

Use the Power of NAVEX One Whistleblowing and Incident Management to Improve Patient Care



Whistleblowing & Incident Management

Coordinating intrahospital transfers (IHTs) must be handled with care in order to protect patient safety and ensure quality care. Though often necessary, intrahospital transfers inherently increase risk due to the complexity of communication across healthcare teams. However, with the correct tools, policies and procedures in place, healthcare institutions can drastically improve communication and thus, overall patient safety.

Let's take a look at how NAVEX One EthicsPoint Enterprise can enhance communication and streamline your healthcare organization's efforts.

Report incident

A clinician identifies an issue impacting the quality of patient care or data privacy and completes the relevant and customizable patient incident form with all the necessary details.

- Example: A surgical nurse notices patient delays during intrahospital transfers to the imaging department and accesses the customized patient incident report form and supplies details around the concern.

Customized intake forms that address specific and common healthcare concerns, such as HIPAA-related issues and patient incidents ensure the correct information is captured. Using these forms in a common platform also avoids potential privacy and compliance violations that come with handwritten notes or printed Electronic Health Record pages used during IHTs and other clinical workflows.





Receive submitted incident report

Once the incident report is submitted by the clinician, it is then routed to specific stakeholders relevant to the issue type.

- Example: The patient incident report is automatically routed to the coordinators who handle patient incident reports and investigators are assigned to the case.

Incident management

Case progress is tracked, tasks are assigned and notifications and reminders are set.

- Example: The case is set up in the appropriate template and includes relevant fields for patient incidents. The status of the case is then set and updated as the case progresses. Required tasks are assigned to the individuals involved in the investigation and completion is tracked. Notifications of changes and reminders can be set to ensure the case progresses to completion.

Perform investigation

Investigators actively collect information about the incident and the input from any information contributors to uncover root cause of the incident.

- Example: Investigators gather notes, documentation, observations, interviews, etc., and save them in the centralized database for efficient cross-team collaboration. They may talk to any individuals identified in the report, review relevant software applications involved, refer to policies and procedures that relate to the incident, etc.

Data analysis

Data within the system can be searched and leveraged to determine if the incident is isolated, trending, or related to other metrics and provide data-driven decisions.

- Example: The investigative team may look at aggregated data in the system to see if there are other similar reports on IHT delays, where they tend to occur, and what other metrics are involved when they happen. They can use this information to determine if the incident is isolated or systemic. This analysis will also look at the variables in play when the issue happens and how that might be related to the bigger picture in hospital policies and procedures.

Resolve and remediate

Once the root cause is identified the hospital can take action to resolve the issue, close any identified gaps, and as a result, improve patient care and safety.

- Example: The investigation of this case shows patient delays for IHTs to the imaging department were caused by a gap in their scheduling system. They were then able to fix the gap, resolve the issue, and improve the quality of patient care.