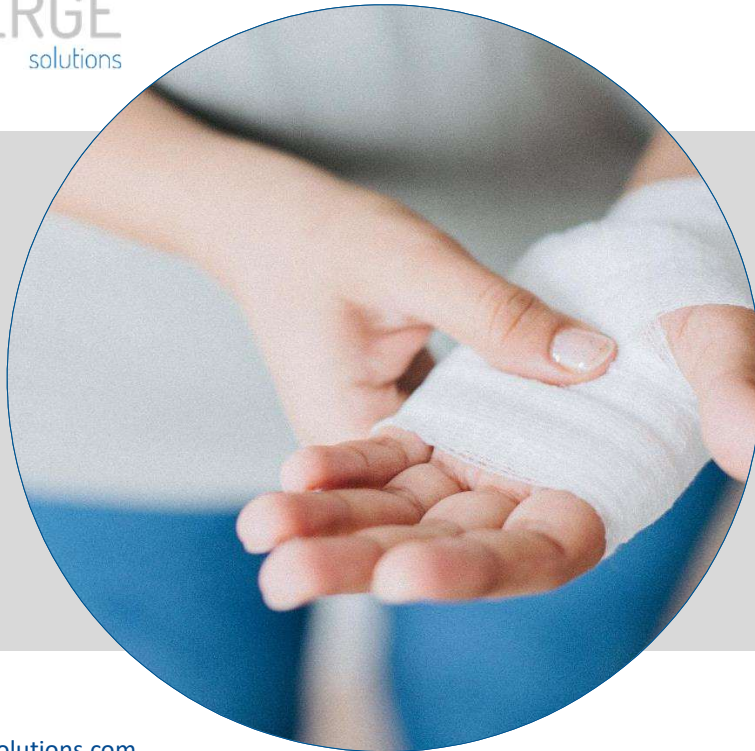




CONVERGE
solutions



Impi 

YOUR PARTNER IN CLINICAL INCIDENT & RISK MANAGEMENT

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WHY YOU NEED IMPI.

The fact is: we are human, and things go wrong. In healthcare this often takes the form of clinical incidents that impact both the patient/resident as well as our organisation.

IMPI helps healthcare organisations better manage clinical incidents (near misses / adverse events). Paper-based incident reporting fails at truly empowering employees, and doesn't give management the oversight that is required to improve the quality and safety of patients/residents and staff.

Impi elevates the quality and speeds up the capturing, assignment, escalation and resolution of clinical incidents, while giving authorised employees a complete view of the details, the history and all supporting information.



HOW IMPI HELPS YOU.

REDUCE

capturing time

errors

resolution time

exposure through lack of
process evidence

reporting effort

liability to management for
infringement of the POPI Act

IMPROVE

incident management quality

interaction between teams

management insight & overview

trend analysis

patient interactions on incidents

control of information access

patient satisfaction

ENABLE

better healthcare outcomes

better patient care

more informed employees

reduced costs associated with clinical
incidents

POPI compliance

Intervention activities to avoid
incident reoccurrence

A REALLY EASY USER EXPERIENCE

CONVERGE solutions
Incident Management System

IMPI - Incident Management System

Logged in as Grace

2
Total Cases

0
Incidents High Priority

2
Low & Medium Priority

Quick Search

Incident Number **GO**

Today's Updates
No Updates for Now

01 Create Incident

- Contractor
- Staff
- Patient
- Visitor

02 Manage Incident

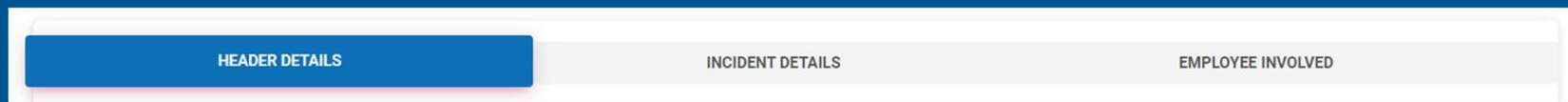
- My Incidents
- Edit Incident
- View Audit Trail

03 Reporting

04 Contact administrator

IMPI offers a really simple interface that allows users of all computer-literacy levels to successfully interact with the system. In one glance, you can see all items that relate to you, actions required by you, log new incidents and see what remedial actions are taken every day.

CAPTURE DETAILS



Incident details are added in a step-by-step approach, making it easy to capture all incident and related details.

Header Details

Header details capture the essence of the incident, including elements such as the incident classification/type, date and place of occurrence, contributing factors, as well as assigning a specific priority / service level to the incident.

Incident Details

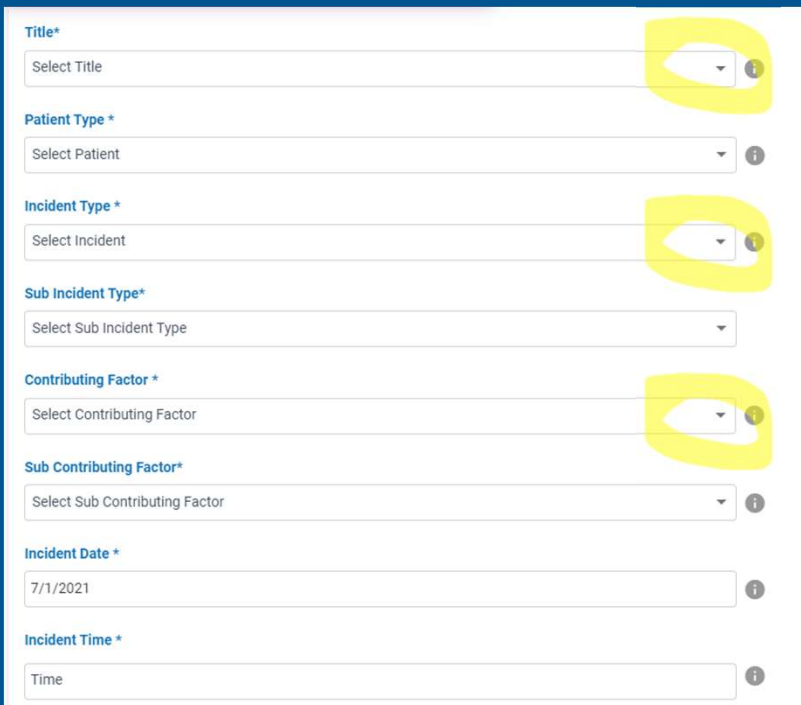
Incident details allows a thorough description of the patient, the incident, diagnosis prior and post the incident, injuries sustained, the impact of the incident to the patient/resident and facility and who has been informed.

Employee Involved

For each incident, IMPI allows the user to identify if – and who – any employees were involved, if there was a key witness to the incident and of course, automatically captures who logs the incident.

At the point of capture, an incident can be assigned to specific staff members or to various resolution groups, based on the nature of the incident and the configuration of the platform, specific to your organisation.

CONFIGURED FOR OPTIMAL RESULTS



The image shows a screenshot of a web form for incident reporting. The form contains several fields, each with a dropdown menu and an information icon (i). The dropdown menus are highlighted with yellow circles. The fields are:

- Title***: Select Title
- Patient Type ***: Select Patient
- Incident Type ***: Select Incident
- Sub Incident Type***: Select Sub Incident Type
- Contributing Factor ***: Select Contributing Factor
- Sub Contributing Factor***: Select Sub Contributing Factor
- Incident Date ***: 7/1/2021
- Incident Time ***: Time

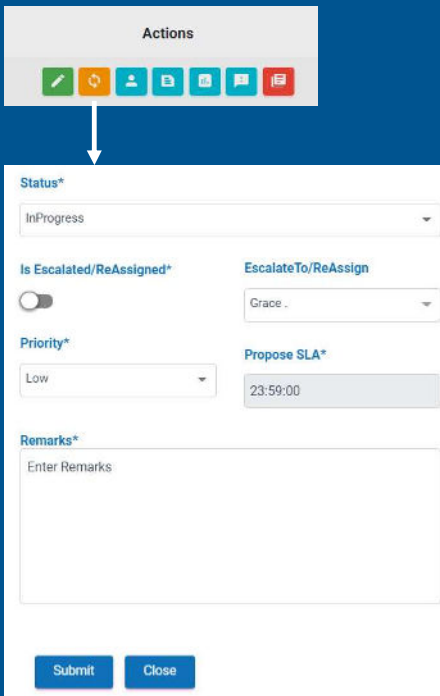
IMPI is designed to cater for the specific nuances of every organisation, by allowing all dropdown (selectable) values throughout the system, to be configured during the project phase. These values can also be maintained easily as your organisation grows or extends.

This approach ensures higher data accuracy, richer reporting and faster incident classification.

Mandatory fields are indicated to ensure completeness of information, and more accurate sharing of information between authorised users.

Whenever an incident or tasks is assigned to a user, they receive an email with a summary, allowing them to click-through from the email into the application to act on the instruction.

DESIGNED FOR FLEXIBILITY



The image shows a software interface for incident management. At the top, an 'Actions' menu contains several icons: a green pencil, a yellow refresh, a blue person, a blue document, a blue speech bubble, and a red document with a white 'X'. An arrow points from the refresh icon to a form below. The form has the following fields:

- Status***: A dropdown menu with 'InProgress' selected.
- Is Escalated/ReAssigned***: A toggle switch that is currently turned off.
- EscalateTo/ReAssign**: A dropdown menu with 'Grace' selected.
- Priority***: A dropdown menu with 'Low' selected.
- Propose SLA***: A text input field containing '23:59:00'.
- Remarks***: A large text area with the placeholder text 'Enter Remarks'.

At the bottom of the form are two buttons: 'Submit' and 'Close'.


IMPI was designed with flexibility in mind. There is no single resolution process forced across all entities, incident types or incident severities.

Instead, IMPI is designed to give users the flexibility to manage every incident for every patient / resident, with the level of governance that a specific incident / risk requires.


Instead of a prescriptive (and restrictive) three or four step process across all incidents/risks – which often doesn't make sense- IMPI allows every case to be managed on its own merit. IMPI allows limitless re-assignment or escalation over the duration of a case, which includes the assignment of specific tasks to people, or the updating of progress notes, attachments or interviews at any point in time.

INCIDENT DETAILS


Patient diagnosis prior to the incident

Enter Diagnosis 


Date Of Admission *

7/1/2021 


Immediate action taken to minimise harm to patient

Enter Immediate Action taken for patient 

Chronic Condition

Enter Chronic Condition 

Brief description of the incident

Enter Brief Description 

Impi is designed to cater for personnel with varying levels of computer literacy.

Every field allows for a configurable tooltip that guides the user on the expected input, helping with training, quality and system take-on and ease when there is a change in staff. In addition, we provide training videos and training material to support your user.

Appropriate fields also perform input validation, ensuring users capture high quality information that delivers impressive management reporting. Wherever possible, fields are managed as drop-downs, to ensure data quality and consistency. Where detailed descriptions are required, users can capture free text to fully describe every element of a case.

FINDING AND INTERACTING WITH INCIDENTS

Incident List

Track by *
Track by

Select Departments *
Select Department

Apply










Logged in as Grace

Incident ID / Type	Title	Event Date & Time	Created By	Assigned By	Assigned to/Group	Priority	Status	Actions
0000669 Near Miss	EMS	09.03.2021 14:50:20	Grace	Grace	Grace	Low	InProgress	
0000668 Near Miss	EMS	10.03.2021 13:12:38	Grace	Grace	MSD/11 Clinical Governance Referral	Insignificant	New	
0000667 Adverse Event..	Medication	08.03.2021 15:31:49	Grace	Grace	MSD/11 Clinical Governance Referral	Low	New	
0000665 Adverse Event..	EMS	03.09.2021 15:25:18	Grace	Grace	MSD/11 Clinical Governance Referral	Low	New	
0000664 Near Miss	EMS	03.03.2021 11:30:44	Grace	Grace	Grace	Low	New	
0000662 Adverse Event..	Medication	26.02.2021 10:26:32	Lizette	Lizette	Murder	Insignificant	New	
0000661 Adverse Event..	Skin Issues	23.02.2021 11:30:54	Pearl	Pearl	Lorraine	Moderate	InProgress	
0000660 Adverse Event..	Medication	23.02.2021 14:00:59	Lizette	Lizette	Murder	Insignificant	New	

Incidents are shown based on your authorisation to see them and filtering of incidents (which can be personalised per user) allows the easy identification of incidents that apply to your department, facility, user or role.

In-line actions allow you to rapidly record any actions required on any incident. Actions are available, based on your role and the status of a particular incident.

FUNCTION RICH INCIDENT INTERACTION

Incident ID / Type	Title	Event Date & Time	Created By	Assigned By	Assigned to/Group	Priority	Status	Actions
00000669  Near Miss	EMS	09.03.2021 14:50:20				Low	InProgress	    

All functions are subject to your role, authorisation and the current status of an incident.

Edit Incident

Update / correct information that was captured when the incident was created

Add supporting documents

Add/upload any documentation related to the incident , eg photos

Record Interview

Capture interview details of any witnesses that may need to provide testimony

Assign Incident

Assign an incident to a different user or group with a remark on what actions they need to perform

Record Root Cause Analysis

Capture the conclusion of a root cause analysis to enable remedial actions

Quality Conclusion

Agree and capture an independent quality assessment relating to each incident

Audit Trail


See a full audit trail for an incident including all actions taken, by whom and on what dates. All supporting documentation is also immediately accessible on this page, allowing you to conduct detailed **Case Management** on an incident / case.


AUDIT TRAIL & CASE MANAGEMENT


View Audit trail#00000679


[FIRST RESPONDANT](#) [RECORD INCIDENT ACTION](#)

Brief Description: My test incident

 You **deleted the Document(s)** 00000679 [Show Details](#)
2021-08-05 12:30PM

 You **Added Docs in incident** 00000679 [Show Description](#)
2021-08-05 12:28PM

 You changed the status of Incident 00000679 to **InProgress**
2021-08-05 12:27PM
Remarks: Moved back

 You changed the status of Incident 00000679 to **Resolved**
2021-08-05 9:43AM
Remarks: Resolved

A detailed audit trail helps you perform case management to measure patient/resident progress, see who has performed what tasks, assign new tasks, record new findings and get an immediate end-to-end overview of an incident / case.

It is also possible to communicate directly with the first respondent during case management. Any communication with the first respondent is added to the audit for record purposes.

RECORD SHERQ FINDINGS

Conclusion by Quality (#00000715) ×

SHERQ Findings* At-risk behaviour	Final disclosure* Title	Likelihood of recurrence* Select Recurrence
Comments* Enter Comments	Recommended/Remedial Action* Enter Recommended Action	<input type="button" value="Submit"/> <input type="button" value="Close"/>

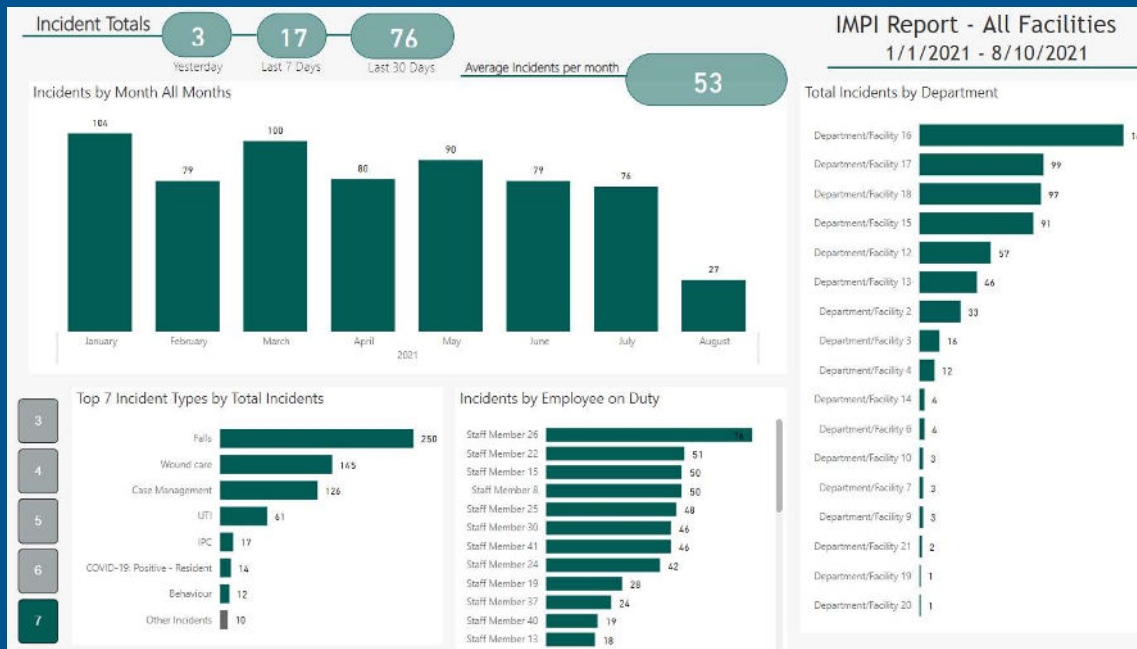
SHERQ Findings Final Disclosure Recommended/Remedial Action Comments Recurrence

Perform independent analysis of cases / incidents and capture behaviour that needs to change / remedial actions to take internally, in order to avoid incidents from becoming problems.

This could include examples such as internal training, improved patient / resident education or more frequent maintenance on equipment.

RICH REPORTING LAYER

FACILITY-WIDE EXECUTIVE DASHBOARD



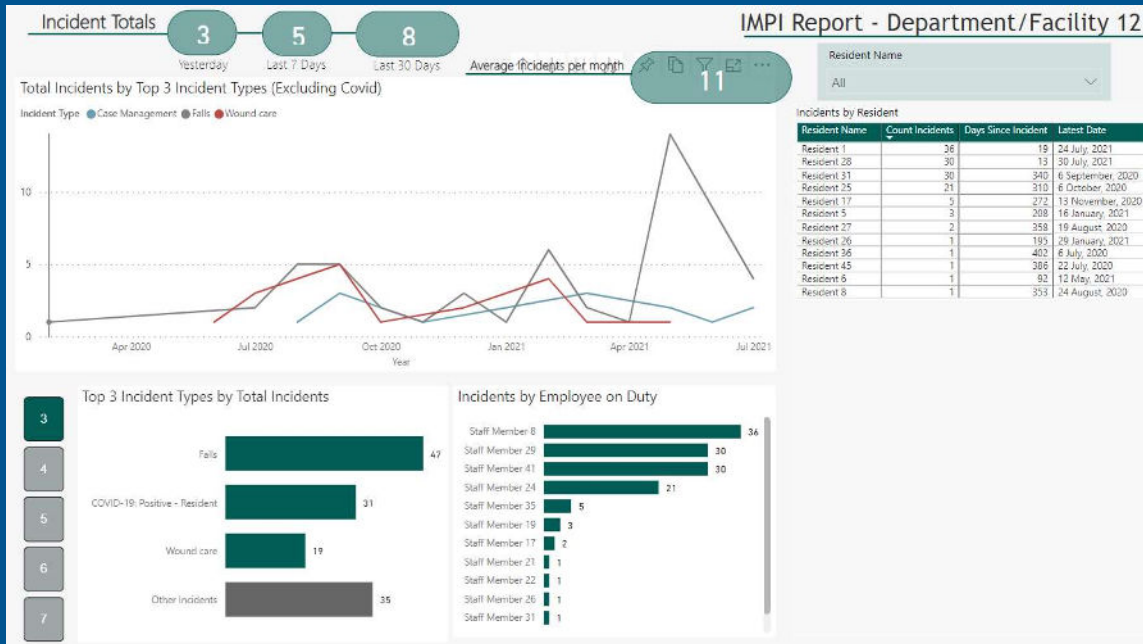
IMPI is delivered with a very rich, interactive reporting layer that starts with a high level overview of incidents and allows a complete multi-dimensional analysis of all incidents, with various levels of reporting at lower granularity to analyse your incident landscape.

Where required, reasonable adjustments / enhancements of reporting can be performed per client.

Reporting allows both detailed analysis as well as a high level executive perspective across the organisation.

RICH REPORTING LAYER

DEPARTMENTAL ANALYSIS

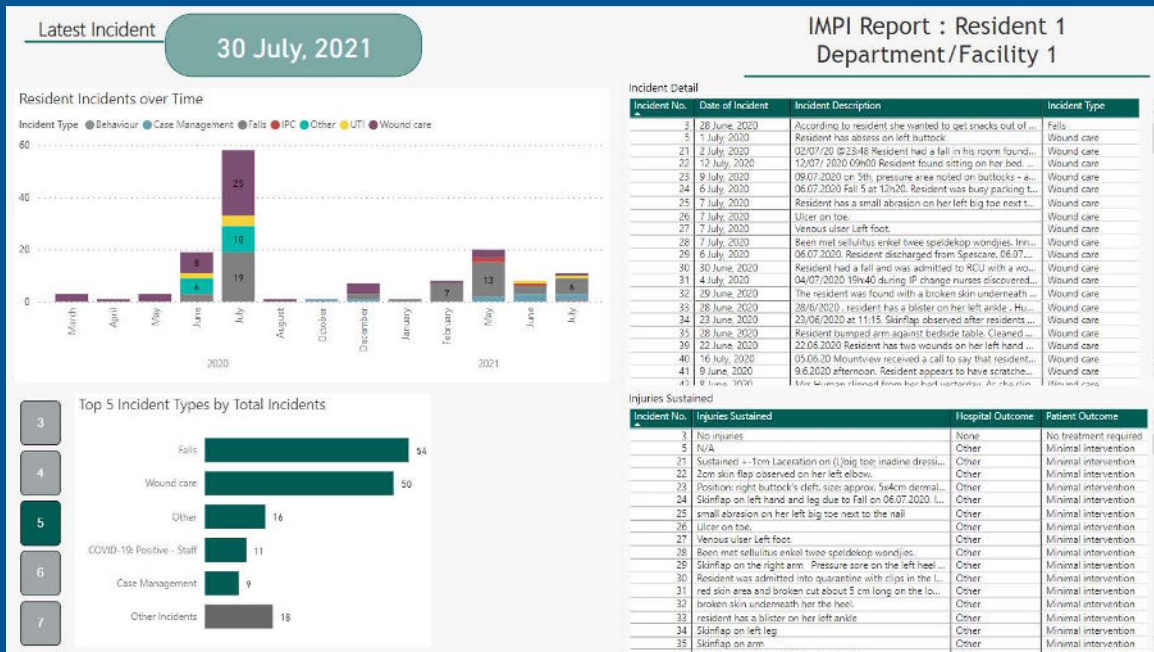


Identify key trends within a specific facility / department.

- Which employees are frequently involved in incidents (may need more training)?
- What kind of incidents occur frequently (and what do we do to reduce this)?
- Are there high risk residents who might need to be in a higher level of care unit?
- Are we getting better at managing down the number of incidents?

RICH REPORTING LAYER

RESIDENT ANALYSIS



Specific residents may have an increased incident rate.

A guardian may want to have a single view of incidents over time.

You may want to assess the need for an individual resident to transfer to a higher level of care based on an assessment of their incident history.

These are some of the questions you can answer through this report.



YOUR PARTNER IN CLINICAL INCIDENT MANAGEMENT

For more information, click [HERE](#) to watch a short video

Contact us at hello@converge-solutions.com