



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

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Electronic Point of Entry (ePOE)



ACTIVE DATE: June 2022

VERSION: 1

REF NO: INFO-NQPSD-1

Website: <https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/nims/>

NIMS Helpdesk: nims@hse.ie



About NIMS

Electronic Point of Entry (ePOE)

What is it?

To date, HSE and HSE funded services across Ireland have relied on either a paper based reporting system or secondary software to capture incident data before manually inputting them onto NIMS.

NIMS has the functionality to perform as an end-to-end incident management tool that will allow services to manage incidents through the incident lifecycle on a single platform to improve the quality and safety of care provided.

The significant benefit of the national platform is that there is the opportunity for wider system learning. What might seem like a once off event within your service might be happening on a wider scale. Electronic point of entry reporting is where frontline staff enter incidents directly onto the National Incident Management System eliminating the need for paper reporting.

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
- Supports the monitoring of KPIs in patient safety
- User-friendly, intuitive, reliable system
- Eliminates common issue of illegibility in incident reporting

Implementation Guide

1

1. Engagement with HSE NIMS ePOE Team

- Demo of ePOE system
- Scoping potential project requirements

2

2. Senior Management Engagement

- Working group identified with key staff members
- Project plan drafted and approved

3

3. Location Identified

- Identify locations to be set up e.g. wards, departments
- Identify number of staff members participating
- Identify number of line managers participating
- ensure legislation and regulatory requirements in place

4

4. Local Process Development

- Define/document process for reporting incidents via point of entry on NIMS
- Develop local communication plan

5

5. IT Readiness

- Identify local IT support on site
- Identify PCs to be used
- Provide IP address to SCA for NIMS ePOE
- Obtain URL from SCA and install/add shortcut

6

6. Training/Access

- Incident entry rolled out to all staff
- Review notices/views and dashboards – line managers
- Creating reports – admin staff/line managers
- Dashboard training for senior managers to give them oversight

7

7. Deployment/Go Live

8

8. Post Implementation

- Data Quality Analysis
- Lessons Learned Review

NIMS Design Principles



“The data informatics and analysis capabilities embedded within the NIMS system will provide real time data on incidence occurrence/near misses and initiate prompt review and risk mitigation processes.”

Tom Dyer, QPS Manager
Portiuncula University Hospital

KEY STAKEHOLDERS FOR LOCAL IMPLEMENTATION

- HSE ePOE site(s)
- Local Quality and Patient Safety Lead
- HSE National QPS Directorate NIMS Project Team
- State Claims Agency (SCA)

NIMS Project Guidance

All of our NIMS ePOE guidance documents can be found here:

- [NIMS ePOE Guide for Local Implementation](#)
- [NIMS FAQ ePOE](#)
- [Healthcare Incident Hazard Quick Reference Guide](#)
- [NIMS Picklist](#)
- [NIMS Sample Project Task List Template](#)
- [NIMS Sample Project Charter Template](#)

‘The ePOE has allowed our staff to log incidents as they happen, virtually removing the practice of retrospective writing of forms. This is a much safer way of managing incidents and the staff have really embraced it. As a line manager it gives me greater visibility of the issues within the department and updates and investigations can be documented as we go.’

Helen Flynn
CNM3 Urgent Care Centre
Children’s Health Ireland
(CHI) at Connolly

SYSTEM CAPABILITIES

The National Incident Management System is continuing to evolve as more and more users engage with the system and provide feedback about how the design and functionality can be improved. There is already a change control process in place and the HSE NIMS Project Team are happy to discuss any proposed changes.



Why Use Dashboards?



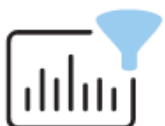
Provide Context

Make analysis easier with interactive, customisable graphs and reports that tell a story with real-time data



Right People, Right Data

Ensure teams have access to the right data so they can self-serve, while governing access to data that should be secured



Enable Teams

Go from raw data to visualisation in minutes. Easily drill down and filter data for different recipients

"I welcome the launch of this end to end incident reporting and management system which will enable us to review all incidents on a single platform to improve the quality of our care"

John McElhinney

**Group Quality & Patient Safety Manager
Saolta University Health Care Group**

HSE NIMS Project team:

Ms. Brid-Ann O'Shea,
NIMS ePOE Project Lead

Ms. Tara Nolan,
NIMS Project Support

Ms. Vanessa Dunne,
NIMS Project Support

For further details, please contact the NIMS
helpdesk directly at nims@hse.ie