

Risk Management System Software Survey November 2005

For those institutions that have a purchased electronic incident reporting system, please advise:

Name of system/vendor _____
 Time period in use _____
 Types of incidents captured _____
 (patient, visitor, employee)
 Ease of incident input by reporter _____
 System's capability to provide meaningful data _____
 Does your system have a mechanism for a report to be submitted anonymously _____
 Has there been adequate vendor support (both for start-up and when problems arise) _____
 Do you anticipate that your system may be able to link with PA-PSRS for direct reporting _____

Thanks so much for your response.

	Good Shepherd Lee Patrick, RN	Main Line Health Sharon DiRienzo & Beth Herbst	Virtua Ruth Dougherty	Christiana Care Catherine Horton	Lehigh Valley Hospital Kristie Lowrey		
Name of system/vendor	Peminic	Marsh, STARS	Peminic	Riskmaster software /CCHS web page	rL Solutions		
Time period in use	Implementing at present	About 1 year	5 years	3 years	7/1/05		
Types of incidents captured	Inpatient, outpatient, residents, clients, visitors, volunteers, employees, agency staff, students, security events, complaints, events not related to a person (ie a building catches fire)	All (patient, visitor, employee)	Patient Visitor Security Patient complaints	All but employee	Patient/visitor		

Ease of incident input by reporter	Very easy. Most need next to no training. Very intuitive	If use web based function is easy. If use their other application that is meant for management review, difficult. Capability for front line staff to enter on floors, but we are not utilizing that feature.	Easy	Easy for most people	Very user friendly		
System's capability to provide meaningful data	Excellent. Can collect whatever you want and report in any format, including control charts, etc. Reporting easy.	Average. Not very easy to make ad hoc reports. Much of info mirrors PSRS +	Very good	Good	Working on reporting process now. So far, we are pleased with reporting		
Does your system have a mechanism for a report to be submitted anonymously	Yes, although we chose not to use it. We use that function for agency staff and resource pool to enter events (they do not have network sign-ons)	Yes if staff were entering from web-based application	Yes	No	Not completely. Presently working on that		
Has there been adequate vendor support (both for start-up and when problems arise	Excellent. Have spoken to both the CEO and COO personally. Corporate offices are in Princeton	Mediocre Could be better	Yes	Getting better	For the most part		

Do you anticipate that your system may be able to link with PA-PSRS for direct reporting	Yes, that is part of our contract	Gosh we hope Looking into, but Stars does not have enough fields to mirror PSRS at this point	We are in New Jersey but we can link to the FDA data base so I assume they could link to the PA system if required	PA-PSRS does not apply in DE but we do download falls data to NDQI.	Yes. We have participated in a pilot program and are in the last phases before interface occurs		
Comments	They are customizing everything we want. The system will interface to our hospital info system and data can be stored in a data repository. Software sits on our side of the firewall for max security. Other modules are available to enhance (ie claims, quality, etc). Individual user security is very customizable. Can attach files to risk management department follow up screens (ie PSRS adobe files, word documents from a RCA, excel spreadsheets)				Costs approximately \$80,000		

	Enterprise application approximately \$65,000. Includes interface to our info system, hardware, system and software support, and updates.						
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Hospitals that responded who do not have electronic event reporting systems

- Abington Memorial
- Riddle Memorial
- Crozer
- Lower Bucks Hospital
- Fox Chase Cancer Center
- Friends Services for the Aging
- Mercy Health