across all institutions within our cluster.

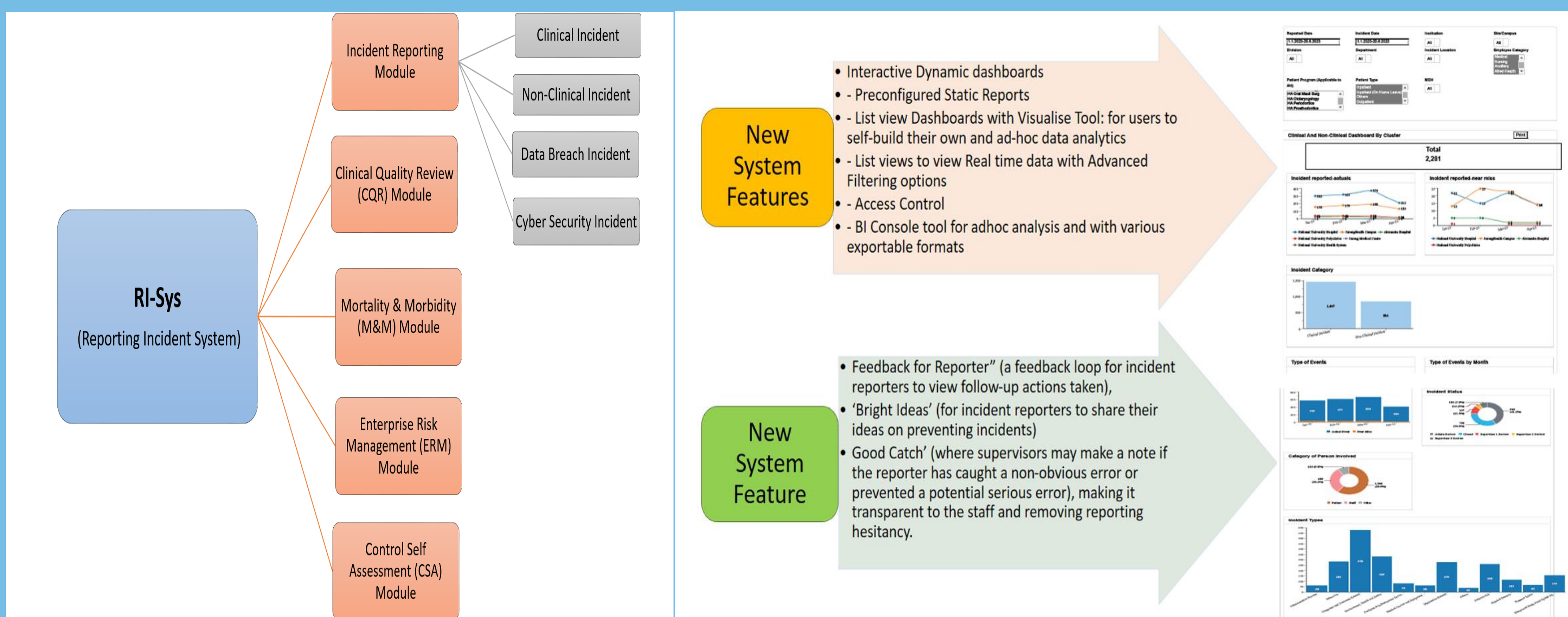
AIM

The aim was to implement a centralized and integrated safety, quality and risk management solution called RI-Sys as a replacement to the existing silo incident reporting systems within NUHS.

Main Objectives / Goals

- Harmonize business processes (according to the best practice) among institutions under the same cluster
- Encourage incident reporting involving patients, visitors and staff
- Become an Information-centric system to enable data analysis
- Time-saving for report generation
- Provide better usability and user experience

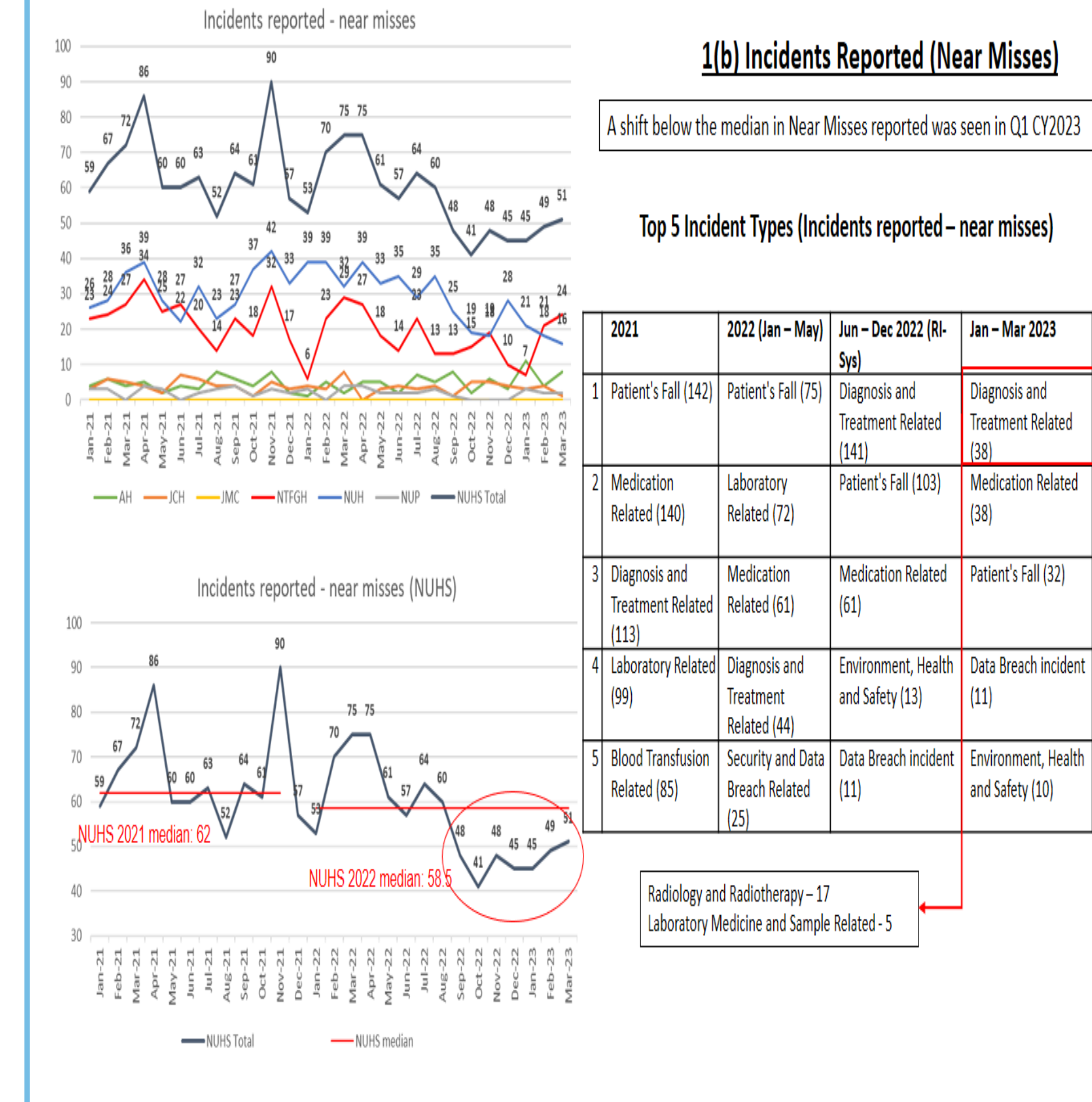
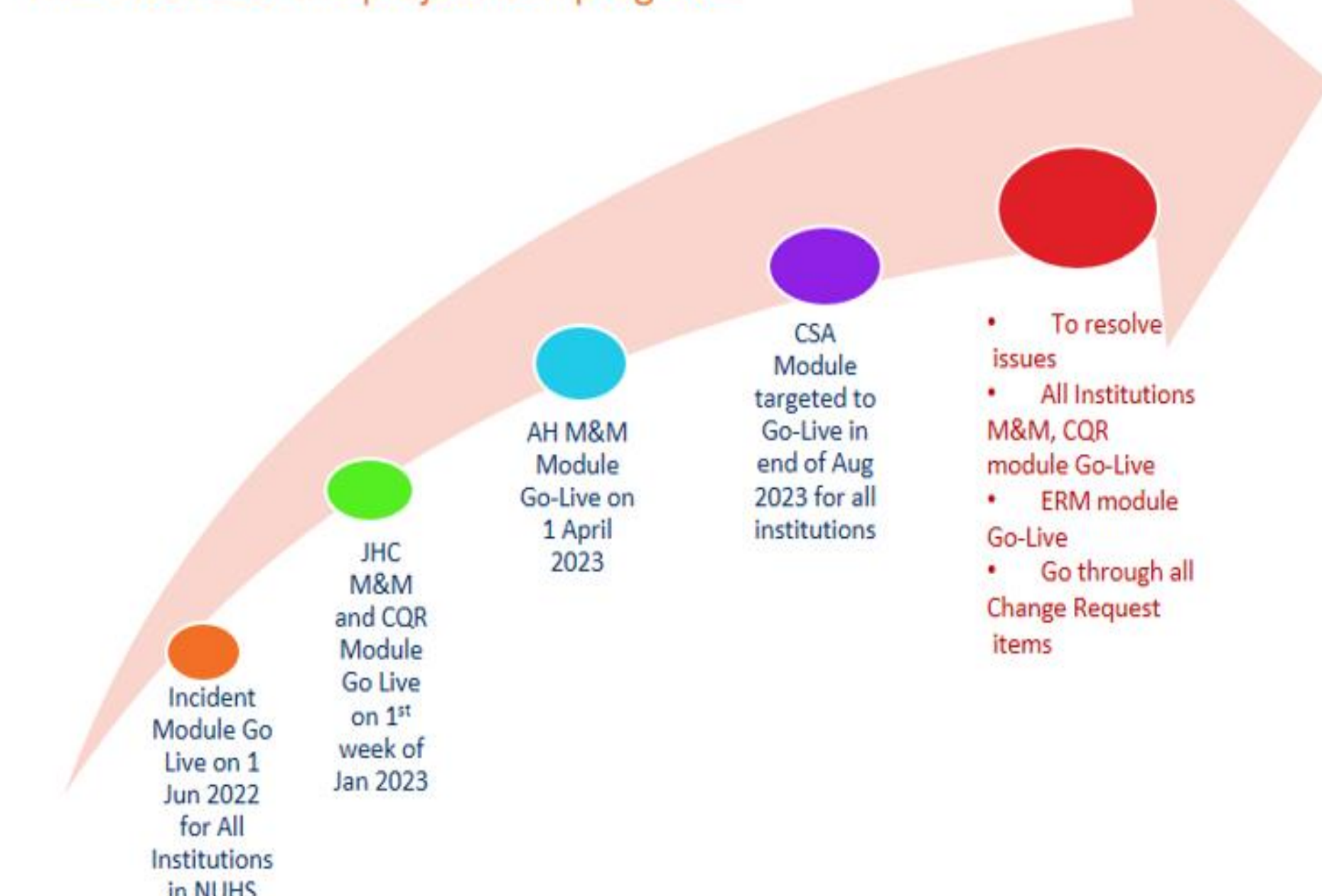
RESULTS



One Single System to perform Data Analysis/ Risk Management within NUHS Cluster

Milestone / Next Steps

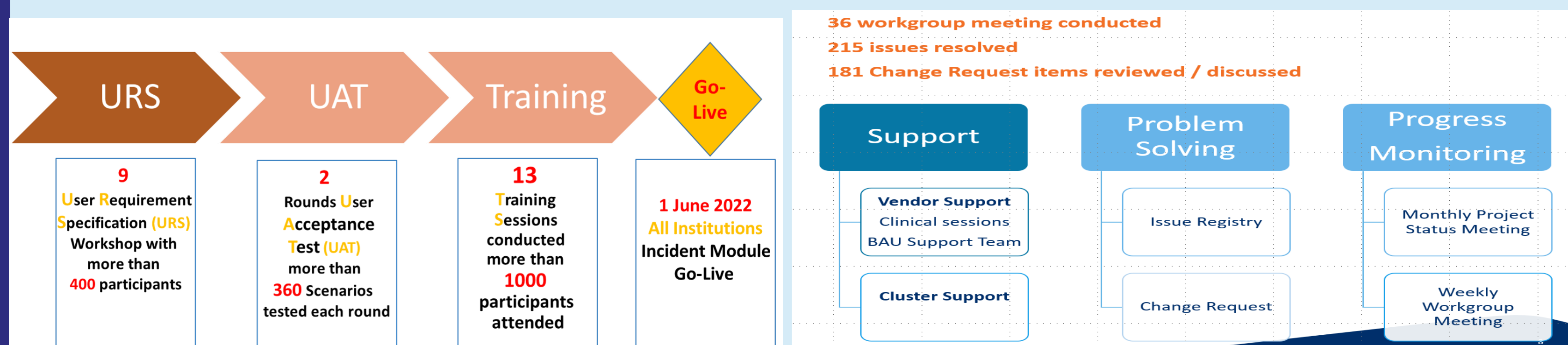
The Phase 1 of the project has completed with Incident Module Go-Live in all institutions in NUHS
The Phase 2 of the project is in progress.



METHOD / PROCESS

RI-Sys comprises four main modules: incident reporting, Clinical Quality Review, Mortality and Morbidity, Enterprise Risk Management and Control Self-Assessment. Organisation structure, definitions, workflows were harmonised with customization of reporting/routing methods based on the location.

The implementation of RI-Sys is phased, with meticulous preparation and testing phases. Our methods have included User Requirement Specification Workshops, rounds of User Acceptance Testing, and comprehensive training sessions for both internal trainers and users. Following the launch, we have continued to maintain and enhance the system, conducting numerous workgroup meetings, resolving issues, and reviewing change requests.



CONCLUSIONS

The implementation of RI-Sys across all institutions under NUHS has marked a significant milestone in our journey towards creating an integrated and harmonized incident management system.

As we continue to grow and evolve, RI-Sys will serve as a backbone, continuously improving our ability to manage incidents, track risks, and provide superior patient care.

ACKNOWLEDGEMENT

We extend our deepest appreciation to all those involved in this project - the 18,100 active system users, our diligent team members, the dedicated participants of our workshops and testing rounds, and the invaluable support teams. Your contributions have made this significant achievement possible. We look forward to the continued success and improvements that RI-Sys will bring to our healthcare services..

CONTACT INFORMATION

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