Project Title

Electronic Incident Reporting

Project Lead and Members

Project lead: Dr Aley

Project members: Jannice, Clara, Elaine

Organisation(s) Involved

SATA CommHealth, Quality and Innovation Department

Healthcare Family Group(s) Involved in this Project

Ancillary Care, Healthcare Administration

Applicable Specialty or Discipline

Healthcare Administrators

Project Period

Start date: not applicable

Completed date: not applicable

Aims

To enhance productivity and efficiency by reducing turnaround time.

To change the reporting culture to encourage timely and efficient incident reporting

Raising awareness about the significance of safety culture within the organization.

Background

Prior to 31 August, 2023, SATA CommHealth utilized hardcopy incident reporting forms across its 12 island-wide clinics. The process involved physically delivering these forms

to investigators, who then scanned and forwarded them to the Quality and Innovation department for assessment.

This manual process caused delays and the potential for missing forms. Additionally, the use of hardcopy forms hindered anonymous reporting and impacted the reporting culture. Staff perceived the process as akin to submitting a confession due to the requirement of signing off on the incident reporting form.

Methods

See poster appended/below

Results

See poster appended/below

Conclusion

See poster appended/below

Project Category

Care & Process Redesign

Quality Improvement, Design Thinking, Lean Methodology, Access to Care, Turnaround Time, Productivity, Time Saving,

Technology

Digitalisation, Automation, Robotics Process Automation

Keywords

Incidence reporting, reduce paper usage, productivity and efficiency.

Name and Email of Project Contact Person(s)

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CommHealth✝

Electronic Incident Reporting

Background

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Aim

To enhance productivity and efficiency by reducing turnaround time.
To change the reporting culture to encourage timely and efficient incident reporting
Raising awareness about the significance of safety culture within the organization.

Issues

- Potential for missing forms, unable to track the movement of forms`
- PDPA-related issues if forms are misplaced
- No confidentiality as staff are required to sign off after completion
- Printing of incident reports to be dispatched to HQ
- Entire process takes about 2 months if there is a delay

Solutions

- Reports are traceable, and report date/ time are captured upon submission
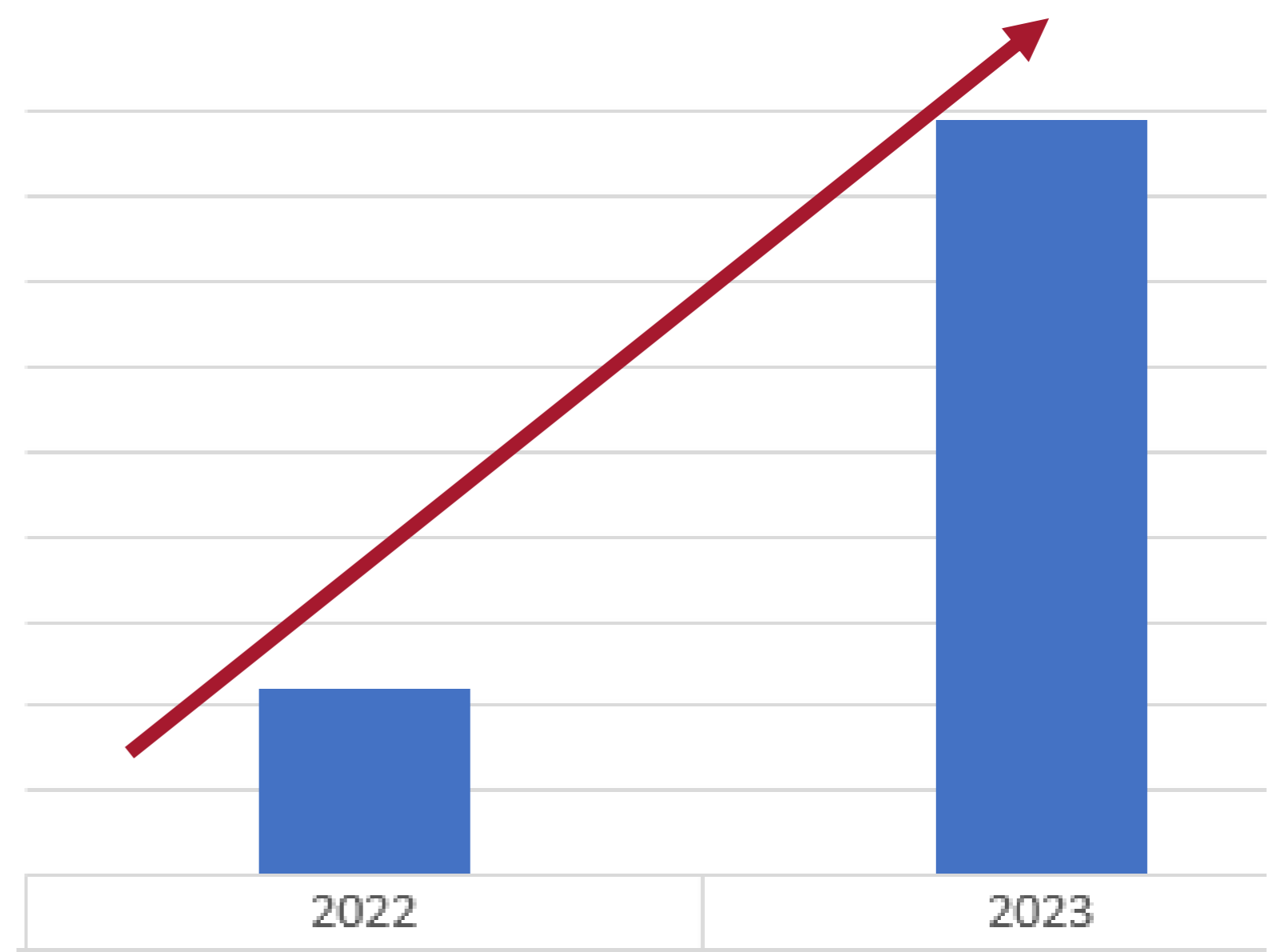- The risk of lost or misplaced forms are reduced.
- Removes the need for signing the form
- Reduce paper usage, and report details are stored in a secured platform
- Reports are to be completed within 14 days with improvement in productivity and efficiency

Process/Timeline	01-15Mar	16-30Mar	01-15Apr	16-30Apr	01-15May	16-30May	01-15Jun	16-30Jun	01-15Jul	16-30Jul	01-15Aug	16-30Aug	01Sept ~
Gather requirement	■												
Discuss requirement with Alvin (System Developer)		■											
Reassess requirement			■										
Develop initial system				■									
Internal testing & listing of issues		■				■							
Discussion with Alvin to with proposed changes					■								
Transfer system to testing site							■		■				
First round of UAT								■					
Second round of UAT to other users										■			
Briefing to staff													
Develop user guide & FAQ												■	
Go Live!													■

Outcome

Incident reporting module available to all staff and data is secure

Increased reporting (by four times) due to ease of reporting and improved safety awareness

*Actual numbers are not shown due to confidentiality. Incidents reported included near miss.

Quality and Innovation Department
Team Members: Dr Aley, Jannice, Clara, Elaine