



SafeQual™

Let's Culture Safety

- Culturing Safety & Quality**
- Incident Reporting**
- Performance Improvement**
- Infection Prevention**
- Accreditation**
- Patient Experience**
- Corrective Action Plans**
- Collaboration**
- Risk Management**

SafeQual software was created to promote advanced high reliability methodologies like Just Culture Assessment, Rapid Process Improvement and Kaizen in hospitals.

Incorporate SafeQual into your quality management system to achieve the very highest levels of patient safety and quality across your healthcare organization.

SafeQual replaces multiple applications, emails, and spreadsheets with a single comprehensive browser based application.



INCIDENT REPORTING

Decrease the likelihood of adverse events and improve the culture of quality and safety through systematic review and analysis of effectiveness.

- Increase and accelerate incident reporting and improve metrics using standard audits forms.
- Patient identification, medication errors, falls, pressure ulcers and other incidents are efficiently reported, tracked and monitored through forms based on HRO methodology.
- Track reported incidents in real-time to enable quicker interventions, initiatives effectiveness and improve performance management plans.
- Reports to nurse and department managers are automated to ensure timely investigations and improved documentation.



PERFORMANCE IMPROVEMENT

Benefit from a highly effective yet simple system of logging and auditing staff performing processes that are being implemented every day.

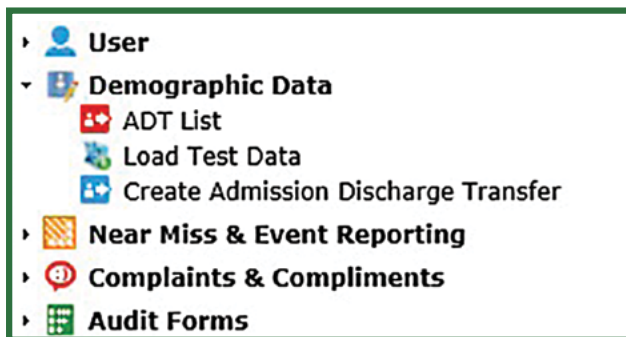
- Care Plans, Restraints, Advanced Directives and other audits are easily entered, tracked and monitored.
- Best Practice Bundle Initiatives can be tracked and shared internally and across external institutions.
- Track which initiatives are delivering the best results and a better means of planning future improvements.
- Nursing Quality Council and other reports are available to nurse leaders and other department heads to keep a pulse on their key metrics.



INFECTION PREVENTION

Smart technology targets the reduction of infections with real-time monitoring and metrics that enable hospitals to get ahead of the curve on prevention.

- Immediate access to the most current infection incident data, enables Infection Prevention teams to update and enforce effective guidelines.
- Departments, providers and nurses are informed about required documentation in real-time, so all areas are working with the same information.
- Audit forms are designed to provide and keep track of every element of clinical pathways to decrease hospital infections.
- Enable hospitals to involve multi-disciplinary environmental hygiene teams regarding adherence to infection prevention protocols.



One environment for logging, corrective action plans, initiatives, workflow and collaboration across all the departments in your organization.



RISK MANAGEMENT

Risk and Claims Management empowers hospitals to proactively act on potentially harmful situations and minimize escalation.

- Screen and receive real-time alerts for never events, vital risk triggers, readmissions, infections and more.
- Easily perform RCAs (Root Cause Analysis) that enable the investigation and documentation of all Risk Reduction Strategies occurrences at your hospital, from minor to seriously reportable events and efficiently build a corrective action plan.
- Proactively track and manage risk events to quickly implement improvements that will translate into improved operational safety, better patient outcomes and organizational cost savings.



ACCREDITATION

Promote and adopt an active culture of compliance that helps hospitals achieve and maintain compliance with JCAHO or DNV.

- Easily perform and analyze mock audits to track non-conformities and prepare corrective actions plans more efficiently.
- Optimize compliance agenda with technology that keeps track of individual department internal audits.
- Track various other department-based audits created on a basis of prior regulatory audits.
- Leverage analytics to elevate compliance plans from passive to proactive and more effectively protect organizations against fraud and abuse.



PATIENT EXPERIENCE

Prioritize the patient experience with immediate information and the ability to quickly follow up and respond to patient issues and complaints.

- Simple steps to perform internal audits and easy to enter forms to log and track patient grievances.
- Data is aggregated and reported across round types into one centralized dashboard enabling hospitals to more effectively measure how changes are affecting outcomes.
- Implement improved safety standards with real-time access to multiple departmental audits.
- Quickly respond to patient complaints that are efficiently recorded, systematically analyzed and aggregated to help prevent recurrence.



Cutting Edge Technology

- **Service Oriented Architecture (SOA), Agile methodology**
- **Core capabilities exposed as web services**
- **Interoperates within healthcare systems**
- **Web and mobile user experiences**
- **Scalable architecture**
- **Simultaneously supports multiple forms and formats of work**

Get to a perfect implementation of quality systems in your hospital

- Insure you have a quality software application to manage your data and compliance with your new processes.
- Insure your time in the software is productive,
- All employee collaboration on quality processes are contained in a single workplace.
- In addition to the accountability features used for your healthcare processes, we have included accountability features for using the software. For example, time limits and escalations in completing workflow elements such as corrective action plans.
- Thoughtfully design the many forms in the application so that the forms promote employees following quality processes and quality employees don't need to rehash through old forms to get at the data they need.
- Use automation, such as connecting to your HIM applications to minimize data entry.



“SafeQual eliminated so much redundant work and now we can easily track the effectiveness of initiatives in real-time.”

Risk Management,
Upstate NY Hospital

“Our solutions are designed with a combination of automation and human process transformation that enable our customers to consistently make excellent decisions for the communities they serve.”

Dan Corcoran,
President and CEO, ServiceSPAN

About ServiceSPAN

For more than 25 years, ServiceSPAN has been designing and delivering workflow solutions and business transformation to some of the largest US companies.

ServiceSPAN

POWERED BY **DECISION COORDINATOR**

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