



King Fahad Medical City uses Datix to manage patient safety and minimize risk



King Fahad Medical City (KFMC) is considered the largest and most advanced medical complex in the Middle East with a total capacity of 1,215 beds.

Based in Riyadh, the capital city of the Kingdom of Saudi Arabia, the extensive complex was built at a cost 2.3 billion Saudi Riyals. It consists of eight hospitals and centres containing 30 fully equipped operating rooms and the greatest number of intensive care beds in the region. Over 7,000 highly skilled staff treat approximately 60,000 in-patients and over 800,000 out-patients every year.

KFMC aims to provide every citizen of the Kingdom of Saudi Arabia with the best healthcare facilities available and offers a wealth of treatments covering general medicine as well as specialist care services.

KFMC is proud of its reputation for medical excellence. Over the years, it has worked hard to create a bridge between the East and West, encouraging best practice and promoting knowledge sharing across the industry. Recently KFMC has achieved many international accreditations recognizing its mission to provide the best possible healthcare at a local level utilizing international quality standards.

Commitment to excellence extends to patient safety

KFMC's commitment to maintaining a patient safe environment is number one priority. This is achieved by using the latest and best in class methodology and technology to protect patients from any harm and in this case by installing the latest technology from Datix, pioneers in the field of patient safety since 1986. The new web-based system has successfully replaced the previous reporting process with a fully automated, more consistent approach to managing adverse incidents and risks across the organization.

KFMC evaluated two other vendors in the marketplace before selecting Datix because of the organization's proven track record in the UK NHS sector and superior product functionality as demonstrated by Health Matrix, a specialized IT company for the healthcare industry and Datix business partner in the Middle East region.

According to Dr Adel Bataweel, Consultant and Chairperson of the Risk Management Department at King Fahad Medical City, "We consider e-health to be critical to delivering better and safer healthcare services. From the outset, it was clear that Datix could offer everything we needed under one umbrella. Datix and Health Matrix combined sophisticated technical capabilities with the leadership necessary to drive a new and effective patient safety and risk management culture across KFMC."

Fast Facts

Business Type:

- Healthcare

Number of Beds:

- 1215

Employees:

- 7000

Region/Country:

- Saudi Arabia

Modules Used:

- Datix Incidents
- Datix Executive Dashboards
- Datix Risk Register
- Datix Patient Experience
- Datix Complaints

Project Duration:

- Very fast – 4 months

Number of Users:

- All 7000 employees

Reporting Increase:

- 450% in 12 months

Building a completely new and comprehensive patient safety framework

In June 2012, the new Datix solution was up and running in a record timeframe. In just three-and-a-half months, KFMC implemented Datix to cover incident reporting, complaints handling, patient feedback and experience, corporate risk register and executive dashboards to simplify information management. At the same time, it successfully integrated Datix with other critical components of the medical city's infrastructure including the Hospital Information System (HIS), patient information records and company emails.

All employees now use the Datix system across all KFMC healthcare facilities. Datix is also used to spot trends and problems that may not have been so apparent with the previous more manual reporting system. This provides the ability to alter the risk profile of the organization.

Ease of use holds the key to widespread acceptance and staff empowerment

Like many organizations, some staff at KFMC were initially reluctant to adopt the Datix system. However, after involving everyone from day one - nurses, physicians, pharmacists laboratory, and operations etc and offering them the option to use both systems, their resistance to change was soon overcome. Very quickly, staff saw the benefits of Datix, particularly because it already held a lot of the information they needed, and they soon tired of recording incidents manually into the old system.

Dr Bataweel continued, "The intuitive simplicity of Datix was critical to encouraging widespread acceptance of the new technology from the start. From day three, there was a dramatic increase in incident reporting which is now up by 450% - staff love it! Datix has definitely boosted employee morale, a welcome bonus. I would say, for the first time ever, nursing staff feel truly empowered because everyone, whatever their role, can make a valuable contribution to KFMC and see for themselves the positive outcome of their reporting activities on patient care."

About King Fahad Medical City (KFMC)

Based in Riyadh, Saudi Arabia, King Fahad Medical City (KFMC) is considered the largest and most advanced medical complex in the Middle East with a total capacity of 1,215 beds. It was built at a cost of 2.3 billion Saudi Riyals and comprises four hospitals which treat 60,000 in-patients and over 800,000 out-patients every year.

The main hospital is a 459-bed hospital with specialty clinics for diagnosing and treating various diseases. The rehabilitation hospital is a 159-bed hospital offering different levels of care, including inpatient, day rehabilitation, and outpatients' services. There is also a 246-bed children's hospital and a 236-bed maternity hospital. In addition to these hospitals, King Fahad Medical City has 30 fully equipped operating rooms and contains the largest number of intensive care beds in the region.

KFMC aims to provide every citizen of the Kingdom of Saudi Arabia with the best healthcare service and to become a bridge between the East and West for knowledge sharing.

For more information, please visit:
www.kfmc.med.sa

Project Outcomes

- Incident management and patient safety reporting processes simplified and increased reporting as a result
- Time savings as a result of the integration of Datix with the Hospital Information System (HIS), patient information records and company emails – reducing duplication
- Faster reporting for management information. For example it now takes the pharmacy department hours compared with days before the implementation of the new system
- Improved management information enables KFMC to allocate budget and resources more effectively, saving time and money.



About Health Matrix

Health Matrix is the exclusive partner for the Middle East region. Founded in 2009 with operating offices in Saudi Arabia and Jordan, Health Matrix is a specialized Healthcare IT Company serving healthcare providers and regulators in the Middle East region.

With a long-term strategy of improving the healthcare IT in the region, the company is focused on helping clients to adopt best-of-breed eHealth solutions developed by world-class healthcare IT corporations. These solutions were developed with a core principle of elevating the quality of care delivered to healthcare recipients in the areas of patient safety, risk management, workforce management, policies and procedures, healthcare eLearning, clinical decision support systems, as well as primary care.

Capitalizing on our team's solid experience, local knowledge of the Middle East market, client-centered service approach, and the unique association with worldwide leading software vendors such as Datix, Kronos, ICNet, MCN Healthcare & Learning, PEPID, and CureMD, we believe that Health Matrix is positioned to play a fundamental role in bridging the gap between the region healthcare practices and the international standards.

We, in Health Matrix, are strong believers in innovation and deploying a cutting-edge technology to enhance the well being of our communities. To learn more visit healthmatrixcorp.com or call: +966 1 4626625



Visible results, more informed decision-making

The benefits of using Datix were clear from the start. Ease of use meant Datix quickly became popular. This quadrupled incident reporting almost overnight, vastly accelerated response times and improved communication. For example, should a security or safety incident occur on a ward, all the relevant staff members attached to that ward such as charge nurses and doctors, are notified simultaneously and work together to solve the issue promptly.

For managers, Datix is a valuable decision making tool. With responsibility for patient safety and business performance, managers have real-time access to detailed and accurate data that helps them to tackle the most common or urgent incidents first. At a glance, they can drill down by incident type, establish what requires urgent attention and resources be given to priority issues.

The advanced reporting capabilities available in Datix have yielded significant time savings for KFMC. For example, the generation of analytical reports now take the pharmacy department hours compared with days before the implementation of the new system.

“Datix gives us the hard evidence we need to drive efficiencies, boost performance and minimise risk for our patients and for the business. The time and money saved can be released back into patient care, where it matters most. Datix is an agile tool that strategically supports our efforts to deliver excellent patient care.” Dr Bataweel concluded.



Future plans

Dr Bataweel and his team rate Datix and Health Matrix 10 out of 10 for their high level of dedication, professionalism and support. Excellent teamwork has been critical to the success of the project which KFMC is keen to extend. The organisation is currently considering the deployment of additional Datix modules, including Hotspots and Safety Alerts, a step Dr Bataweel believes will further strengthen trends analysis, improve accountability and help KFMC comply with the rigorous standards and auditing processes of the Saudi Food and Drug Administration (SFDA). Over time, the Middle East's leading healthcare provider hopes to have the Datix solution available in Arabic, yet another step forward in delivering the highest quality services to local people.



About Datix

Datix has been a pioneer in the field of patient safety since 1986 and is today a leading supplier of software for patient safety, improving quality, risk management, incident and adverse event reporting.

We aim to help healthcare organizations build a culture and practice that drives excellence in patient safety. It recruits and retains people committed to the healthcare sector and continually invests in its software and services to ensure that it integrates best practice and learning.

Set up specifically to meet the governance and risk management requirements of the healthcare industry, Datix is working as a partner to leading healthcare organizations across the world.

Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in Canada and the USA as well as clients in Europe, Australia and the Middle East.

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