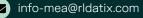## RLDatix

John Hopkins Aramco Healthcare Company

Using RLDatix to Minimize Risk and Protect Patient Safety

مركز جونز هوبكنز أرامكو الطبي
Johns Hopkins Aramco Healthcare
*A Joint Venture between Saudi Aramco &
Johns Hopkins Medicine*

Introduction:

John Hopkins Aramco Healthcare Company (JHAH) offer a range of inpatient and outpatient services across their clinics and have been a customer of RLDatix since 2016, when they first implemented the incident reporting system Datix to help manage and mitigate risk and drive patient safety.

Measuring RLDatix's impact on incident reporting since implementation:

In 2018, JHAH decided to run a program to measure the impact on incident reporting that Datix had on the Organisation since its implementation. Between 2018 and 2021, JHAH ran a before-and-after implementation study across all JHAH settings in order to identify the benefits Datix would have on incident reporting and patient safety.

The study's results showed the positive impact that Datix had on supporting a blame-free culture and reporting culture within JHAH. Through the culture shift that RLDatix had supported by giving an easy reporting solution, this increases greater visibility of risks and incidents that then allows for steps to be taken to minimize risks and incidents and improve patient safety.

Study Results:

- **16%** increase in end-users supporting the need to report patient safety events

- Overall 'No harm' events recorded increased from **79% to 90%**

- **21%** increase in responses supporting open communication about errors

> "RLDatix is a very valuable tool that enables the timely handling and management of incidents, whether clinical or operational ones, while optimizing and streamlining the communication among all the event-related stakeholders within the organization."
>
> **– Dr Alber G. Paules,**
> Risk Management Specialist, John Hopkins Aramco Healthcare Company

Creating a new reporting improvement process:

After successfully implementing RLDatix, JHAH were continuing to look for ways to improve their risk management process and find additional ways to identify potential or actual opportunities to refine their processes through analyzing reported adverse events within Datix. Working collaboratively JHAH and RLDatix created the 'e-trigger' feature, that allowed for integration between RLDatix and Epic, an electronic health record system.

> "Through the e-trigger feature, RLDatix has enabled JHAH to ensure optimal and timely capture of selected pre-set events or incidents, inclusive of all mortality cases, to be submitted electronically for further investigation by the Risk Management team."
>
> **– Dr Alber G. Paules,**
> Risk Management Specialist, John Hopkins Aramco Healthcare Company

Using the performance improvement tool, Control Chart, to assist in identifying special cause variations within the behavior of reporting adverse events. To do this, JHAH designed a new categorization to monitor trends within Datix, "categories", and 'subcategories", and used the control chart methodology to then identify outliers of adverse events when they were reporting.

Reported incidents can then have an initial round of analysis to see if they can be categorized as an outlier. If an incident is an outlier, the new 'e-trigger' feature allows for a deep dive analysis to take place to understand the reason behind this and for any potential learnings around processes to be identified and then implemented.

In 2022, after the implementation of the control chart process with RLDatix, 24 category or sub-category events reported fitted into the outlier threshold and were analyzed accordingly with the e-trigger at the heart of the process. This has allowed JHAH to gain new learnings and refine processes to mitigate risk and improve patient safety.

> "RLDatix e-trigger system is an efficient way to maximize reporting of incidents that may eventually turn out to be potential morbidities; and hence has indirectly helped in optimizing clinical excellence in JHAH and in enhancing the safety culture among JHAH staff."
>
> **– Mr. Iyad K. Eid,**
> Risk Management Director, Johns Hopkins Aramco Healthcare Company