Lancashire Care NHS Foundation Trust (LCFT)

Reaps the benefits of Datix Patient Safety and Risk Management software

Datix®
Software for Patient Safety

LCFT was established in April 2002 and authorised as a Foundation Trust on 1st December 2007. LCFT has been using Datix patient safety and risk management software since 2003.

LCFT provides mental health services for adults and older people for a population of around 1.4 million people across the whole of Lancashire. Approximately 3,500 staff work for the Trust over 100 different sites. LCFT also provides a range of other services such as psychological therapies, substance misuse services, low and medium secure care, forensic services and child and adolescent services.

Patient safety is a priority for the Trust and with this in mind the Risk Management team uses Datix extensively to record, monitor, report and investigate all adverse incidents and near misses. Following an evaluation during 2003, Datix was chosen over two other systems for its ease of reporting and ability to analyse data held in the system.

LCFT currently uses nearly all of the modules available in Datix including:

- Incident Reporting
- Safety Alerts
- Claims Management
- Safety Alert Broadcast Service
- Risk Register
- Complaints Handling
- Standards
- PALS – Patient Advice and Liaison Service

DatixWeb

The Trust was one of the first to implement DatixWeb in 2005 which enables staff to record incidents via web forms over the internet wherever they are based, dramatically improving the speed in both reporting adverse incidents and the management of those incidents. According to Liz Hartley, Head of Risk Management at LCFT, "Prior to using DatixWeb, our previous reporting system was paper based and not efficient. Because we cover the whole of Lancashire, it could take days for an incident form to reach the Risk Department. As we can now review incidents as soon as they are reported we have a panoramic view of the whole Trust and are able to report and respond far more quickly. We have a true overall picture at any given point and can identify hotspots where things need to change or staff need more support."

Liz Hartley continued, "Another advantage of DatixWeb is that incident reports can be tracked and audited. Paper reports could get lost and this does not happen anymore. The staff who complete the forms like the system because the incident form is easy to complete and has guaranteed delivery. Here in the Risk Department we like it because the web forms are no longer hand written and therefore are far easier to read. Simple points like this make such a difference in terms of the time spent processing, reporting and most importantly acting upon lessons learned."

LCFT employs a dedicated Incident Administrator who checks the quality of all incident reports prior to them being approved in the database. This form of quality control means that managers

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Liz Hartley
Head of Risk Management
Lancashire Care NHS Foundation Trust

can be asked for additional information if it is required, prior to adding the data. The Incident Administrator also provides feedback to managers which is always well received and encourages further involvement and reporting of incidents, near misses and risks.

Janet Makinson, Datix Administrator at LCFT said, "Managers value the email/feedback facility as staff who specialise in certain areas will see the incidents that are relevant to them and deal with them accordingly. As we cover such a large and diverse area it is important that communication of patient safety and risk management happens quickly and the right people are kept informed."

Our reporting to the National Patient Safety Agency (NPSA) is now far easier, timely and improved since fully implementing DatixWeb. Action plans to minimise or prevent the re-occurrence of incidents are recorded and monitored via Datix. In summary, DatixWeb has made reporting, identifying lessons learned and monitoring action plans a far more efficient process – it helps to close the loop at all times."

Datix risk register

LCFT has found the Datix Risk Register very valuable as a method of prioritising risks and somewhere to record action plans for improvement. Liz Hartley explained, "All our risks are on the Risk Register and we use Datix to produce reports for the Executive Management Team Governance meeting and other management committees who require regular updates. In addition, action plans for improvements are monitored via the Risk Register.

Datix complaints handling

The complaints team at LCFT use the Datix Complaints Handling module, which generates responses to patients by the appropriate deadlines and monitors the performance of complaints handling. Janet Makinson said, "We have built up a comprehensive database of complaints and we are able to monitor that complaints are responded to in agreed timescales. The complaints team also monitors actions associated with each complaint and a further advantage is that all the other relevant modules, such as Incident Reporting and the Risk Register, are linked to the Complaints Module to improve efficiency all round."

Conclusion

As a long term user of Datix, LCFT continues to see the benefits of a fully integrated, Trust-wide patient safety and risk management system. By implementing the majority of the modules available in Datix, the Risk Management team has a total view of risk across the Trust and is able to provide timely and accurate reports to management and feedback to staff and patients. Hotspots such as patient safety incidents, violence and aggression and near misses are constantly reviewed and will continue to be monitored.

Liz Hartley added, "Going forward we will continue to implement other modules of Datix such as fully using the Safety Alerts module which will allow us to broadcast not only safety alerts but also lessons learned via the web. We will also continue to work with other Trusts in the North West to promote the ownership of risk management and best practice in patient safety using Datix. There is no going back now!"

Jonathan Hazan, Managing Director at Datix concluded, "Lancashire Care NHS Foundation Trust is a long-standing customer of Datix and we commend their innovative and extensive use of the software. The Trust has shown how Datix can provide significant benefits and efficiencies when well implemented and integrated with excellent patient safety and risk management processes. Well done LCFT!"

About Datix

Datix is a global supplier of software for patient safety, risk management, incident and adverse event reporting.We aim to help healthcare organisations build a culture that drives excellence in patient safety, based on market-leading software, skills and healthcare knowledge.

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.

Today, Datix customers include more than 70% of the National Health Service in the UK, the United States Department of Defense, a number of provinces in Canada and some of the world's leading private healthcare providers.

Fast Facts

- Lancashire provides mental health services for 1.4 people across Lancashire, 3500 staff work across 100 sites

- Datix in use since 2003, majority of modules used: Incident Reporting, Risk Register, Safety Alerts, Complaints Handling, Claims Management, Standards, PALS and Safety Alerts

- Datix provides a panoramic view across the whole Trust, providing speed in reporting adverse incidents and managing those incidents

- Web forms are easier to read and process than handwritten forms, saving time and resource

- Datix has made National Patient Safety Agency (NPSA) reporting easier and improved quality

- Datix Complaints Handling has produced a comprehensive database of complaints and helps monitor timely responses

- Integrated Datix Modules mean savings in time and improved efficiency