King Hamad University Hospital uses Datix software for patient safety

King Hamad University Hospital (KHUH) was established by Royal Decree (2010), which states that the Hospital is affiliated to the Bahrain Defence Force, provided that it will offer its services to all citizens.

As a university hospital it prides itself on using the latest techniques, medical and diagnostic curriculum as well as up to the minute medical equipment and fully equipped facilities. It has over 1700 staff and accommodates more than 311 beds and 9 operating theatres, a number of internal wards plus an intensive care unit with 12 beds.

The hospital offers a wide range of professional services across all areas with a pediatric ward, obstetrics and gynecology, ophthalmology, hyperbaric, physiotherapy and hydrotherapy and other medical clinics and services, all equipped with modern medical technologies.

Investing in patient care and safety

At the outset KHUH viewed patient safety as a top priority and invested in Datix patient safety software, which has been in use since the hospital opened in February 2012. KHUH's direction is to be a paperless organization and to use the latest technology to manage all its operations including incidents and risks across the hospital.

KHUH selected Datix following a review of competitive systems and talking to NHS users in the UK provided by Health Matrix, a specialized IT company for the healthcare industry and Datix business partner in the region.

According to 1st Lt. Mona Ahmed, Risk Management Specialist in KHUH's Quality and Patient Safety Directorate, "We spoke to users of several different systems at a conference and found that the Datix users were most happy. Abdul Rahman Qasim, Chief Executive Officer at Health Matrix then arranged for a demonstration of Datix, where we had the opportunity to discuss our requirements and take a closer look at the software."

Once Datix was selected, Health Matrix worked with a consultant from Datix and the KHUH Quality and Safety team to implement the system. The KHUH Quality and Safety team then rolled out training across the hospital to ensure that everyone could use the system as soon as the hospital opened. Presentations were held with all heads of departments followed by training for staff, which was completed within two months.

Today the system is truly integrated into the hospital's operations with over 700 users, as well as 70 managers and clinical physicians. Training on the Datix system is included in the KHUH orientation program ensuring that everyone uses the system and understands its importance from the outset.

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 organisations 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 organisations 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.

**KING HAMAD
UNIVERSITY HOSPITAL**
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Incident management - right from the start

KHUH has been delighted with the response from all those involved in incident reporting – the system is easy to learn which has meant all levels of staff are happy to use it. Since the system went live the hospital has reported over 1000 incidents, which is increasing monthly.

"Datix was the right choice for us and our staff are very positive about using it. Having an electronic system has helped increase the number of people reporting incidents and streamlines the follow up process. The Datix Dashboards module has improved communication in terms of sharing information and ongoing analysis. Information can be quickly accessed when required for meetings," said 1st Lt. Mona Ahmed.

Smooth implementation met critical deadlines

From the outset, KHUH was impressed with the way that Health Matrix and Datix approached the project. Presented with the initial roadmap for implementation and the proposed deadlines, the KHUH team felt it was an ambitious plan. However, with the expertise and help provided by Health Matrix, the deployment and training happened in time to meet the deadline and Datix was operational when the hospital opened.

1st Lt. Mona Ahmed concluded, "What made the implementation process a success was the commitment, organization and responsiveness of the representatives from both Health Matrix and Datix. They were helpful, flexible and friendly. With Health Matrix's expertise in the local health sector and its knowledge of Datix software, we had a powerful patient safety and risk management framework in place from the first day that we opened our doors to patients."

Future plans

The KHUH team is continually refining its use of the system and following its success to date, is considering the deployment of additional modules, including the Datix Complaints module and the Joint Commissioning International (JCI) standard, now available in the Middle East Region.

For further information visit **www.khuh.org.bh**

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