



Yorkshire Ambulance Service NHS
Trust Case Study

Building on Clarity and Control Over Risk with DCIQ



Yorkshire Ambulance Service

Yorkshire Ambulance Service provides emergency, urgent care and non-emergency patient transport services to a population of more than 5 million residents and covers more than 6,000 square miles with over 2,700 calls per day fielded by 5,800 staff. In 2021-22, YAS responded to a total of 849,173 incidents through a vehicle arriving on scene or by telephone advice, and provided a total of 706,100 journeys to patients.

Challenges faced by YAS:

- The need to proactively manage increasing patient safety risks across region
- Siloed data spread across multiple sites
- Standardisation of risk measurement and management processes
- Integration of real-time data on risk management system

Solutions:

- Standardised risk management policies and processes
- Implemented DCIQ from RLDatix
- Data and risk management system centralised and integrated
- Trained all risk management staff on processes and technology

Results:

- Centralised, transparent and triangulated view of real-time data
- Pro-active response to increasing risk Incident reporting increased by 96%
- No harm/near miss reporting increased from 3955 to 8816 after the implementation of DCIQ in 2019 to 2022
- More than 2,200 mortalities record captured

Yorkshire Ambulance Service and RLDatix – An Evolving Partnership

YAS has been a customer of RLDatix since 2012, using the DatixWeb system to successfully evaluate the challenges facing the organisation, protect patients, emergency medical professionals and the public. In the first 3 years from implementing DCIQ, YAS had seen incident reporting increase by 96% and a no harm/near miss reporting has increased from 3955 to 8816. YAS was efficiently and effectively dealing with reported incidents, managing risk and responding to complaints and claims, all whilst handling the growing needs associated with an increase in demand and risk on a daily basis. As a leading ambulance trust, YAS wanted to further enhance and adapt their quality improvement processes to proactively manage their patient safety goals. This involved transforming its data management and moving to an approach that would enable data to be centrally located, providing risk managers a complete view when reviewing incidents and designing mitigation activities. Additionally, the organisation was looking to utilise real-time data that would contribute to up-to-the-minute system-generated reports. YAS identified the need to de-silo data to efficiently evaluate the efficacy of risk-mitigation solutions and produce real-time risk and performance reports for YAS' board of directors.

“DCIQ has been met with excitement and unanimous support, thanks to its ease of operation and instant access to reliable realtime data from across the organisation. The new centralised risk management process, which embraces an open culture focusing on patient safety, has encouraged reporting of incidents and received overwhelmingly positive feedback.”

Richard Harrington,
Information Systems Manager,
Yorkshire Ambulance Service

A New Approach – Levelling up patient safety goals with DCIQ

With a focus on creating standardisation and innovating the way they deal with data across the organisation, in 2019, YAS took the decision to introduce the RLDatix's DCIQ system. DCIQ provides YAS with advanced data analytics, meaning it can build upon the capabilities of the DatixWeb system and transform the way it uses captured data, by precisely linking and triangulating data throughout the organisation, identifying trends and more easily sharing insights, including to its board of directors. The resulting transparency of data across all levels, allows YAS to take faster actions and more clearly demonstrate lessons learned and improvements made.

DCIQ is modularised, allowing YAS to implement and roll out modules in the order that works best for them. YAS first implemented the Enterprise Risk Manager and Mortality Review modules to support its new standardised risk evaluation and scoring process. Mitigation plans are assigned and follow up is automated through DCIQ, which saves time for the risk manager, but also ensures accountability and mitigation plan completion. Risks and mitigation plans are seamlessly shared through DCIQ for YAS' Risk Insurance Group meetings and cases can also be escalated through the system to the board of directors for consideration and action.

With the introduction of DCIQ, YAS also implemented a new mortality review process. The two-stage review of every fatality includes a careful evaluation of every step to determine if the correct process criteria were met. YAS can now identify any areas for improvement in quality of care and make those improvements easily demonstrable.

Supporting YAS's Reporting Culture with a Cloud Based System

With a large, mobile, and widely dispersed workforce Yorkshire Ambulance Service staff could not record incidents while on shift and not physically at the Trust. With DatixWeb, staff had to wait until they had finished their 12-hour shift and returned to base to then use a Trust computer to record all incidents. This led to staff having to spend additional time after their 12-hour shift was finished, recording all incidents that had taken place while on shift, which could lead to incidents not being reported with the correct information.

Moving to the cloud based system of DCIQ allows for staff to record incidents from anywhere directly from tablets and smartphones. YAS have now supplied ambulance staff with tablets, allowing for incidents to be reported on shift directly after they happen, saving staff time and leading to more accurate recording as the event is fresh in their memory.

Better, Safer Care – A Unified Risk Management System

To date, YAS has recorded 2,200 records in the Mortality Review module, with more than 400 of those entered in the first month, which represents a significant increase in productivity for the organisation. The report design function has simplified the pulling together and manipulation of data, providing key information for YAS' Clinical Governance Group meetings and external reports.

Quality control and readability of data has improved significantly thanks to a user-friendly interface and up-to-the-second intelligence through DCIQ's performance dashboards.

After building on its risk management processes with DCIQ, YAS' efficiency has excelled due to its standardised policies and procedures, particularly regarding reviewing mortalities, analysing and mitigating risk. In addition, DCIQ's cloud-based architecture enables the entire organisation to be integrated into one risk management system that shares data in real-time, reducing time spent searching for data and documents.

Most importantly, DCIQ's comprehensive and reliable data has enabled YAS to be proactive in their response to risk, recording 543 risks via Enterprise Risk Manager so far, enabling them to prepare for higher-risk events faster. Stronger preparation and following standardised best practices help emergency medical staff deliver safer care, resulting in better outcomes and greater satisfaction for the thousands of residents that YAS serves and patients they care for every day.