Calgary Health Region

Selects Datix to enhance its safety culture

Datix®
Software for Patient Safety

In 2004 Calgary Health Region set up a Reporting System Advisory Group in response of an external safety review (the Robson Report). The mandate of the group was to produce a safety reporting system that would support and enhance a safety culture across the Region.

A challenging task

The demands on the project were high as the Calgary Health Region is one of the largest fully integrated, publicly funded healthcare system in Canada. It serves a population of 1.2 million people from the city of Calgary and beyond.

The Health Region is responsible for over 23,000 staff and 2,200 physicians and covers more than 100 locations. These locations include more than 10 hospitals, two health centers, over 40 care centers and a range of community and continuing care sites.

Easy to use and responsive

In early 2007 Datix software was chosen as the platform for the new system. As with other Canadian implementations, Deloitte would provide a range of services including project management, system configuration, testing and organisational change management.

One of the key criteria for the selection of Datix was its ease of use. For the sake of the Calgary Health Region staff the solution had to be capable of responding quickly to issues as well as being easy to access and user friendly.

Importantly, the system had to promote knowledge about safety across the region while helping to pinpoint priorities for safety and quality improvements.

Striving for safety and efficiency

It was vitally important that the Calgary Health Region improved visibility of events across the organisation. The Datix system needed to encourage and support an environment of safety and reporting along with better process efficiency and standards.

With the goal of creating a culture of greater safety and efficiency, the project started in May 2007 commencing with a pilot of the new Datix Safety Learning Reporting System. Ten sites took part, representing various aspects of care.

"Datix has proven that it can make a big impact on the business of a healthcare organisation. Not only have we seen more reporting on time, but also a greater efficiency in reporting."

Daniel Hazan
General Manager of Datix

Patient safety – software of choice

Datix and Deloitte combined expertise in software, implementation and consulting to improve patient safety, quality and risk management practices.

This combined approach has brought to bear a high level of implementation experience in healthcare organisations at all levels.

Daniel Hazan, General Manager of Datix said "Our work with the Calgary Health Region has been rewarding. It demonstrates that we are able to help healthcare organisations learn about their processes and practices, while encouraging them to continuously improve. The new system has improved visibility of events at each level across the organisation. This can only be of benefit to patients and their safety."

Delivering positive results

The pilot has delivered positive results, with over 600 reports from the 10 pilot sites. Nursing staff generated over 70% of the reports with other health professionals producing the rest. Most importantly, response times were excellent. Within two days of submission, 98% of reports received a response from the Clinical Safety Office. Datix went live in Calgary in February 2008.

Daniel Hazan said, "We were confident that Datix could help Calgary with the challenges it faced and we are delighted at the positive results from the pilot. For quality and safety in healthcare, Datix is the leading solution in the UK, with more than 400 clients in the NHS and private healthcare. Our success in Canada shows that Datix can meet the requirements of healthcare organisations anywhere."

Daniel Hazan concluded, "Datix has proven that it can make a big impact on the business of a healthcare organisation. Not only have we seen more reporting on time, but also a greater efficiency in reporting. It has helped staff morale because of quicker follow ups and it has had a considerable impact on reducing risks for patients."

Datix and Deloitte continue to work together in Canada to improve quality and safety in other regions.

About Datix

Datix is a global supplier of software for patient safety, risk management, incident and adverse event reporting. Datix is provided as a standard package but its extensive configuration features make it flexible enough to be tailored to meet the requirements of any healthcare organization worldwide. Founded in 1986, Datix has over 400 customers, which includes more than three quarters of the National Health Service in the United Kingdom and major implementations in Canada and the USA. Datix is headquartered in London, United Kingdom.

Fast Facts

- Following worldwide search Datix selected for safety reporting to enhance a safety culture

- Ease of use – key selection criteria

- 600 reports from 10 pilot sites

- 98% of reports received a response within two days

- Datix and Deloitte in Canada combined expertise in software, implementation processes and consulting to improve patient safety, quality and risk management practices