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# Enhanced analysis illustrates why healthcare mistakes happen

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**Author:** Datix

**Date:** 2016/17

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# A breakthrough in patient safety

A revolutionary software application from Datix, the world's leading provider of patient safety software, will show why healthcare mistakes happen. A member of the Datix team explains how.

Datix Cloud IQ, a newly released SaaS based software application from Datix, will transform the way healthcare organizations learn when things go wrong by providing enhanced analysis of patient safety events.

If one international healthcare software company has its way, the number of people who suffer globally from preventable patient harm is going to be significantly reduced. Datix, the world's leading provider of patient safety software, has just released Datix Cloud IQ, an enhanced SaaS based application that enables healthcare organizations to go beyond simple incident data, to actually uncover "why" mistakes happen—allowing healthcare providers to eliminate root cause issues that lead to medical errors, and truly embed change in their organization.

With Datix Cloud IQ, healthcare providers can reverse the negative and increasing trend of preventable patient harm. The ground-breaking software provides the means for organizations to significantly improve institutional learning, resulting in better patient outcomes, enhanced efficiency and reduced cost.

"Mistakes happen in high-risk environments," said Oliver O'Connor, head of product management at Datix. "By learning from those mistakes, we ensure a safer future for both patients and staff. This is a dramatic leap forward in the ability for organizations to move to a culture where learning is key to risk mitigation, rather than seeking to lay blame."

As well as identifying “why” safety incidents occur through a rigorous investigations module, Datix Cloud IQ allows recommendations to be made for improving processes and assessing the value and outcome of those improvements.

Building on Datix’s reputation for providing comprehensive incident reporting and patient safety solutions, this system provides a fresh view of managing patient safety data. It is the result of academic collaboration, research, user engagement and a continued drive for innovation. Datix Cloud IQ provides five toolkits (Capture, Evaluate, Strategy, Implement, and Assess) that take organizations through a continuous improvement process. There is also a comprehensive analytics feature, allowing organizations to look at trends as they occur and even predict where instances may arise in the future.

“Healthcare leaders and academics have acknowledged that we urgently need a more rigorous way to respond to untoward incidents and the failure to learn,” said Datix CEO Seyed Mortazavi.

“Datix Cloud IQ is a direct response to that requirement. At Datix, we are harnessing the latest, easy-to-use, SaaS based technology to enable all manner of healthcare systems to investigate and analyse why things go wrong. This is a pioneering next step to reporting on incidents, and one that will enable healthcare organizations to make a very real difference to patient safety.”

## **How Datix Cloud IQ works**

Datix Cloud IQ enables healthcare organizations to generate and implement strategies to enhance the delivery of efficient, targeted and effective care.

Cloud IQ applies the Plan—Do—Study—Act process of quality improvement to learning from instances of suboptimal care. It begins with the initial capture of incidents, patient feedback and surveys and then provides a range of techniques focused on delivering insight, understanding problems and devising cost-effective improvement strategies and goes on to help organizations to implement those strategies and measure their effectiveness.

Datix is a global pioneer in patient safety improvement and Cloud IQ is the result of our continued drive for innovation. It is a culmination of continuous customer engagement, academic collaboration and research. Advances in software and cutting-edge data analytics mean we have been able to produce a range of new tools that drive forward our mission to help our customers protect patients from harm by creating opportunities to learn from things that go wrong.

### **Why have we developed something completely new?**

Datix Cloud IQ is grounded in the many years of research that has focused on healthcare quality improvement. In his 2000 report entitled 'Organization with a Memory', Sir Liam Donaldson pointed out that "Inquiries and incident investigations determine that 'the lessons must be learned' but the evidence suggests the NHS as a whole is not good at doing so." He called for better incident reporting and analysis and a wider, system approach to learning from error and poor outcomes. This report led to the creation of the NRLS and NPSAS in the UK, but despite clear effort from such organizations and from the NHS itself, more recent inquiries have identified ongoing shortcomings in implementing and maintaining improvement.

Similar experience has led to similar statements elsewhere—such as IHI co-founder Don Berwick's comment that "The biggest issue facing the American healthcare system is our inability to improve, and Lucian Leape's reflection that 'The single greatest impediment to error prevention is that we punish people for making mistakes.'"

Cloud IQ responds to these issues by providing a framework within which problems can be analysed in an open and transparent forum, generating and embedding effective improvement strategies to overcome them.

### **What does Datix IQ mean to you, as a healthcare organization?**

Datix Cloud IQ is a profound shift in focus for a healthcare risk management application, moving beyond the simple capture and review of data on adverse outcomes towards a managed process of exposing and resolving the issues that lead to those outcomes. Every installation of the Datix system is already a unique repository of errors and unintended outcomes, each of which represents an opportunity to learn and to improve. Cloud IQ is designed to provide insight into this information, and to walk staff and the organization through the process of improving quality and maintaining that quality.

As issues are uncovered and improvements are implemented, organizational procedures are updated to embed the changes. This connects policies and guidelines directly to the learning uncovered within the system. Cloud IQ gives organizations a memory of what works and—importantly—why it works. It opens up learning and improvement to the whole organization, encouraging all staff, at all levels, to share in this journey.

### **How does Datix IQ work?**

Cloud IQ is built around five toolkits, each of which represents a stage in the journey from gathering information through to implementing and measuring improvement. The system is cloud-based and mobile-enabled, delivering secure, effective use on any device both within and outside of the organization's network.

### **Capture**

This toolkit covers gathering information that indicates where improvement can be made. It houses the Incidents, Feedback, Claims and Mortality Review modules—information that exposes undesired and unintended outcomes following delivery of care. This toolkit includes the Datix Anywhere mobile app, offering quick and responsive reporting of incidents from smartphones and other mobile devices.

### **Evaluate**

Having captured the information around the event itself, it is necessary to understand that event and uncover the contributory factors which led to it. What are the factors that that must be controlled in order to avoid a repeat occurrence? This toolkit includes the Investigations and Enterprise Risk Manager modules, each offering a set of tools which direct attention towards identifying those underlying causes and recommending changes to overcome them.

### **Strategy**

Following the submission of recommendations for improvement, whether from internal evaluation or directives from external bodies, an improvement strategy must be established. Which controls must be put in place to meet the recommendations and, vitally, which of the range of possible controls will offer the best return on investment? Use these ROI assessment tools to focus limited resources on delivering the most effective results, passing the strongest controls over for implementation.

## **Implement**

This is the stage at which learning is embedded into the organization's memory. Activity management ensures that change is put in place and controls passed over for implementation are incorporated into procedures and processes documented within the Policies & Guidelines module. Best practice is reflected at the heart of the organization's approach to delivering care, and the learning underpinning that change is presented along with it. The organization knows what works and why it works.

## **Assess**

Once a change has been implemented, the question remains: is it working? A programme of assessment will answer this question and closes the loop on continuous improvement, leading to further insight that can be passed back to the Strategy toolkit in the form of new recommendations for improvement. The Compliance Assessment module provides a single platform within which the effectiveness of internal policies can be assessed such as Joint Commission standards. The Safety Rounds module ensures success in executive and safety rounds, delivering much-needed context to enable effective insight.

## **The future of patient safety**

Datix Cloud IQ retains the flexibility that has always sat at the heart of the software we have produced. This flexibility is vital in ensuring that each organization can mould the system to suit its own environment and its own maturity. But this flexibility is now delivered within a formal quality improvement framework, ensuring that focus remains fixed on identifying and implementing positive change while incorporating an organization's own setting, process and data requirements.

**For more information visit: [www.datix.co.uk/iq](http://www.datix.co.uk/iq)**