An Stiúrthóireacht um Ardchaighdeáin agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and Patient Safety Directorate
Office of the Chief Clinical Officer

QPS TALKTIME

A community of quality and patient safety improvers

QPS TalkTime No. 5 of the Autumn Winter Series
Tuesday, 8th November, 2022

The National Incident Management System & Electronic Point of Entry

Speakers today

Brid-Ann O'Shea, is the project lead for the electronic Point of Entry roll out of the National Incident Management System (NIMS).

Helen Flynn, Clinical Nurse Manager 3, Urgent Care Centre in Children's Health Ireland at Connolly, Blanchardstown.

Martina Porter, is the Quality and Patient Safety Manager at Letterkenny University Hospital in Co. Donegal.

John McElhinney, is the Quality and Patient Safety Manager for the Saolta University Health Care Group and has over twenty years experience working in the related areas of Quality, Patient Safety, Risk Management and Clinical Governance.

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Lorraine Schwanberg, Assistant National Director QPS Incident Management. Lorraine leads out on the Incident Management arm of the National Quality and Patient Safety Directorate (NQPSD) in the HSE.

In conversation with

Juanita Guidera, Quality Improvement Facilitator with the National Quality and Patient Safety Directorate.

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NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Electronic Point of Entry

About NIMS Electronic Point of Entry (ePOE)

What is ePOE?

Benefits of ePOE:

- Eliminates duplication of work
- No licence fees
- Dedicated support team with no support fees
- Real time data on incident occurrences/ near-misses, initiates prompt for review & risk mitigation processes
- It is the data source for KPIs in patient safety
- User-friendly, intuitive, reliable system
- Eliminates common issue of illegibility in incident reporting

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NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Reporting an incident via electronic Point of Entry

Reporting an Incident via ePOE on NIMS

- Desktop View
- Icon for incident entry
- Icon for incident review

Reporting an Incident on via ePOE on NIMS

- NIMS Homepage
- - No login required

Reporting an Incident via ePOE on NIMS

Categorisation of Incident

*Did the incident relate to ... — (•) Person ( ) Property ( ) Crash/Collision ( ) Dangerous Occurrence

*Date / Time of Incident — 04/10/2022 — 04:00 - 04:59

*Select Location — Healthcare Locations

*Where (Hierarchy) — St Josephs Unit

*Location Level — Sacred Heart Home Castlebar - Mayo Primary & Continuing Care

*Did this happen ... — (•) Onsite ( ) Offsite

Specific Location Detail

*Summary of the incident — 26 year old patient with ID and 3months history of diarrhea had an endoscopy(elective). the patient became unwell post-procedure and had an emergency surgery for perforated bowel. He required transfer to ICU and died

*Who was involved? — Service User

*Category of Person — Patient

Details of Person Affected

*Name (Surname, First Name) — Murphy , Tom

*Date of Birth — 20/09/1996

*Gender — ( ) Female (•) Male ( ) Not Known

*Healthcare Record no. / Lead Clinician — M14456 — Mr Smith

Division

*Division — Acute Hospital

*This incident involved — ( ) Neonatal Specialties ( ) Paediatric Specialties ( ) Adolescent Specialties (•) Adult Specialties ( ) Older Person Specialties

*Incident occurred under.. — Surgery — Gastro-intestinal

Please note - Fictitious Incident

Reporting an Incident via ePOE on NIMS

*Outcome at time of incident	7 - Death
Hazard Classification	
*Incident / Hazard Category	Clinical Care
*Sub Hazard Type	Diagnosis / Delayed Diagnosis
*Process	Assessment/Monitoring
*Problem / Cause	Other Adverse Event/Patient Safety Incident
*Did this result in ...	(•) Harm ( ) No Harm ( ) Near Miss
Injury Details	
*Body Part Injured	Organ
*Please Specify	Bowel
*Classification of Injury / Loss	Surgery Specific Injury / Damage to organ/body part
Reported By	
*Reported by (Surname, Firstname)	Burke, Lorraine
*Category of Person / Date Notified	Nursing/Midwifery / 05/10/2022
Local System Ref no.	
Witness Details	
Please provide witness details	NA

Please note - Fictitious Incident

Reporting an Incident via ePOE on NIMS

HOME PAGE✓
INCIDENT DETAIL PAGE 1✓
INCIDENT DETAIL PAGE 2✓
SUBMISSION REVIEW✓

Please review the information you have entered below. You can return to any previous page by using the "Back" button.

Severity Rating Extreme

*Have you verified the data entered? (•) Yes ( ) No

Please hit the "Submit For Approval" button to confirm your entry. Once submitted, you will no longer be able to update the data entered.

Back | Submit For Approval

Incident Notice

Incident Intake | Home

For Approval

Intake Notice: Intake Notices For Approval | Filters

Active Filters: Is Voided? equals No

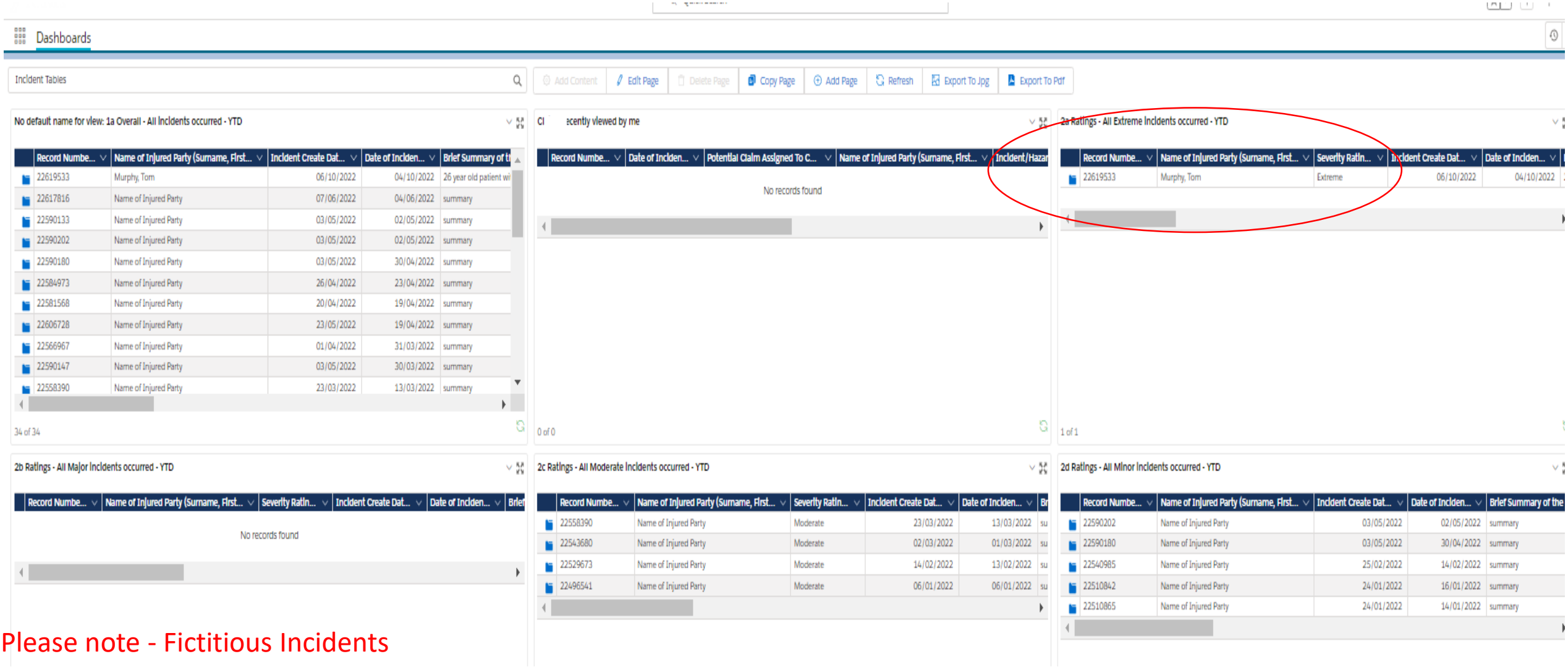
Add New Incident | Delete | Void | Unvoid

Notice Id	Create Date	Location	Injured Party	Date of Incident	Severity	Reported by First Name	Reported by Last Name
295844	20/09/2022	St Josephs Unit	Nolan, James	06/09/2022	Negligible No Harm	Peter	Kierans
295860	29/09/2022	Smoking Area	Collins, Michael	20/09/2022	Negligible No Harm	Monty	Phillips
295861	29/09/2022	Staff Dining Room	O'Donovan, Alastair	20/09/2022	Negligible No Harm	Michael	Collins
295862	29/09/2022	St Anthony's Unit	O'Carroll, Basil	26/09/2022	Negligible No Harm	Michael	Collins
295870	06/10/2022	St Josephs Unit	Murphy, Tom	04/10/2022	Extreme	Lorraine	Burke
295845	20/09/2022	Physiotherapy Department	Fitzgerald, Eileen	01/09/2022	Negligible No Harm	Philip	Sweetman
295846	20/09/2022	The Ross Suite	Pierce, Peggy	07/09/2022	Negligible NearMiss	Philip	Sweetman
295847	20/09/2022	Public Toilets	Ryan, Niamh	07/09/2022	Negligible No Harm	Philip	Sweetman

0 of 8 Selected - Total: 8

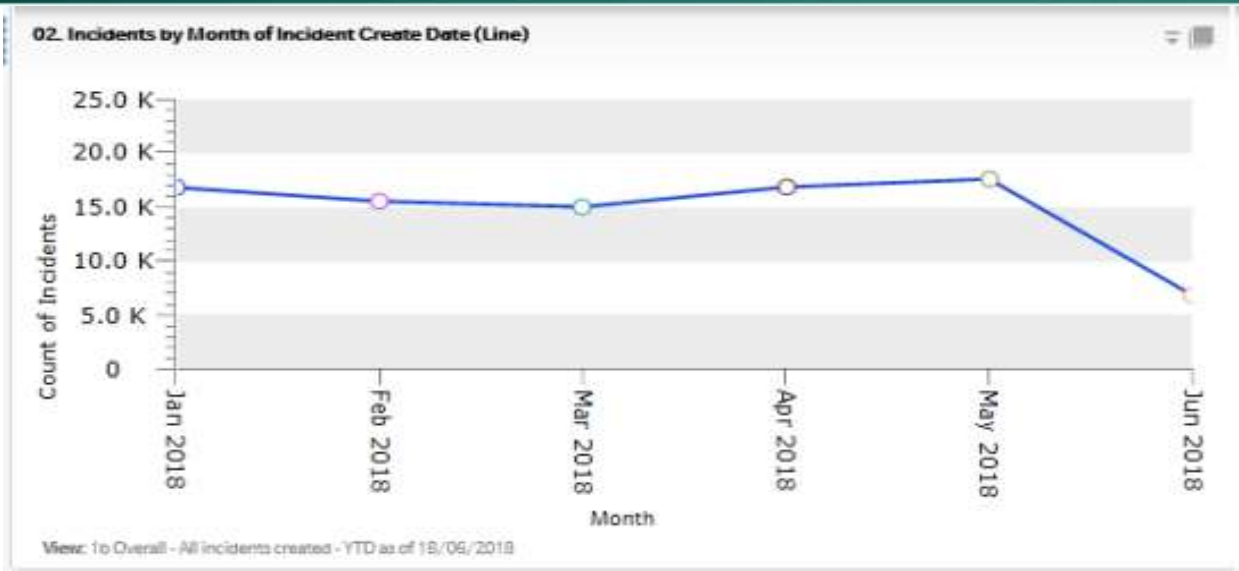
Please note - Fictitious Incidents

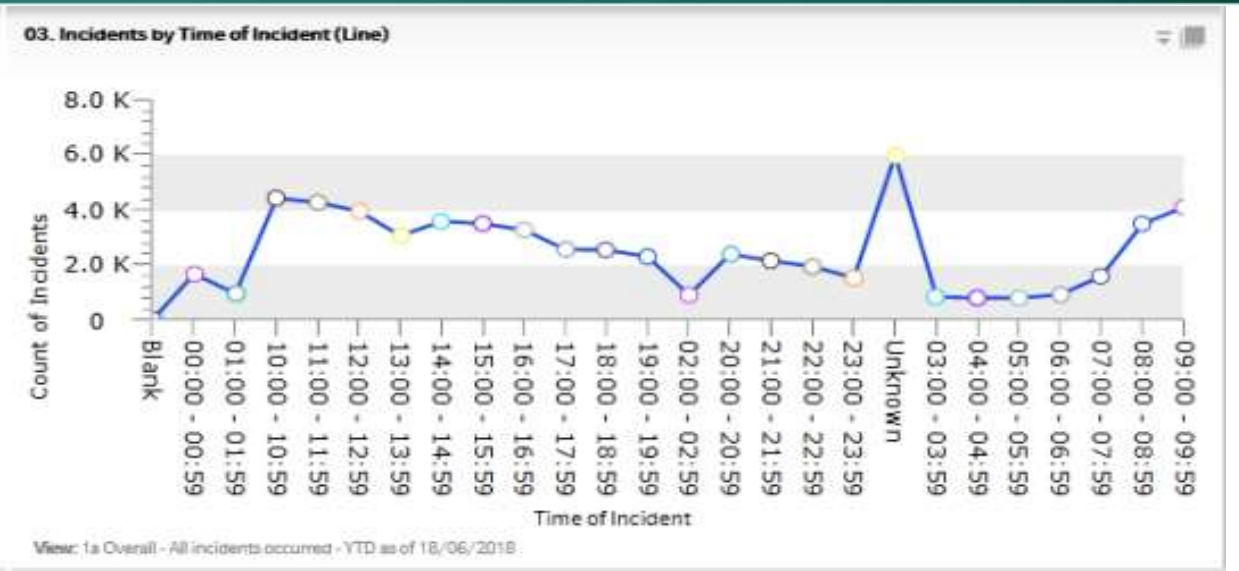
Views and Dashboards



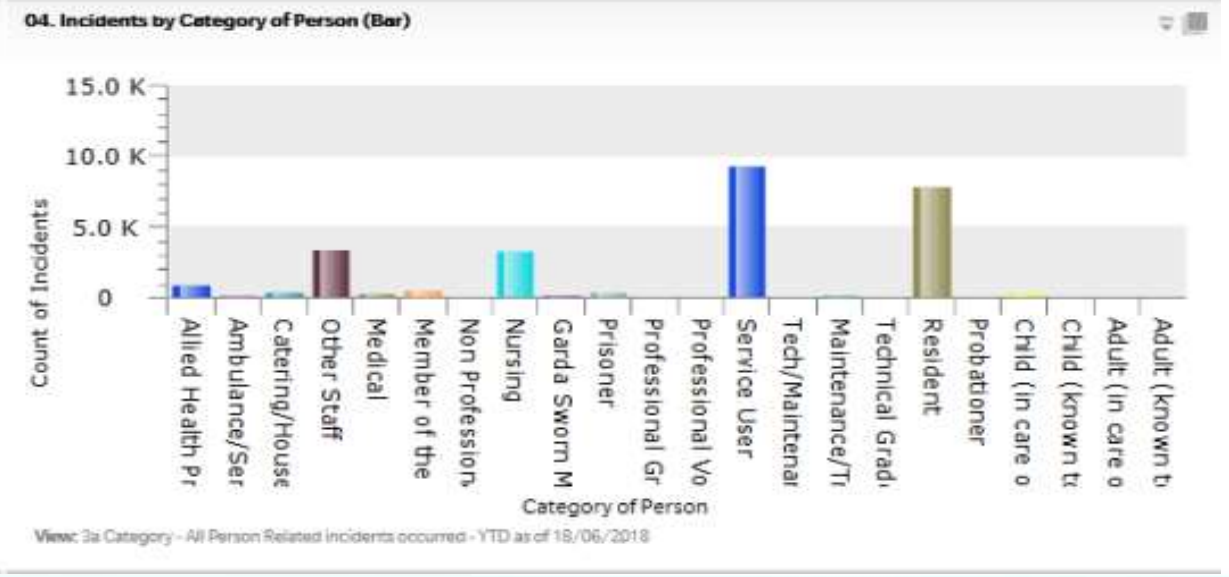
Please note - Fictitious Incidents

Dashboards

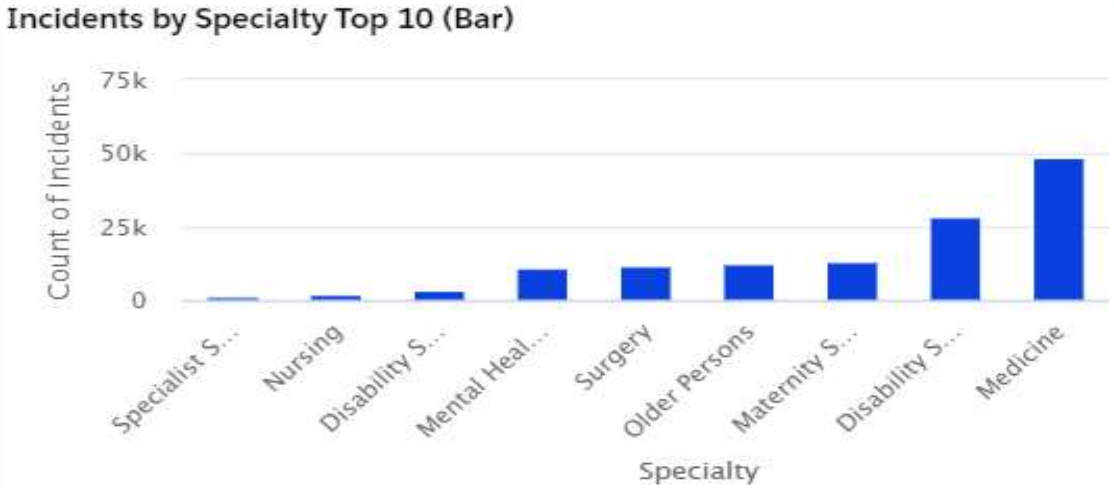

02. Incidents by Month of Incident Create Date (Line)
25.0 K
20.0 K
15.0 K
10.0 K
5.0 K
0
Count of Incidents
Jan 2018
Feb 2018
Mar 2018
Apr 2018
May 2018
Jun 2018
Month
View: 1b Overall - All incidents created - YTD as of 18/06/2018

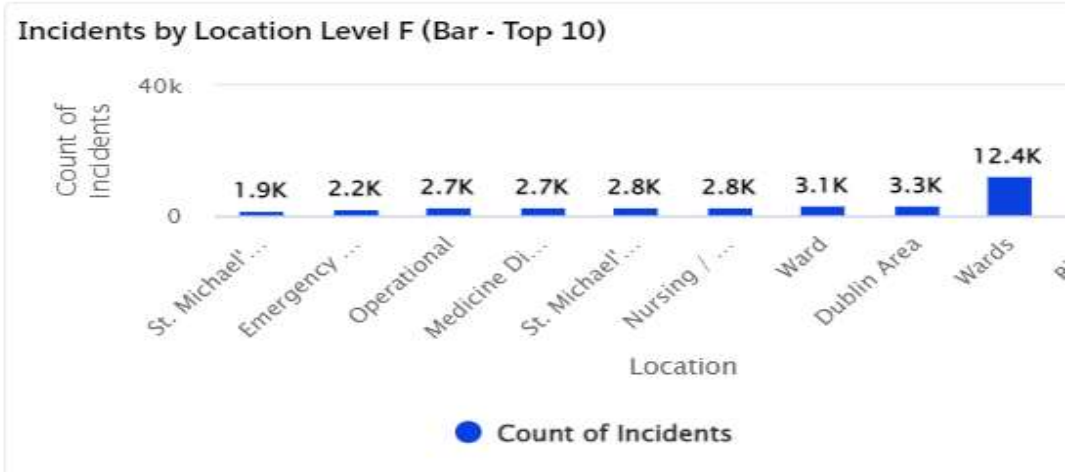

03. Incidents by Time of Incident (Line)
8.0 K
6.0 K
4.0 K
2.0 K
0
Count of Incidents
Blank
00:00 - 00:59
01:00 - 01:59
10:00 - 10:59
11:00 - 11:59
12:00 - 12:59
13:00 - 13:59
14:00 - 14:59
15:00 - 15:59
16:00 - 16:59
17:00 - 17:59
18:00 - 18:59
19:00 - 19:59
02:00 - 02:59
20:00 - 20:59
21:00 - 21:59
22:00 - 22:59
23:00 - 23:59
Unknown
03:00 - 03:59
04:00 - 04:59
05:00 - 05:59
06:00 - 06:59
07:00 - 07:59
08:00 - 08:59
09:00 - 09:59
Time of Incident
View: 1a Overall - All incidents occurred - YTD as of 18/06/2018

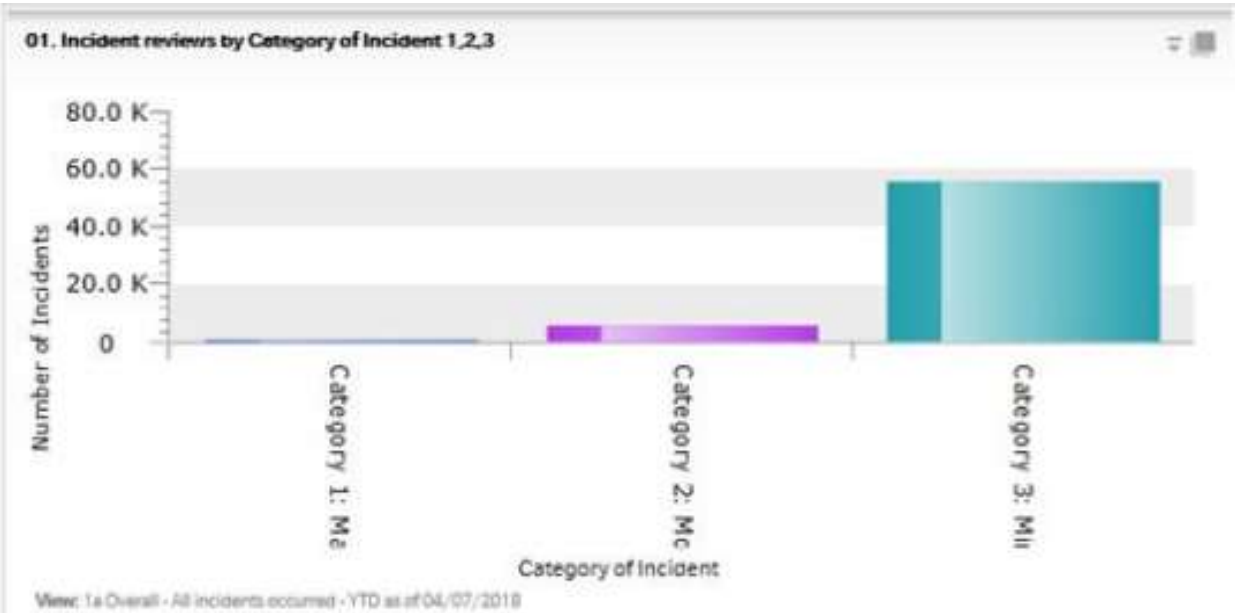
01. Incidents by Month of Occurrence (Line)
25.0 K
20.0 K
15.0 K
10.0 K
5.0 K
0
Count of Incidents
Jan 2018
Feb 2018
Mar 2018
Apr 2018
May 2018
Jun 2018
Month
View: 1a Overall - All incidents occurred - YTD as of 18/06/2018

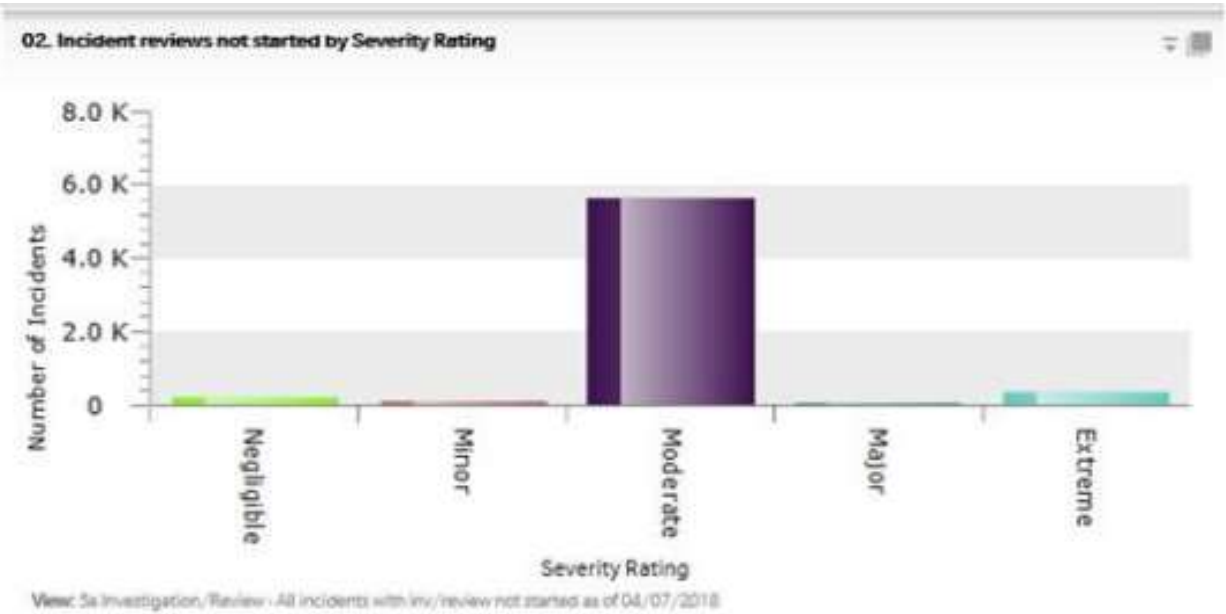

04. Incidents by Category of Person (Bar)
15.0 K
10.0 K
5.0 K
0
Count of Incidents
Allied Health Pr
Ambulance/Ser
Catering/House
Other Staff
Medical
Member of the
Non Profession
Nursing
Garda Sworn M
Prisoner
Professional Gr
Professional Vo
Service User
Tech/Maintenar
Maintenance/Ti
Technical Grad
Resident
Probationer
Child (in care o
Child (known t
Adult (in care o
Adult (known t
Category of Person
View: 3a Category - All Person Related incidents occurred - YTD as of 18/06/2018

Dashboards


Incidents by Specialty Top 10 (Bar)
Count of Incidents
75k
50k
25k
0
Specialist S...
Nursing
Disability S...
Mental Heal...
Surgery
Older Persons
Maternity S...
Disability S...
Medicine
Specialty


Incidents by Location Level F (Bar - Top 10)
Count of Incidents
40k
0
1.9K
2.2K
2.7K
2.7K
2.8K
2.8K
3.1K
3.3K
12.4K
St. Michael'...
Emergency ...
Operational
Medicine Di...
St. Michael'...
Nursing / ...
Ward
Dublin Area
Wards
Location
Count of Incidents


01. Incident reviews by Category of Incident 1,2,3
80.0 K
60.0 K
40.0 K
20.0 K
0
Number of Incidents
Category 1: Me
Category 2: Mc
Category 3: Mi
Category of Incident


02. Incident reviews not started by Severity Rating
8.0 K
6.0 K
4.0 K
2.0 K
0
Number of Incidents
Negligible
Minor
Moderate
Major
Extreme
Severity Rating

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NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Early Adopters of Electronic Point of Entry

- Children's Health Ireland at Connolly
- Saolta University Health Care Group
  - Letterkenny University Hospital
  - Portiuncula University Hospital
- Community Healthcare West – CHO 2
  - Sacred Heart Hospital Castlebar

Letterkenny University Hospital

Q What is the benefit to you as a service manager for using the national system?

- "Quick and timely access to reports and incidents"
- "Dashboards allow to see at a glance"
- "Allows for tracking and trending of incidents"

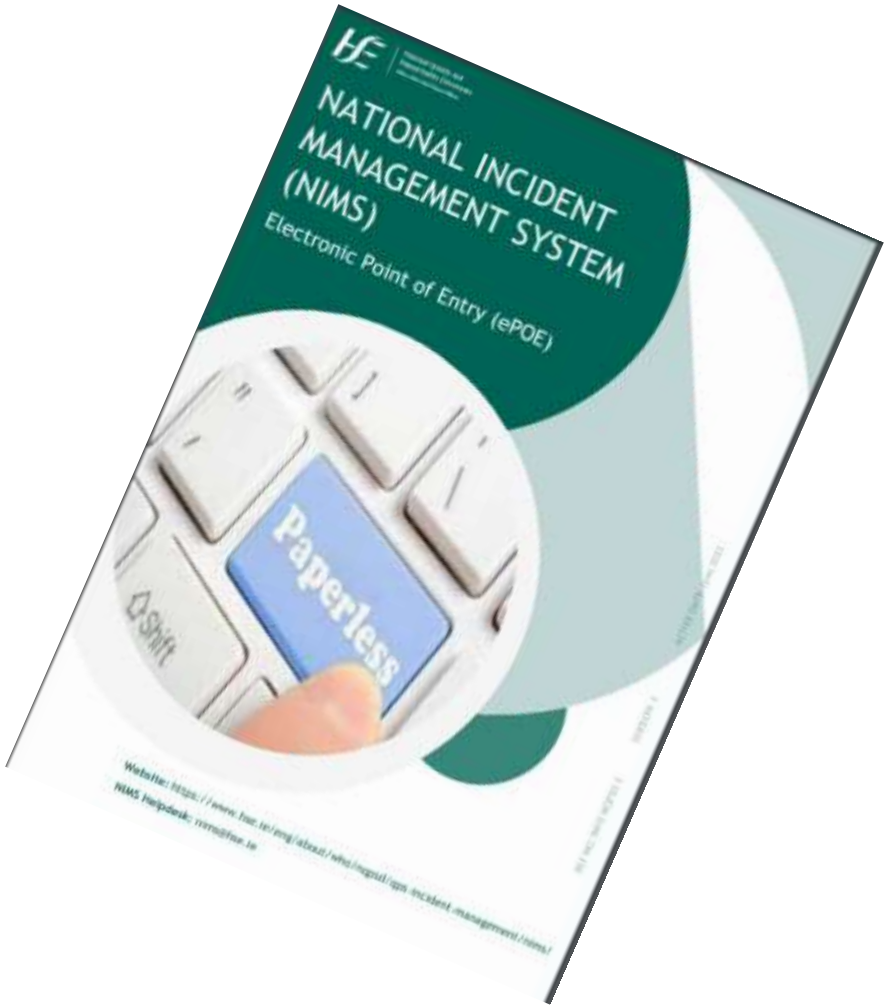
Q What are the main challenges of reporting incidents for your specific area?

- "Lack of appropriate information for decision making"
- "Free text writing can be difficult to identify specific trends"

More information on NIMS electronic Point of Entry

To learn more about NIMS electronic point of entry (Epoe) incident reporting and management, please contact the HSE NIMS Helpdesk at **nims@hse.ie** or refer to

www.hse.ie/eng/about/who/nqpsd/qps-incident-management/



Contact us:

HSE NIMS Project Team:

- Brid-Ann O'Shea NIMS ePOE Project Lead
- Mary Gallagher NIMS Team
- Tara Nolan NIMS Team
- Vanessa Dunne NIMS Administrator

Open Disclosure Themed Week

November 7th to 11th 2022

- Please raise awareness of open disclosure in services
- Promote mandatory open disclosure training
- Be aware of information on open disclosure policy, legislation and resources on open disclosure website:
- **www.hse.ie/opendisclosure**

Walk and Talk Improvement:
Ideas for Safe Quality Care

Purpose

- Improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement using a new and increasingly popular communication platform.

- Co-produced with patient partners, and members of the the Health and Social Care Quality Improvement (HSCQI), Northern Ireland and National Quality and Patient Safety Directorate (NQPSD) teams.

- 6 episodes based on the Patient Safety Strategy themes.

Where to listen?

Acast!

Also available on Spotify podcasts

HSCQI
Inspire • Connect • Improve

HSE
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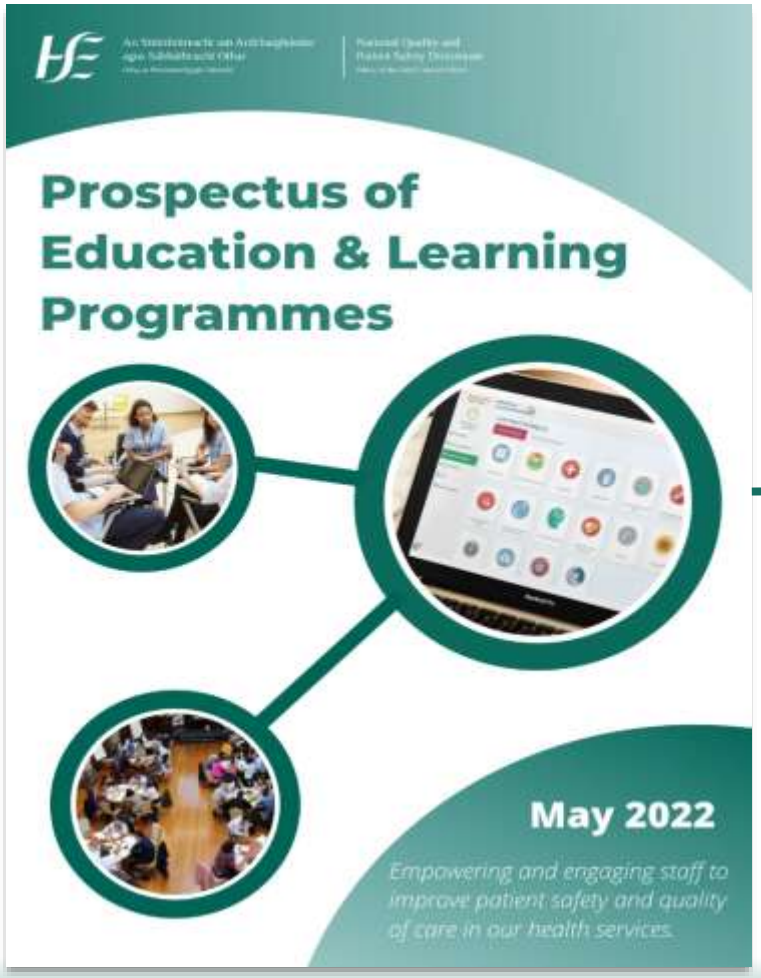
QPS Education

https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html



INCIDENT MANAGEMENT

System Analysis Review

Serious Incident Management Team **[SIMT]**

National Incident Management System (NIMS)

Module 1 Training for Incident Entry (NIMS)
Module 2 Entering Incident Reviews

hseland.ie
Cúram le Eolas

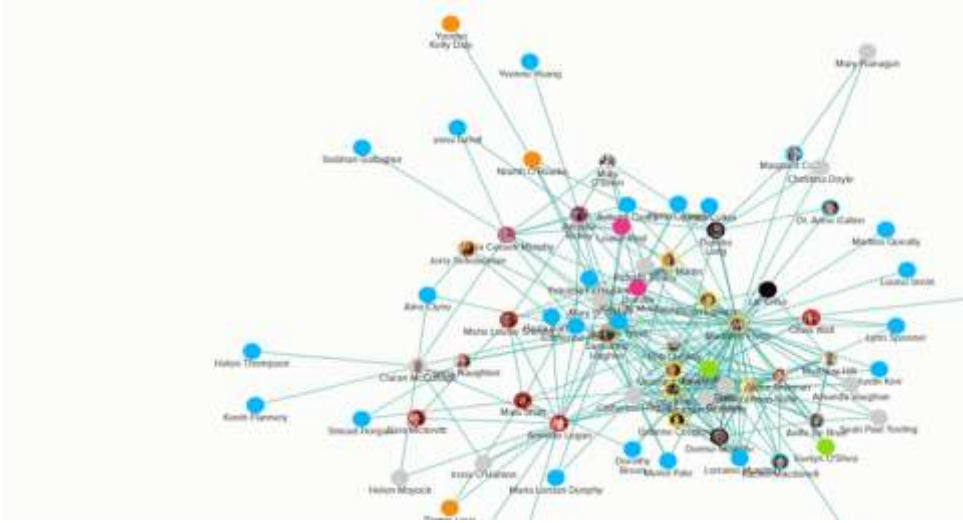
NIMS Reports, Views and Dashboard Training

The QPS Ireland Network Map

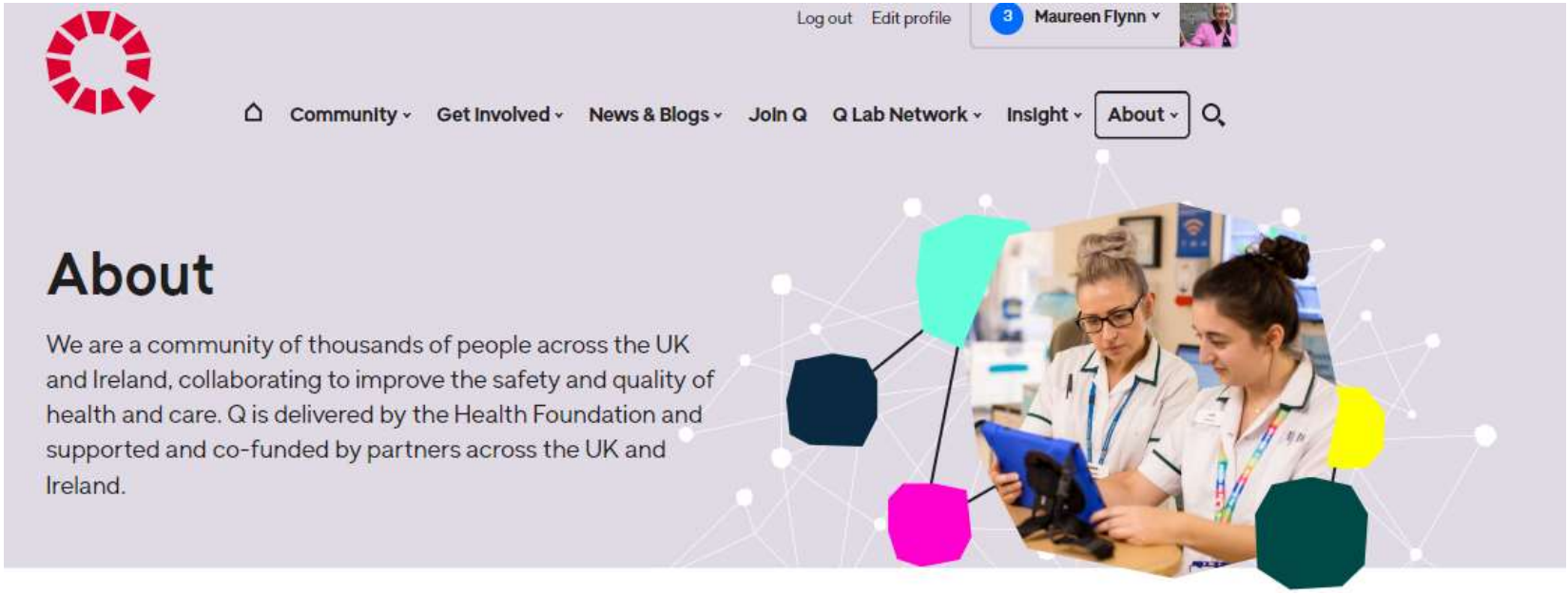
To help visualise connections between people interested in quality, safety and improvement across Ireland: https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/

- How to join the map
  - Visit the HSE website (see link in the chat)
  - Get sent your unique link to the map
  - Enter information about you, your professional characteristics and your interests
  - Log your connections

- How to use the map
  - Filter the map by role, organisation, interests
  - View individual profiles
  - Connect and collaborate with others



Apply to become a member of Q Community



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

Caroline.Lennonnally@hse.ie

Upcoming Webinars: Dates for your diary ….

Dates	Topics
Tuesday 22nd November 13:00 - 14:00	QPS TalkTime QI stories from the Postgraduate Certificate in Quality Improvement Leadership in Healthcare
Tuesday 13th December 13:00 - 14:00	QPS TalkTime QI Strategy from the Health and Social Care Quality Improvement Hub Northern Ireland

Follow us on Twitter **@QPSTalkTime**

Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS TalkTime page:
https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html

Let us know how we did today ….

Reminder: Short questions (pop up) as you sign off, please help us to improve our QPS TalkTime Webinars by sharing your feedback

We really appreciate your time, thank you

Contact: Stephen.Barrett@hse.ie to be included on our mailing list to receive QPS TalkTime invitations