Dubai Health Authority uses Datix to manage patient safety and minimize risk

Datix®
Software for Patient Safety

Dubai Health Authority (DHA) was established in June 2007 to provide an accessible, effective and integrated healthcare system that protects public health and improves the quality of life for residents living in the United Arab Emirates (UAE).

DHA operates an extensive healthcare network comprising of four hospitals, specialist treatment facilities such as the Dubai Diabetes Center and primary health centers located across the region. Over 9,800 staff regularly serves nearly 42,000 patients in the local community.

DHA aims to deliver a world-class health system that ensures excellence in healthcare for the UAE and promotes Dubai as a globally recognized destination for medical care. The organization strives to attract, retain and nurture the best talent available and has built up an outstanding team of healthcare professionals from around the world lead by highly skilled national and international graduated UAE National Healthcare professionals.

The drive to implement a faster, greener patient safety environment

The highest standards of patient care are critical to the Dubai Health Authority which uses the latest technology to maintain a safe and secure environment. DHA has recently invested in new software from Datix, pioneers in the field of patient safety since 1986. The web-based system, branded internally as the "AMAN System", has successfully replaced the previous manual process with a fully automated, more consistent approach to managing adverse incidents and risks across the organization.

Prior to Datix, each hospital handled incidents in a completely different way often using a different set of forms to record different incident types. Typically, the completed forms went to the risk manager or quality co-ordinator who screened each form, assessed and then distributed them to the relevant department for action.

According to Dr Mohamed Al Olama, CEO of Hospitals Service Sector at Dubai Health Authority, "The time had come to invest in one, easy to use, centralized system that could automate our processes, save time and support the organization's move towards a greener, paperless healthcare environment."

After careful evaluation of the marketplace and a rigorous procurement process the DHA IT Executive Committee selected Datix for its international reputation and superior technical capabilities as demonstrated jointly by Datix and Health Matrix, a specialized IT company for the healthcare industry and Datix business partner in the region.

Fast Facts

Business Type:
- Healthcare

Patient Numbers:
- 42,000 per month in the 4 hospitals and 4 specialized centers

Employees:
- 9800

Region/Country:
- Dubai, United Arab Emirates

Modules Used:
- Datix Incidents
- Datix Executive Dashboards
- Datix Risk Register

Project Duration:
- 6 months

Number of Users:
- 6300

Average Monthly Incidents:
- In February 2013 - 455 across 4 hospitals

Dr Al Olama of DHA continued, "Datix and Health Matrix presented a formidable team with the proven expertise to deliver a highly reliable solution from day one and the ability to create a long-term, unified structure for patient safety that was accurate and measurable. When coupled with favorable reports from a colleague who had used Datix first-hand previously, we felt confident Datix was the right match for us."

Consolidated approach to patient safety encourages proactivity

DHA worked with Health Matrix and Datix to implement the new solution, going live in May 2012. Just one month later, DHA had successfully deployed Datix at Dubai, Rashid, Latifa and Hatta hospitals, the Dubai Diabetes center, Dubai Gynaecology & Fertility Center and DHA's Thalasemia or specialist blood disorder center. Today, nearly 6,300 staff use the Datix system to offer full incident and risk management capabilities across DHA's busiest and most prominent healthcare facilities.

Datix has been widely accepted across DHA particularly by physicians who praise the system for its simplicity. Traditionally resistant to completing the manual forms, they have actively embraced Datix and are fully involved in the overall process. Everyone involved is particularly impressed by the ability to generate reports quickly using Datix, enabling them to monitor the performance in the field of patient safety. At a glance, they can identify trends and hotspots meaning they are better placed to address potential problems quickly.

Improved decision-making – at all levels

Dr Laila Faraidooni, Head of Risk Management at Hospitals Service Sector of DHA added, "Datix has had a profound impact on the strategic decision-making process at DHA. With access to pertinent data in real time, senior managers now have greater visibility of what is happening at their hospitals, giving them the hard evidence they need to introduce relevant improvements to patient safety in a timely manner. Datix has encouraged our leadership team to scrutinize their processes more thoroughly and put in place programs that minimize risk and promote a proactive patient safety culture."

Similarly, Datix has empowered staff at all levels to tap into their expert knowledge and manage their own incidents and risks, giving them a renewed sense of ownership and ability to take the appropriate corrective action themselves. At the same time, it has enhanced interdepartmental communication and fostered greater collaboration between different healthcare units.

Project Outcomes

- Simplified and consistent incident reporting and risk management process
- Automated Datix solution saves wasted time and talent, aids transparent reporting, improves strategic decision-making and minimizes risk
- Nearly 6,300 staff use the Datix system to support DHA's busiest and most prominent healthcare facilities
- Health Matrix, successfully met DHA's aggressive implementation timeframe

About Dubai Health Authority

Dubai Health Authority (DHA) was established in June 2007 to provide an accessible, effective and integrated healthcare system that protects public health and improves the quality of life for residents living in the United Arab Emirates (UAE). DHA operates an extensive healthcare network comprising four hospitals, specialist treatment facilities such as the Dubai Diabetes Center and primary health centers located across the region. Over 9,800 staff regularly serve nearly 42,000 patients in the local community.

For more information, please visit: **www.dha.gov.ae**

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DUBAI HEALTH AUTHORITY

Facilitated the process to monitor the compliance of the International Patient Safety Goals

Dr Zakaria Al Attal, Director of Quality and Performance Management added, "The Datix system is a very helpful tool for the hospitals to facilitate the process of implementing risk management Joint Commission International (JCI) requirements and in particular, the international patient safety goals. The clinical leaders were included in the design of the Datix system triggers to monitor compliance with the implementation of these goals, which include but are not limited to:

- Monitoring appropriate patients identification

- Monitoring the compliance with effective communication as per the adopted policies

- Monitoring the appropriate management of high alert medications and highly concentrated electrolytes

- Monitoring the process of safe surgical practices

- Monitoring the process of reducing the risk of patient falls.

Better level of compliance with the JCI accreditation requirements

Dr Al Attal added, "The system was flexible enough to include the management of the proactive approach of risk management which is built through the system by adding the failure mode effect analysis process. This helps DHA to reach to a better level of compliance with the JCI accreditation requirements."

Looking towards a healthier future

DHA has been impressed by the exceptional teamwork of Datix and Health Matrix, highlighted by their ability to meet the tight deadlines for implementing the new system.

The organization aims to build on the success of the current solution, expanding it to support DHA's primary care centers and other services provided away from their four hospitals. It plans to introduce new features that will enable patients to report their own incidents. Over time, DHA believes Datix and Health Matrix will deliver a unified and consistent patient safety and risk management framework that maximizes resources and minimizes cost for the UAE's leading healthcare provider.

About Datix

Datix is a global supplier of software for patient safety and risk management that aims to help healthcare organizations build a culture of excellence in patient safety based on market-leading software, skills and healthcare knowledge. Headquartered in London, England, and dedicated to meeting the patient safety and risk management requirements of the health care industry, Datix is working as a partner to leading healthcare organizations across the world. For more information, visit **www.datix.co.uk**