



## Patient Experience (PALS) Module



All NHS Trusts and Providers/commissioners Primary Care have a statutory duty to monitor and improve the quality of healthcare. The Datix Patient Experience (PALS) module enables information from the Patient Advice and Liaison Service to be combined with risk management data from the other Datix modules. This then provides the Trust with a comprehensive monitoring service and the ability to pinpoint areas where service improvements are needed.

For non NHS organisations the Datix Patient Experience (PALS) module has a flexible interface that can be modified to support any type of patient experience requirements. This can then be integrated with other Datix risk management modules to ensure risk management and patient experience information is integrated and managed in a structured and effective manner.

### Combining ease of input

Designed with simplicity in mind, the Datix Patient Experience (PALS) module enables your front desk staff to get on with the job of assisting clients whilst allowing them to record essential details on a clear, easy-to-use screen. For more complex patient experience episodes, additional information can be input and coded to facilitate analysis.

### Getting the most from your data

The sophisticated and intuitive Datix report writer produces trend analyses and graphs, enabling you to present powerful messages to stakeholders. The analyses produced with Datix are key to learning lessons and can play a crucial part in service improvement. The powerful searching facility in Datix allows you to pinpoint the records you need and include them in reports.

### A joined up system - flexible and secure

Datix is the only patient experience software that is seamlessly integrated with adverse event reporting, claims management and complaints handling software to deliver a complete risk management solution. Security in the system is powerful and flexible, allowing you to keep patient experience, PALS and complaints details completely separate while still being able to share selected information.

### 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.

## A solution for the organisation

Datix is fully networked, allowing users throughout the organisation to input and report on patient experience (PALS) information. Datix's comprehensive security means that access to data can be restricted on a 'need to know' basis so that, for example, a user at a particular site can only view PALS information for their site.

## Overview of patient experience (PALS) workflow

