



**Clare O'Neill, Healthcare Risk Manager, St John of God
*Hospitaller Services – Pilot North East Services***



**Topic: Pilot of New Adverse Incident
Reporting System/STARS Web database
in St John of God, North East Services**





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Dual aspects: Adverse Incident Report Form and STARS
Web database

- Would the Report Form meet our needs?
- Would the STARS Web system work?
- Would there be any difficulty transferring data from the form to the database?





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Why did we choose this project ? -



Extremely important to have a system to:

- **Collect factual data in systematic consistent manner (Form)**
- **Storage in a repository (STARS Web database)**
- **Inform us of what and where hazards are, and how they could actually or potentially harm our service users and staff**
- **Identify unsafe practice/systems of work through analysis**
- **Be consistent with our core values**
- **Legal compliance**





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Project area – 5 services chosen, in consultation with Management Team, as a representative sample of Services within North East, namely

- **Residential Service**
- **Community House**
- **Activation Unit**
- **Special School**
- **Support Services (Maintenance)**





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Steps in the Pilot

- Mapping and verification of all Location Codes
- Testing of the STARS Web system within SJOG
- Agreement by Director of Service, Bernadette Shevlin to partake in Pilot
 - Selection of Sites – representative sample
 - Invitation to STARS Web Core Group (Heads of Service) to partake in pilot
- Training – SCA & Risk Management
- Pilot commenced with input on the test system on Monday 9th October 2006
- Audit of Adverse Incident Report Forms and Entries on Test System during Pilot
- Verification of the paper version of the Adverse Incident Report Form with the reports generated from the STARS Web prior to going live
- Informal day to day contact and support with Pilot sites
- Formal consultation with STARS Web Core Group 17th November 2006
- Agreement to roll out to remaining services North East
- Feedback at Corporate Level





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What progress have we made so far?



Locally

- **Achieved objectives of Pilot**
- **Feedback to Management Team on 12th March 2007**
- **Extend to all sites within North East Services**
- **Additional 3 members to the STARS Web Core Group to be trained on STARS Web**
- **Governance Structure to support process**
- **Monthly STARS Web report generated by H&S Co-ordinator sent to Management Team**
- **Quarterly report from the Health & Safety Committee to the Management Team**
- **Chair of Behaviour Committee sit on Health & Safety Committee**
- **Quarterly attendance of the Chair of the Health and Safety Committee and the Healthcare Risk Manager at the SMT**





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What results have we achieved?



- **Achieved the objectives of the pilot in North East Services**
- **Pilot findings reported to Risk Management Steering Group on the 24th April 2007**
- **Provincial Council signed off of the Adverse Incident Reporting Policy on 9th May 2007**
- **Implementation plan for roll-out of the Adverse Incident Reporting Policy agreed by Directors Forum 22nd May 2007**
- **Adverse Incident Reporting Policy launched on the 24th May**
- **Adverse Incident Reporting Policy included in Induction Pack to be delivered to all 2,000+ staff within St John of God Services throughout the country**
- **800 Adverse Incident Report Books (1years supply) printed and awaiting delivery to each unit in each St John of God Service nation wide**





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Challenges

- **Culture change – Risk Management driven v Insurance Driven**
- **Reporting of ‘Near Misses’**
- **Develop Governance Structures to support the process**
- **Requirement for the Allianz Form to be completed concurrently**
- **Expectation from staff that the new reporting system would be the panacea for solving all problems within the service**
- **Policy not signed off until after the Pilot was complete to ensure learning from pilot integrated into policy**
- **Admin Manager left toward the end of the pilot**





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Opportunities



- **Valuable Data available to SMT and Line Managers**
- **Easily accessible in real time**
- **Suite of reports available to support decision making process and identify priority**
- **One Level B Report generated and emailed directly to Insurance Brokers monthly compared with 1 hour preparation of monthly returns with previous system**
- **Eliminate need for Nursing Admin etc to manually go through paper reports, as was the case previously**
- **Set up template report scheduled to run automatically every month**
- **Facilitate ease of feedback to staff etc**





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what have we learned from doing this project? -



STARS WEB DATABASE

- STARS WEB database extremely useful
- Current Pick list does not meet all our needs
- Made additions to Pick list in report book to reflect our needs
- Use of free text – e.g. Use of Seclusion, Social Care Staff
- User Group – Enhancement Form – Link with Irene





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What are the next steps for me?



- **Development of standard Power Point Presentation outlining content of Policy**
- **Cascade training: H&S Co-ordinators 12th June**
- **Director of Service present Standard Presentation at Infoshare July, Sept, October;**
- **Nomination of STARS Web Core Group within each service for STARS Web training**
- **Directors of Service feedback to Risk Management Steering Group
15th October 2007 on implementation progress**
- **Proposed Implementation date 1st November 2007**
- **STARS Web user group liaise with SCA re enhancement requirements**





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A lot done - more to do!





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Thank you for listening.....

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