Datix Patient Safety Software Selected for King Faisal Specialist Hospital & Research Centre

Leading healthcare institution in the Kingdom of Saudi Arabia partners with Datix and Health Matrix to reduce risk and improve patient care.

Datix, a global supplier of patient safety software announced that King Faisal Specialist Hospital & Research Centre (KFSH&RC) has chosen Datix to streamline processes and introduce a more efficient, integrated approach to incident, complaints and risk management. Health Matrix, Datix's local partner in the Middle East region, is working with the 1,110-bed facility to implement a phased roll-out of the new technology. The entire system is scheduled to go live in February 2014 in Riyadh, followed just two months later at the hospital in Jeddah. KFSH&RC will benefit from a wide range of Datix functionality including the Incident Reporting, Complaint Handling, Patient Experience, Hotspots, Safety Alerts and Dashboards modules.

An increase in incident reporting, from 1,700 to 7,000 incidents annually since 2004 prompted KFSH&RC to look for a unified and more sophisticated solution to replace the organisation's two existing systems for handling incidents and analysing data. In particular, the ability to report accurately on all incidents and complaints, proactively spot trends and benchmark the performance of KFSH&RC against similar organisations in the region were key selection criteria. After carefully reviewing the marketplace, Datix was chosen as the supplier of choice.

Qasim Al Qasabi, MD, FRCSIFACS, Chief Executive Officer of King Faisal Specialist Hospital & Research Centre commented, "The partnership with Health Matrix and Datix reaffirms our commitment and support to quality and patient safety."

Using Datix, KFSH&RC will be able to capture all critical incidents, complaint and risk information in one place, helping it to improve the organisation's risk profile and so minimise the re-occurence of common events. The structured nature of Datix will encourage KFSH&RC to adopt a common terminology for both clinical and non-clinical events that actively drives efficiencies and accelerates incident resolution. Accurate, real-time data stored in Datix will enable trends to be identified meaning that potential areas for improvement can be recognized quickly and priority issues addressed immediately. The advanced reporting capabilities of Datix will provide KFSH&RC with a powerful tool for tracking and measuring its performance against similar organisations in the healthcare sector giving it a distinct competitive advantage.

KFSH&RC also plans to link the new Datix solution with its Clinical Information and Enterprise Resources Planning (ERP) systems and make it an integral part of the organisation's existing clinical information system, SMS and IT infrastructure.

Jonathan Hazan, Chief Executive Officer at Datix added the company was delighted to count a prestigious organisation such as KFSH&RC as one of their customers, and that they looked forward to delivering a totally unique platform that promotes a proactive approach to patient safety by working closely with Health Matrix.

Abdul Rahman Qasim, Chief Executive Officer at Health Matrix concluded that the successful outcome of the project would impact positively on the KFSH&RC brand, firmly establishing it yet again as one of the most pioneering healthcare institutions in the Kingdom and a recognized leader in the Middle East.

Source: Datix

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