Using an integrated governance database reporting system for laboratory and other incidents at Public Health England

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TrackWise is an event tracking and action resolution tool using enterprise quality management software(EQMS)

Data breaches, systems failures, complaints, H&S

Incident

Description — Classification — Injury, agents, severity, body part, equipment, location

Affected — who, treatment, updates — Claims, training needs

Assigned & Notified — Owner & FIO — Investigation type and reported

Actions assigned

Flagged — Priority
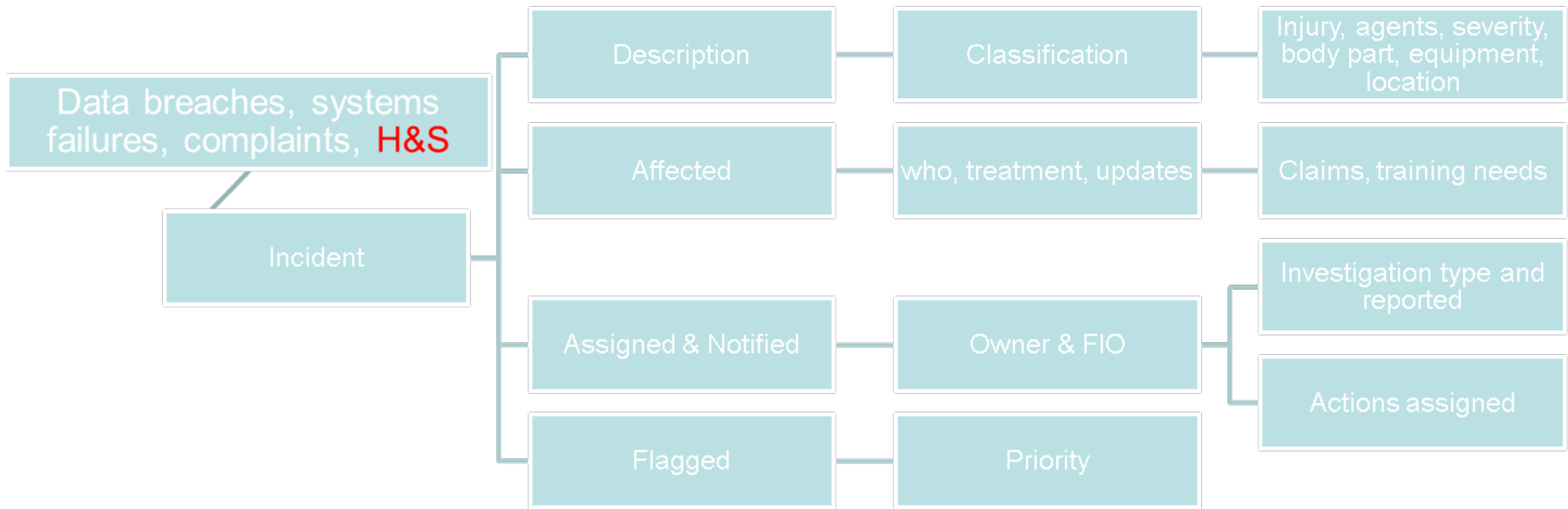
Analysis, reports and dashboards

Chased and escalated

Searchable records

Confidential and Access controlled

Public Health England

- "Protect and improve the nation's health"

- Reports to Department of Health

- 5.5k employees

- Functions of national public health body

- Multiple offices and laboratories around the country undertaking a variety of public health and supporting work

- Overseas Operations

- Regulatory obligation and as a Government Body

Reason why

UK regulatory requirement to report certain workplace incidents

Requirement to manage and learn from near misses and incident

Properly track action to closure

Manage incident and trend

Requirement for most senior persons to know and see what is happening and going wrong n the organisation

TrackWise

- Software supplier is Sparta Systems (US)

- Used in over 30 countries worldwide

- "Quality management software"

- Other customers include GSK, Johnson & Johnson

- Commonly used for incidents / deviations, CAPAs / actions, complaints

Sparta Systems
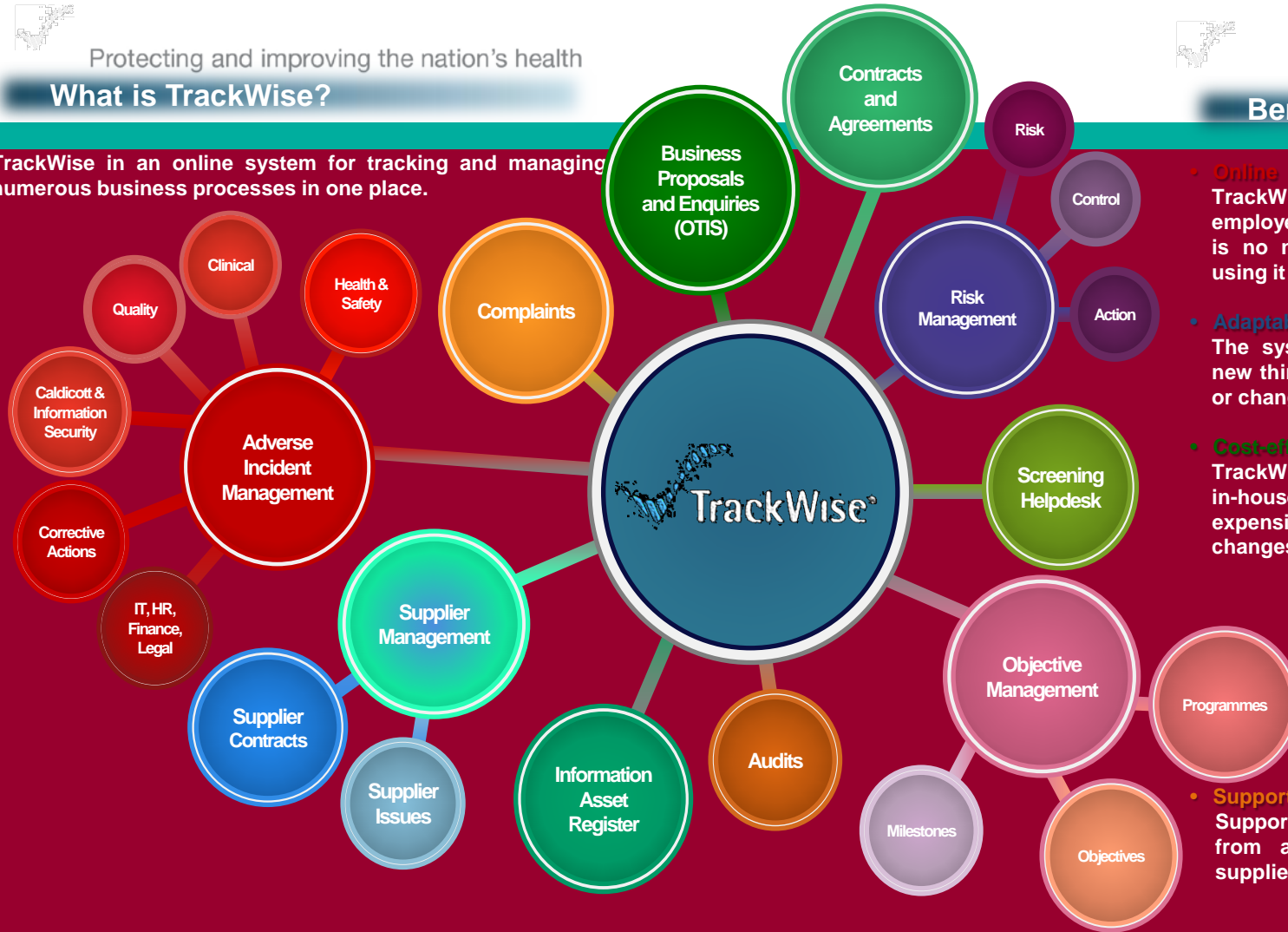
TrackWise

Tracking the data that makes PHE tick

Public Health England
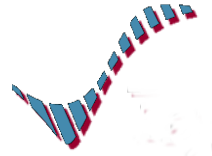
Protecting and improving the nation's health

What is TrackWise?

TrackWise in an online system for tracking and managing numerous business processes in one place.

Contracts and Agreements

Risk

Business Proposals and Enquiries (OTIS)

Control

Risk Management

Action

Complaints

Clinical

Health & Safety

Quality

Caldicott & Information Security

Adverse Incident Management

Screening Helpdesk

Corrective Actions

IT, HR, Finance, Legal

Supplier Management

Objective Management

Programmes

Supplier Contracts

Supplier Issues

Information Asset Register

Audits

Milestones

Objectives

Benefits

- **Online**
  TrackWise is accessible to all PHE employees and is based online so there is no need to install anything before using it

- **Adaptable**
  The system can be configured to do new things and will easily adapt to new or changing business processes

- **Cost-effective**
  TrackWise is maintained and developed in-house so there is no need to pay for expensive developer fees to make changes

- **Supported**
  Support is available every weekday from a PHE team, not a separate supplier.

Aims

- Regulatory compliance

- No more paper forms

- Better visibility

- A single system linking incidents, actions etc.

- Help identify trends and produce analysis

Why TrackWise?

- Flexible, customisable, developed in-house

- Web-based, no need to install on machines

- Good options for linking records and producing in-house reports

- Good prospects for further development and expansion

TrackWise – Data Entry

Save | Save + | ABC Check Spelling | Change Record Type

Notification   <None>   Refresh

2 // Incident Details

▶ **Short Description** ABC

Give a brief overview of the incident; one sentence is usua
Do not use staff or patient names.

▶ **Incident Date**

[ ] 📅 [Now]

Use the calendar icon to select a date.

▶ **Time of Incident**

[Enter Your Selection Here ∨]

At what time of day did the incident occur or begin? E.g. if
the list. Times appear in the 24hr format.

▶ **Type of Incident**

[Enter Your Selection Here ∨]

If more than one type of incident applies, select the option
miss (i.e. if no-one was harmed) select the option which c

▶ **Incident Subtype**

[Enter Your Selection Here ∨]

▶ **Route of transmission**

[Enter Your Selection Here ∨]

For incidents where there has been exposure, or potential
was (or could have been) transmitted.

▶ **Management Priority**

[Enter Your Selection Here ∨]

The Management Priority should reflect the impact that the
be taken locally.

▶ **Division/Service**

Where is my department?

TrackWise – Desktop

Assignment and Tracking

Incident logged and expanded as info becomes available

Injuries and response recorded

Actions logged and assigned can be "child actions" to demonstrate progress and sub actions

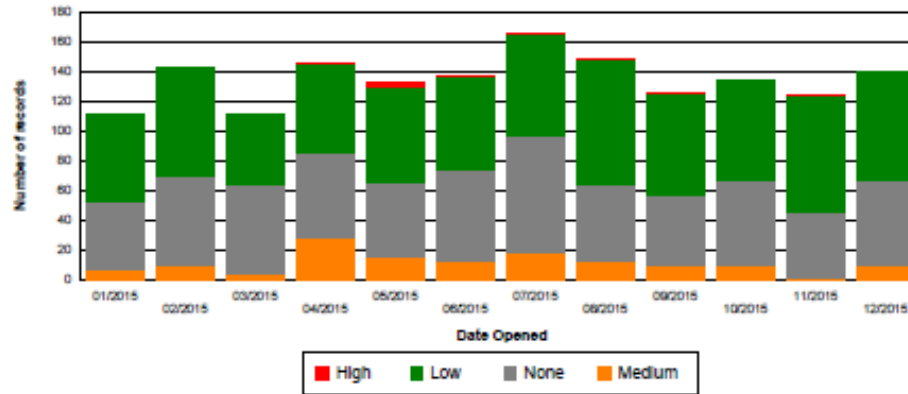Assigned owner remains responsible and is reminded and if not closed on time escalated to their line manager!

Regular reports and moderation

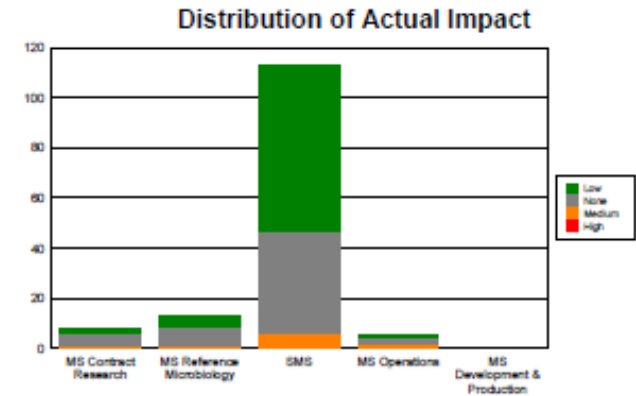Searchable by many themes and combinations

Trends and priorities identified.

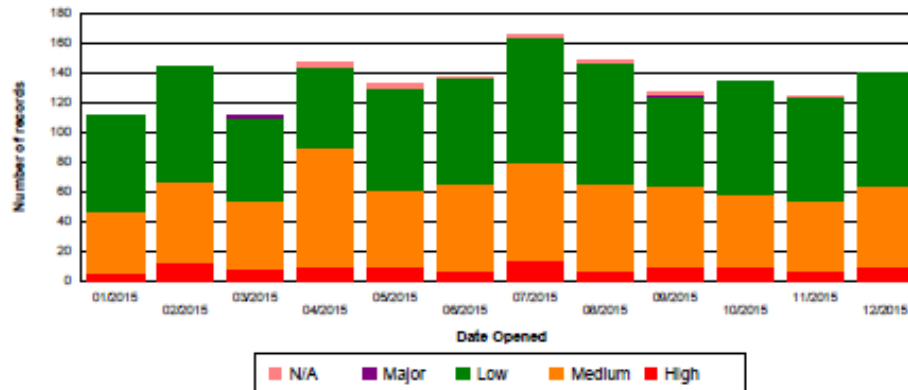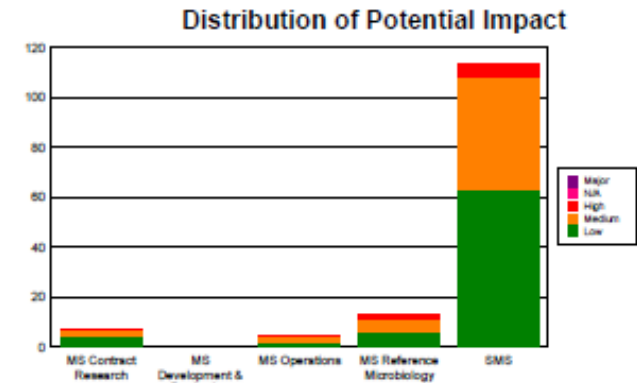# TrackWise – Reports (using Crystal)

Advantages

- In-house development saves huge amounts of money

- In-house development means freedom to customise processes

- Sends out email reminders

- Sends out "autoreports"

- Permissions are powerful

- Ensures minimum mandatory information is completed

- Collaborative environment: several users can be logged in at once viewing a record (only one editing)

- No "coding" required

Challenges / Disadvantages

- In-house development means taking the time to consider requirements

- Certain things cannot be customised (although this also aids quick deployment)

- User interface requires understanding

- Infrequent users and different types of users

- No "coding" required but some things are tricky to achieve

- Ideally would want forms to be more "dynamic" – wizard

General observations

- "I thought the system would do that"

- Even a great system won't fix a poor process

Delivered

One place for information – on desktop and in email

Accountability of individuals and organisation

Ease of visibility for managers and senior staff

Trending and graphic representations

Happy Risk and h&s staff as places effort in right place.