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Incident reporting for improving quality and patient safety at Johns Hopkins Aramco Healthcare

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Background: Incident-reporting systems (IRs) help improve both the safety and quality of healthcare delivery system by obtaining information about incidents affecting patient safety which can be converted into individual and organizational learning and improvement opportunities. This study aims to evaluate the effectiveness of IRS in incident reporting at JHAH since the implementation of Datix.

Methods: This is a prospective, qualitative and quantitative study. Datix and SAP reports are used to evaluate incident reporting before and after implementing the software. Qualitative methods using a questionnaire that was developed to assess the attitude of JHAH's staff towards reporting incidents in general and the use of Datix.

Results: Incident reporting has increased significantly in 2017 and 2018 by 84% and 92% respectively using Datix compared with the previously implemented software. JHAH has 3812 active employees with nearly 60% of them using Datix. The study received 377 survey responses. Mixed attitudes were held about the workplace safety culture and the value of the system.

Conclusion: The system implementation was successful. Problems identified that may affect reporting include more increased awareness regarding the importance of incident reporting and more training on Datix.

Biography

Hayat Mushcab is currently working as a Risk Management Specialist and a Research Advisor. Dr. Mushcab holds a Ph.D. in Life and Health Sciences from the UK focused on Management of Chronic Illnesses. Currently, her work is focused on variety of Research topics at Johns Hopkins Aramco Healthcare including but not limited to Quality and Patient Safety and Cancer Care.

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