

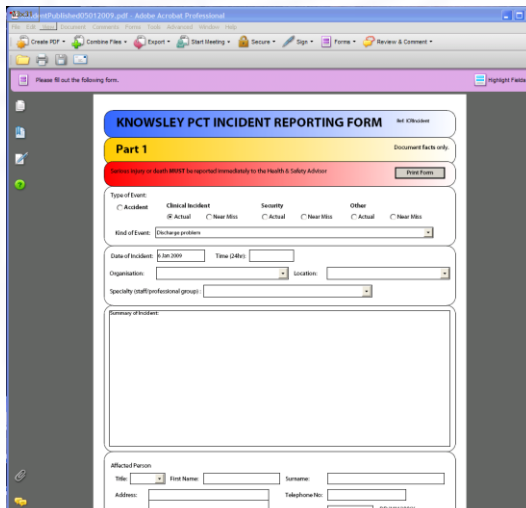


## Case Study – Knowsley PCT

### *Data entry lead time reduced from Weeks to Hours...*

On the 5<sup>th</sup> January 2009 Alison Marsden, Risk Manager at Knowsley PCT, received her first electronic incident form via email from Whiston Hospital. The details were recorded in their MEDIRisk Incident Recording System within the hour. 2 months ago this achievement would have been unheard of. This new electronic incident form is part of a project that will see the rollout of electronic incident reporting across the entire PCT within the next few months.

Knowsley PCT's Governance Department have always worked hard to ensure that any accidents and incidents that occur on any site that is part of the PCT, are recorded promptly and followed up accordingly. Having paper-based forms hampered this goal because of difficulties in reading hand-writing, as well as forms only reaching the Governance department days or weeks after the incident had occurred.



With an established and strong working relationship, Alison felt confident in approaching Savant for assistance with achieving the goal of electronic forms.

“Savant were very open to our initial enquires to work with Knowsley PCT's Governance Department to address the issues we had around paper forms. The close working relationship between Savant's Clare Green and both Knowsley's Risk Manager and Information Analyst has

resulted in a very effective reporting system with the possibility of further developments for specific Complaints, Medication errors and security eForm reporting to be put in place”, states Alison Marsden.

Savant and Knowsley worked together on the design of a new electronic incident form.

The key priorities for the design were:

- Ease of use by all staff
- Using the Intranet to make the form accessible
- Improve data accuracy by using drop down lists to record information such as:
  - Location (site and ward/department)
  - Equipment involved
  - Consequence and likelihood
- Ability of Clinical Governance to validate the form, and provide rapid feedback to staff and managers
- Smooth integration into MEDIRisk.



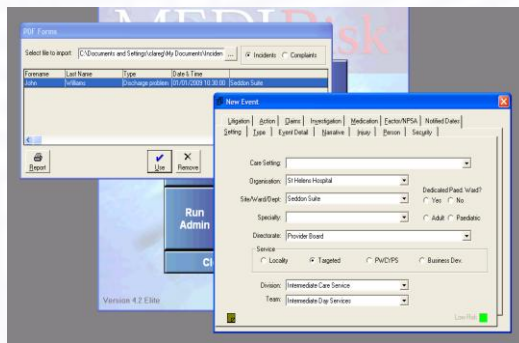
**MEDIRisk**

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The team chose Adobe's PDF (Portable Document Format) as the electronic medium for the forms. "Most people are familiar with PDF documents, so are happy completing PDF forms" says Clare Green, "it also means that once the form is in use, the Clinical Governance team can confidently make design changes to it themselves".

Another key factor was that Adobe Reader is a free product and can be installed on any and all personal computers in the PCT. The Governance Team use Adobe Professional's LiveCycle Designer, a user-friendly development tool for designing forms, enabling them to build additional forms, such as Witness Statements, themselves.



The final data load into MEDIRisk requires just a few simple steps.

When and how an incident is uploaded is controlled by the user. This helps maintain the integrity of the MEDIRisk database and the accuracy of reporting. The Clinical Governance team can manage and refine the incident details at all times.

After a thorough training session at Savant's headquarters in Cumbria, the project is now well under way, with a planned staged rollout over the coming months. A staged rollout will ensure that all staff in each department are fully trained and confident about using electronic forms. The feedback received so far has already been positive:

*"I was planning to send you an email today saying that this electronic system is so much easier than the paper system, forms are easy to read – if we contact the member of staff we can add in any additional info to make the report read sensibly to anyone who wasn't involved in the incident – no need for telepathy anymore. Also when I sat with 2 staff last week when they filled in these forms it was easy for them to compose and rewrite as necessary which you don't get with the paper forms, they also had to think carefully about what type of incident it was etc – so although there were a few blips – I'm very impressed."*

**Norah Flood**

**Head of Service, Occupational Therapy & Physiotherapy**

Savant is an independent, well-established IT company specialising in developing software for the clinical, medical and healthcare sector. Since 1982, Savant has been developing software, relational databases and information management systems for a range of UK clients. Our projects include PULSE, the National Blood Service's life-critical control system used to ensure the safety and availability of the nation's blood supplies and Hematos, the National IT System for NBS Diagnostic Services, designed for use by blood transfusion centres and hospital testing Laboratories.

Since 2001 Savant has been an employee owned company. Being employee owned and located on the edge of the Lake District results in very low staff turnover. This gives our customers an excellent service as knowledge and experience remain with Savant for the customer to call on. Savant has an enviable customer support reputation and is proud of its long-term relationships with customers, some of whom have been supported for 20 years.

For more details of how we can help you please contact us, details below:



**intellect**  
member

Dalton Hall Business Centre, Dalton Lane, Burton-in-Kendal, Cumbria, LA6 1BL

Reg. Office No. 2077844 VAT Reg. No. 708 3225 51

T 01524 784400 F 0870 460 1023 E [info@savant.co.uk](mailto:info@savant.co.uk) W [www.savant.co.uk](http://www.savant.co.uk)