NEAR MISS

GETTING IT WRONG COSTS LIVES.

HEALTHCARE it

Supporting Healthcare to a higher standard

e-ServiceSuite™

What is a Near Miss?

AHRQ* definition, a near miss is an "event or situation that did not produce patient injury, but only because of chance." This definition is identical to that for close call.

How are the facts collected?

The steps in near miss reporting begin with the completion of the Near MIss Incident Report which gathers information, analyzes it, draws conclusions, and makes recommendations.

Template-driven workflow
Form-driven checklist entries
Expandable text fields supporting unlimited text entry

NEAR MISS INCIDENT

CORRECTIVE ACTIONS

ROOT CAUSE ANALYSIS

COMPREHENSIVE SURVEY PROCESS

Form-driven workflow

✦ Dynamic (data-entry) form allows for customization to requirements
✦ Publish with version tracking
✦ Service Level targets
✦ Approvals
✦ Triggered review process
✦ Easy form duplication

Incidents occur every day at the workplace that could result in a serious injury or damage.

**NEAR MISS
INCIDENT INVESTIGATION
ROOT CAUSE ANALYSIS
REMEDIAL ACTION PLANS**

Agency for Healthcare Research and Quality https://psnet.ahrq.gov/glossary/n

For more information about **e-ServiceSuite** visit us on the web at   www.e-ServiceSuite.com

Document Management

Document Management allows us to automate the entire process, step by step.

Use our form generator to offer standardized input forms to employees for structured data entry, while providing automated peer revue as well as directed notifications.

Encourage Workers to Participate

Capture sufficient data for statistical analysis

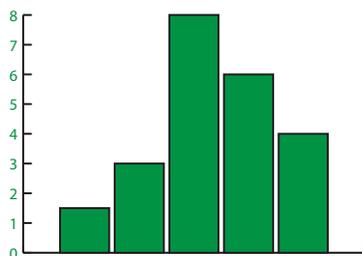Provide convenient opportunity for *employee participation*

Can be considered to be a leading indicator of performance

Incentives that encourage reporting:

Recognizes the participation of workers in the recognition and reporting of hazards

Simplified "easy" entry forms

Verifible Success

On-demand built-in Metric reporting and analysis

People
Managing day-to-day business operations that do not detract from service obligations to your patients

Processes
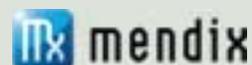Business assured infrustructures that track, monitor and maintain vital support services

Availability
Always-on availability means a level of comfort that you have come to expect and rely on

Automation and integration enabled by e-ServiceSuite allows you to operate more effectively and provide quicker responses to IT problems, saving time and resources.

powered by

mx mendix

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Hospital medical errors now the third leading cause of death in the U.S.

A new study by patient safety researchers shows common medical errors may be the third leading cause of death in the U.S., after heart disease and cancer. (Deirdra O'Regan/The Washington Post)