A PROJECT ON INCIDENT REPORTING THROUGH QUALITY SOFTWARE IN A TERTIARY CARE HOSPITAL

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INTRODUCTION

The advent of technological innovations has facilitated the introduction of digital software solutions aimed at streamlining and elevating the incident reporting process. Digital software possesses the capability to standardize reporting formats, automate data collection, streamline data analysis, enhance follow-up communication, and more. The utilization of digital software in incident reporting stands out as a promising strategy to enhance productivity, accuracy, and efficiency within healthcare organizations, garnering significant attention [1].

The incident reporting process within the healthcare sector entails a systematic approach to documenting and reporting any unforeseen or unexpected occurrences, including incidents, near-misses, or errors, within healthcare organizations. Unintended events encompass a range of issues such as nursing and clinical errors, adverse events, patient falls, medication errors, and equipment malfunctions, all of which pose a significant threat to patient safety.

The primary objective of incident reporting is to facilitate continuous improvement within the hospital environment. By encouraging staff members to report incidents, healthcare facilities can effectively identify potential risks, conduct root cause analyses, and implement preventive measures to mitigate the likelihood of future occurrences. Incident reporting serves a crucial role in recognizing patterns, identifying trends, and pinpointing areas for improvement in terms of patient safety and the overall quality of healthcare service delivery [2,3].

Maintaining confidentiality is paramount in incident reporting, ensuring that healthcare professionals can report incidents with confidence and comfort, free from any fear of retaliation. Various methods are employed for incident reporting in healthcare, including electronic reporting systems, paper-based forms, or web-based platforms. These systems typically utilize standardized incident report forms to capture essential details such as the date, time, location, individuals involved, incident description, and any resultant harm to patients or staff members.

RESEARCH METHODOLOGY

This study employs a mixed-methods approach to investigate the advantages of utilizing quality software, specifically MEDBLAZE, for incident reporting in a tertiary care hospital. The data for analysis is sourced from two primary outlets: incident reports and staff surveys. Incident reports are gathered from two distinct groups within the hospital. The first group utilizes quality software for incident reporting, while the second group adheres to the traditional manual reporting method. To comprehensively evaluate the impact of the software, feedback forms are designed to assess the outcomes experienced by the staff. Additionally, an extensive survey is conducted among hospital staff to gain insights into their opinions and attitudes regarding the digital incident reporting system provided by the software.

RESULTS & DISCUSSION

The data indicates that under the manual incident reporting method, a total of 316 incidents were reported in a one-year period, with an average Turn Around Time (TAT) of 3.29. The data is presented on a monthly basis, showing the number of incidents and corresponding TAT for each month. This manual reporting approach involved regular entries based on incident forms received, and Excel sheets were used to calculate TAT. On the other hand, the digital incident reporting method, facilitated by the MEDBLAZE software, reported a total of 505 incidents in the same one-year period, with a significantly lower average TAT of 1.44. The monthly breakdown of incidents and TAT under the digital method is provided, showcasing an apparent improvement in efficiency.

The survey conducted among healthcare professionals at SPS hospitals gauged feedback on the effectiveness of implementing digital software for incident reporting. The responses indicated overwhelmingly positive outcomes, with high percentages endorsing improved accuracy, reporting rates, ease of use, efficiency of time, and effectiveness of follow-up actions under the digital reporting system. The survey results showed that the implementation of digital software positively influenced staff satisfaction levels. More than 75% of respondents felt higher job satisfaction due to the simplified and user-

friendly nature of the software.

Digital software provided valuable insights into incident trends, root causes, and areas requiring improvement, according to 80% of respondents. Customized reporting and data analysis through charts and graphs empowered healthcare professionals to make informed decisions.

CONCLUSION

The survey findings unequivocally highlight the advantages associated with the incorporation of digital tools in incident reporting within a hospital environment. The discernible improvements in efficiency, accuracy, real-time notifications, and heightened staff engagement collectively contribute to markedly superior patient safety outcomes and a more efficacious incident management framework.

The study affirms that the utilization of digital software translates into a seamless, efficient, and time-saving incident reporting process, marked by enhanced accuracy and a swifter reporting rate, along with more effective follow-up actions. Respondents overwhelmingly acknowledged the user-friendly nature of the software, emphasizing its ease of operation and the time and effort saved in incident reporting. The structured formats and intuitive features of the software, including drop-down menus, substantially improved the precision of incident reporting.

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