

# Datix – An Integrated Risk & Patient Safety Solution



Datix is a web-based patient safety and risk management software application that enables users to:

- Reduce risk
- Improve patient safety
- Decrease operational overheads

The solution integrates the following safety, risk and governance elements:

- Incident, adverse event and near miss reporting
- Risk assessment
- Safety alerts
- Policy distribution
- Patient experience and feedback
- Complaints, compliments, comments and concerns
- Claims handling

Datix is highly configurable, which means you can tailor it to your organisation's structure and unique requirements. Datix delivers a complete risk management workflow, where all risk mitigation actions can be managed together, regardless of whether they are initiated by an investigation, an informal comment or a scheduled risk assessment.

Trend analysis is a key part of the information that Datix can provide. Trend reports can be accessed easily, by anyone who needs them. Datix also provides metric-driven dashboards, which are customisable at user, ward, and department or organisation level. In addition, Datix provides a Hotspot capability which provides a real time alert if predetermined thresholds are breached.

## A modular system

Datix is a modular system which enables you to rollout the platform as your requirements develop, and fund your deployment on a "pay as you go" basis. Each module delivers a key element of your overall risk management strategy.

## 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.

## Modules

### ■ Incident Reporting

Transform the way you manage adverse events and near misses, from recording to investigation and analysis of correctable causes. Datix software enables incident reports to be submitted from wards, ambulance stations, GP practices and independent contractors, greatly improving rates of reporting and promoting ownership of risk

### ■ Risk Register and Assurance Framework

Prioritise the risks to your organisation's objectives and put in place action plans for improvement. Link future incidents, complaints or near misses into your risk register to improve prioritisation of actions

### ■ Safety Alerts

Broadcast information about medical devices and other safety issues, automatically recording responses and formulating action plans

### ■ Complaints Handling

Automatically generate responses to patients by the appropriate deadlines and monitor your performance

### ■ Claims Management

Manage all aspects of legal claims, including costs, correspondence and timescales

### ■ Standards

Keep track of compliance and healthcare standards, manage infection control audits and maintain a library of evidence

### ■ PALS

Manage enquiries and other contacts for the Patient Advice and Liaison Service and ensure compliant with internal and external targets

### ■ Inquests

Record and manage all the information you need to manage inquests from start to finish

### ■ Dashboards

Capture the management information that is relevant to your area of operations and have it delivered to your desktop as a simple dashboard

### ■ Hotspots

Set key parameters within the Datix platform so that you can receive real time alerts when upper or lower confidence levels are breached. Ensure that you can focus on very specific risk categories and take corrective action immediately