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PREVENTIVE HEALTH IN A CHANGING WORLD

REVAMP OF INCIDENT REPORTING INFORMATION SYSTEM

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Background

The Incident Reporting Information System (IRIS) is a user-configurable commercial software that was adapted for National Healthcare Group Polyclinics in 2013. With the formation of National University Polyclinics (NUP), the reporting templates and routing processes were redesigned to optimise review processes and streamline workflows.

Methods

The team sought feedback from system users and other stakeholders to identify gaps and issues in the existing system that required enhancement. Advice was sought from subject-matter experts and senior management endorsement was secured to build enhancements that prioritized the following:

- (i) removal of redundancies to reduce the burden of reporting and encourage prompt reporting,
- (ii) ensuring that key information needed is captured for review and recommendations by the patient safety committees, and for analysis and risk management by Quality Department,
- (iii) providing feedback of these findings to the clinic management team to facilitate local learning for improvement, in compliance with regulatory requirements, and
- (iv) providing feedback with summary of the review findings and action taken to the reporter to close the loop.

Results

The team worked closely with IHIS and the software product team on the technical refinements. The revamped IRIS was field-tested and successfully rolled out in NUP.

Conclusion

The new system was received positively. The redesigned forms were more user-friendly, and the simplified reporting processes were well-received. Combined with value-added feedback to the incident reporters, the team seeks to improve the culture of incident reporting in NUP.