Datix Incident Triage for UEC

Theme | Learning From Incidents

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Case Study Date | 07/08/2024

REASON WHY?

In February 2023, the ED's had many Datix patient safety incidents in the holding area, waiting to be reviewed which had not been addressed (these were all low or no harm) as the quality governance team focussed on moderate harm or above incidents.

SMART AIM

S SPECIFIC | M MEASUREABLE | A ACHIEVABLE | R RELEVANT | T TIME-BOUND

To introduce a process so the ED & QGT team would have oversight over every single incident by July 2024 as evidenced by the team having a real time awareness of themes and trends that could be shared with the areas.

PLAN

The initial plan was to clear the backlog of Datix Incidents first in order to have oversight of the incidents and ensure that they were being managed appropriately and within the right process (Rapid Review/ incident response oversight group (IROG) and Review of Actions and Learning from Incidents Group (RALIG)).

By October 2023 this number had reduced by 50%.

The second part of the plan was to introduce structure to the clinical teams so that they were able to look at all incidents, not just those marked at moderate harm and above.

The final part of the plan is to maintain the system.

DO

Initially people were employed on the bank to help clear unopened incidents. Then the QGT with clinical support worked to review and close the patient safety incidents and maintain full oversight.

Then in July 2023 the team introduced a regular morning meeting that allowed them to triage all Datix's and raise with staff the incidents that required clinical review.

In May the team utilised this process across the Acute Medical Floor so the same was happing in all areas not just ED.

Also, in May 2024 the team introduced a spreadsheet for the nursing staff which was like the existing process for the Medical review. This allowed more effective communication between the governance and the nursing team.

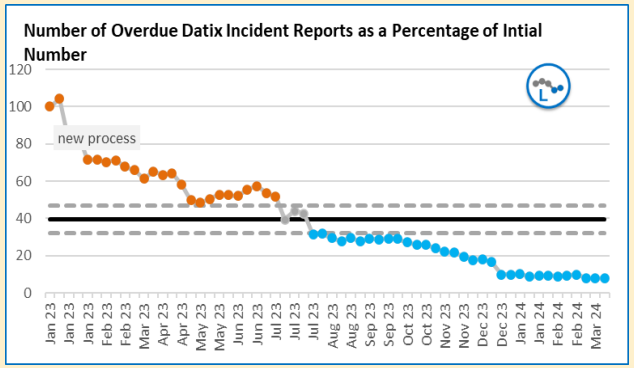
Monthly reports reflect the change in the process and any learning to be shared. These data is presented at ED Clinical Governance, MECC Divisional Committee and QOC.

STUDY

The team successfully reduced the amount of overdue incident reports. Their new process has allowed them to give written feedback to the team about learning from the datix incidents.

In addition, the team have been able to interact with the patients and relatives on the ward to provide timely duty of candour and compassionate engagement conversations.

Monthly reports and weekly QG updates are now produced to highlight themes with staff.



Example of feedback to teams

If safeguarding is needed this must be done before patients are discharged.

IPC: if you have screened or suspect a communicable disease this must be handed over so appropriate isolation can occur, this includes the receiving ward/CSM.

More datix have been submitted without any patient details. If you do not provide the patient details we cannot review or prevent the situation happening again. Please input the patient names and ID number.

Before requesting imaging please check to ensure the imaging has not already been requested/completed. You can document completed investigations on EPR. We have seen an increase in duplications.

If you request an investigation it is your responsibility to check the outcome even if you refer on. There have been some missed results. Please also ensure the request form is handed to a member of staff in radiology. If you are unsure ask a senior team member for advice.

A member of staff on another ward was assaulted by a patient sent from ED. During the handover there was nothing shared regarding the patients aggression. Please ensure aggression is shared as part of handover.

When completing pressure ulcer datix please ensure the safeguarding section is completed and that you document the consideration of TVN referral, photographs and actions re cleaning and relief of pressure.

ACT

We are going to **ADOPT** this process as it allows us to SHARE the learning from incidents with all relevant parties in a timely manner.

This has linked to another improvement project about how information is shared in the team.

NEXT STEPS

To continue with the process and continue to tweak any issues that may be needed. To continue to work with partners in order to answer datix incidents in a timely manner.

ACKNOWLEDGEMENTS & REFERENCES | With thanks to the governance team and staff in ED