

 RLDatix

DCIQ
Case Study

North West Ambulance Service: I ♥ Datix



North West Ambulance Service

North West Ambulance Service (NWAS) serves more than 7 million people across approximately 5,400 square miles of Cumbria, Lancashire, Greater Manchester, Merseyside, Cheshire and Glossop. It employs around 6,900 staff who each year receive around 1.3 million 999 calls and respond to 1 million emergency incidents each year.

NWAS has been a customer of RLDatix since 2019, when they first implemented DatixWeb to manage and mitigate risk while driving patient safety. In 2022, NWAS decided to move to RLDatix's next evolution of risk management software, DCIQ (DatixCloud IQ), in order to transform how risk was managed across the organisation and drive patient safety.

“When we decided to take this journey, we made the decision to ensure staff weren't apathetic, like, or dislike Datix. We wanted them to love Datix.” – Jonathan Taylor – Head of Risk and Assurance at North West Ambulance Service.

Identifying Current Challenges around Risk Management

In 2019 NWAS had identified that there was a large risk to their organisation, as risk reporting was being done in different ways across the organisation, with some staff managing it through excel spreadsheets and some using a previous reporting tool, which lead to a disconnection between different parts of the organisation in regards to the risk.

There was also an issue with staff reporting incidents, because as an ambulance trust, most staff are on the road during shifts, and had to return to base at the end of their shift before they could report any incidents or risks and would often find it difficult to get onto a desktop computer. This made reporting inaccessible for staff, reducing the overall number of incidents reported and affecting the quality of reports themselves. Completing reports was a challenge for staff who were often tired after a long shift. It also made it difficult to remember all the details of an incident that may have occurred over 12 hours earlier.



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To solve these larger issues, it was necessary to move to an accessible mobile solution that supports all staff, enabled risk to be reported in the same way, and that could capture all NWAS's incident reporting alongside other information that supported managing risks such as litigation, coronial information, and complaints and compliments.

NWAS took the decision to implement RLDatix's next evolution of risk management software, DCIQ, to help solve these problems and ensure risk was being managed in the right way, to support patient safety. However, NWAS recognised that this was going to have to be more than just implementing a new piece of software.

“For us this was more than ‘just’ system implementation - it was also about improving our organisation culture around intelligence, data and risk reporting. Overall, NWAS culture to Datix wasn't great previously, there was negativity and reluctance to some degree to use the system. This project needed to look at the ABCs, Attitudes, Behaviours, and Culture as well as new ways of working, ditching the spreadsheets and get innovative (and digital)!”

Jonathan Taylor,
Head of Risk and Assurance,
North West Ambulance Service

Implementing a New Solution and the I ♥ Datix Culture

North West Ambulance Service (NWAS) serve more than 7 million people across approximately 5,400 square miles of Cumbria, Lancashire, Greater Manchester, Merseyside, Cheshire and Glossop. They employ around 6,900 staff who each year receive around 1.3 million 999 calls, and respond to 1 million emergency incidents each year.

To help ensure DCIQ was implemented in the right way NWAS and Jonathan recognized it was vital to have a some clear objectives that they wanted to achieve through the implementation of DCIQ, and set out the following goals:

- Improved patient safety at the Trust
- NWAS with a patient safety and risk management which met legislative and regulatory requirements
- 100% compliance with staff only reporting within this system
- Timely capture of key staff and patient events
- Data that sets out quality improvement, safety and care and treatment
- Using the data to learn and celebrate successes
- Improved data and intelligence
- Love for DCIQ across the organisation

In order to help create achieve these goals and create a culture at NWAS that embraced risk, the I ♥ Datix program was born. I ♥ Datix was built around relatively simple, but very effective programs, all designed to help align all staff on how risk should be perceived at NWAS and encourage reporting of all incidents and risks, such as reviewing the wording used around risk when submitting incidents within DCIQ in a more positive way.

This helped to promote the importance of reporting and start building a more positive risk culture at NWAS, and build a culture that understood the opportunities around risk and how risk is connected to improvement programs of work, and transform the idea that risk is solely negative.

Additionally, the DCIQ project team have sent out a personalised thank you to any staff involved in the implementation project, to show how important risk was being thought about and add a personal touch.

“The focus throughout the project has been I ♥ Datix, recognising the powerful impact the system has on both patient and staff safety. We designed a system with a focus on delivering our vision ‘to deliver the right care, at the right time, in the right place, every time’. This is underpinned by providing high quality inclusive care and working together

with partners across the system and suppliers to shape a better future.” – Jonathan Taylor – Head of Risk and Assurance at North West Ambulance Service.

Building a Bespoke Risk Management System with RLDatix

DCIQ is modularised, which has allowed NWAS to choose and implement modules in the order best for them, which maximizes the value gained from DCIQ and has allowed for a phased approach to implementation.

“By using the RLDatix DCIQ system we were able to develop a truly bespoke system that was capable of capturing all the data we felt would help improve our risk management and ultimately patient safety. RLDatix worked with us to develop the modules we required and listened to our feedback. The provided full account management during the process and help us with the roll out to staff including training and workshops.” – Jonathan Taylor – Head of Risk and Assurance at North West Ambulance Service.

Realising the Benefits of a Joined up System

Since embedding DCIQ at the heart of risk at NWAS, the software has helped support proactive risk management and risk mitigations, as well as the early identification of safety improvement work. All staff across the organisation have access to DCIQ and can quickly and easily report incidents via the mobile app. This has eliminated the use of spreadsheets used for incident reporting, whilst making it easier for staff to complete reports and aligning risk across the organisation.

“We are starting to see a safer NWAS due to the ability to triangulate data captured within the system to identify clear trends and themes.” – Jonathan Taylor – Head of Risk and Assurance at North West Ambulance Service.

Since implementing DCIQ, risk reporting has increased from an average of 1,000 incidents per month, to 1,300 incidents per month.

and efficient governance processes surrounding the data captured. Data adheres to legislative and regulatory timescales, such as legal disclosure to the courts and notification / reporting to external organisations, such as the PHSO and ICO.

Data within DCIQ also proactively informs departmental risk registers. This ensures risks are reviewed in a timely manner, and creates collaboration for risk management discussions within NWAS and across the health and social system. NWAS also capture external organisation enquiries, compliments, FOI requests, Subject Access Requests, and Learning from Death reviews.

Since going live with DCIQ to March 2023, NWAS have captured:

Through DCIQ, NWAS now have access to data and intelligence from multiple ICS areas, which allows greater information sharing, and system based responses to investigations, whilst opening up new shared learning opportunities.

“Having all this information in one place, easily accessible to our staff enables the Trust to identify and respond to risk factors with more information than ever before. Information is power in our book.”
– Jonathan Taylor – Head of Risk and Assurance at North West Ambulance Service.

4,702

Subject access requests

772

Access to health record requests

2,119

Compliments

621

FOI requests

