Whittington Health delivers patient safety framework for new integrated health community using Datix

Whittington Health, established from the integration of the The Whittington Hospital NHS Trust with the community health services of Islington and Haringey Primary Care Trusts and Islington social services in 2011, has deployed Datix patient safety software.   The organisation, which employs over 4,500 people serving a catchment population of 440,000, is using Datix to create a single patient safety framework that manages adverse incidents, risks, claims and complaints plus health and safety across the new Integrated Care Organisation (ICO).

Datix (http://www.datix.co.uk) was first installed by Whittington Hospital NHS Trust in July 2007 to replace the previous manual process for managing all patient safety, health and safety incidents as well as claims and complaints at the hospital. The formation of Whittington Health in 2011 created a new set of challenges. In addition to more patients and 2,000 additional staff, the increased emphasis on delivering a wider range of community care services meant that a diverse range of professionals including district nurses, health visitors, nutritionists, podiatrists and sexual health specialists also needed access to the Datix system.

After conducting a comprehensive Datix Health Check to determine the feasibility of Datix as the ICO's system of choice, Datix demonstrated that it still offered the best solution in the marketplace combining superior functionality with maximum value for money. On 1st April, 2012, Whittington Health went live with the latest version of Datix (v11) for the new Integrated Care Organisation.

Liz Bennett, Datix Manager and Risk Manager at Whittington Health, commented, "Datix has given us a powerful, fully integrated platform for managing all incidents, risks, claims and complaints across the organisation. It gives us the flexibility we need to build on the openness we have with GPs, community and council partners and achieve ambitious levels of quality health care for our patients."

Datix has delivered a range of benefits to managers, staff and patients, in particular vastly improved incident reporting. Datix has enabled Whittington Health to introduce consistent ways of working that save time and boost productivity. There is now a three-step process for incident reporting followed by 4,500 Datix users. The user-friendliness of the Datix system has meant that Liz Bennett was able to train all 600 managers in a short period of time enabling them to pass on the same level of quality training to their own staff quickly and consistently.

Next on the horizon is the imminent launch of the Datix Dashboards facility. This will enable directors from different divisions to review data relating to traditionally siloed areas of information, such as incidents and complaints, on one page. In addition Whittington Health will shortly deploy Datix Hotspots to help identify areas where increased levels of incidents may be a cause for concern and then automatically flag up when those incidents reach certain breach thresholds over a given timeframe.

The deployment of Datix has been so important to putting patient safety at the heart of Whittington Health that it recently won an accolade for Liz Bennett herself. As project leader, she received an "Excellence Award" presented by the CEO of Whittington Health for leading the ICO Datix project to

successful implementation.

Jonathan Hazan, CEO of Datix, concluded, "With decades of experience developing watertight solutions for the NHS, Datix provides the perfect vehicle for ambitious and innovative organisations like Whittington Health which strive for excellence and put patients at the heart of everything they do. Our technology enables best-practice ways of working that demonstrably drive continual improvement and support the incident and risk management aims of an organisation."

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About Whittington Health

Whittington Health is an outstanding provider of integrated acute and community health care to residents in the London boroughs of Islington and Haringey and at the Whittington Hospital. The organisation evolved from the joining of Islington and Haringey community services including social care in Islington, and the Whittington Hospital.

Today, over 4,500 staff serve a catchment population of around 440,000 people operating 450 inpatient and day beds at the Whittington Hospital and 16 health centres across the two London boroughs.

Whittington Health has a highly regarded educational role, teaching 200 undergraduate medical students, nurses and therapists each year. It also has a strong track record of working with the local community and local primary care services with a culture of openness and transparency.

For more information, please visit: www.whittington.nhs.uk

About Datix

Datix has been a pioneer in the field of patient safety since 1986 and is today the leading supplier of software for patient safety, risk management, incident and adverse event reporting. Datix aims to help healthcare organisations build a culture and practice that drives excellence in patient safety. It recruits and retains people committed to the healthcare sector and continually invests in its software and services to ensure that it integrates best practice and learning.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Its clients also include organisations delivering care home and domiciliary care services. Within the UK this includes more than 70% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in Canada and the USA as well as clients in Europe and Australia.

Datix is headquartered in London, United Kingdom. To learn more, visit www.datix.co.uk or call +44 (0)20 8971 1971

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