
DENMARK PROTECTS PATIENTS WITH CSC ADVERSE INCIDENT SERVICE

Denmark's National Board of Health is First Health Governing Body Roll Out National Adverse Incident Reporting Solution

CSC has announced that Denmark's National Board of Health will go live with its adverse incident reporting solution. This project follows a successful EU tender last autumn to provide the National Board of Health with a web-based solution to allow patients, citizens and healthcare professionals to report adverse incidents in any part of the Danish health system. This deployment will make the Danish health authority the first to have a national adverse incident system accessible to all relevant healthcare professionals, positioning the Danish healthcare system at the forefront of innovative health service delivery.

The CSC Healthcare EMEA solution will supersede the National Board of Health's safety reporting system which was set up in 2004 to cover Danish hospitals. The new national web-based service will include all areas of Danish healthcare and will be more comprehensive in the nature and detail of adverse events that can be brought to the attention of the authorities. The aim of the adverse incident reporting service is to reinforce patient safety by ensuring that any event which may compromise the safe treatment of patients in the health system is logged and then analysed at local, municipal and national levels.

The CSC solution is being integrated within the Danish Health Data Network to support caseworkers with quick and secure access to reported incidents and provide tools for their investigation, such as transversal analysis and statistical reporting. To save on administration time, the system also generates reports automatically which can be tailored to the classification of incident, the time period over which it caused concern, the type of affected department and the local area where it happened. Incidents are recorded and categorised according to the World Health Organisation's (WHO) recommendations for the international classification of patient safety.

The system is based on a special government edition of RL6, a leading incident management reporting application developed by RL Solutions. RL6 Government Edition has been specifically designed to allow governing bodies to gain better insight into the incidents that affect their hospitals and citizens. It also empowers governing bodies to communicate lessons learned from one part of the healthcare system to other healthcare professionals to guard against repeating adverse events that have caused potential concern elsewhere in the country's health system.

"As part of CSC's effort to transform healthcare with better information for better decisions, collaborating and sharing information while aiding healthcare professionals across the country is central to the system's appeal," explains Freddy Lykke, managing director of the CSC European Healthcare Solution Centre. "Patient safety is obviously a number one concern in any healthcare service and this system allows everyone involved to learn from incidents noted country wide by other healthcare workers, patients and members of the public. For instance if a patient were given the wrong medicine, the system allows the authorities to ask the pharmacist for their input before any recommendations are made and shared."

Sanjay Malaviya, president & CEO at RL Solutions believes the service will help the National Board of Health maintain high standards of patient safety. "By allowing citizens to report adverse events, Denmark is once again at the forefront of innovation in healthcare," he said.

"As an organisation, it is an honour for RL Solutions to be a part of a pioneering initiative that will allow citizens to directly contribute to national patient safety efforts," continued Malaviya.

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