



IDinc emails inform, remind and escalate.



"We need to enforce our turn around times"
Director of Quality and Risk Management

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FREE PATIENT SAFETY MANAGER

Free software for managing incidents and complaints

Patient Safety Manager (PSM) is 100% free. There are no hidden charges, consultant fees, software licensing, hardware costs or support subscriptions. The system is extremely intuitive and for most users requires no training. However, there are video clips, help screens and prompt bubbles just in case. PSM is an ad-supported solution. Advertising on the top and right margins pay for the system. The ads are non-intrusive, similar to Google and Facebook.

PSM includes features found in the most advanced (and expensive) systems in the market. Also included for free is live support during implementation and regular upgrades to continuously enhance the functionality of the system. The system is designed to manage near misses and potential hazards as well as adverse events and grievances. It is an indispensable tool for any Continuous Quality Improvement (CQI) program.

Who is it for and how does it work

PSM is designed to manage potential and actual adverse events and complaints in healthcare provider settings. Hospitals, nursing homes, surgery centers and any other setting where care is provided to patients will benefit from PSM. A link on your Intranet (or every workstation) allows anyone in your organization to report an event without the need to log in. The appropriate department managers are notified via email to investigate and record the cause analysis and corrective actions. Managers need to log in with a password to access a report. Upon completion of the investigation, quality/risk personnel are notified to approve the actions taken by all involved parties.

Quality Improvement and time saving benefits

An on-line event management system is the cornerstone of any Continuous Quality Improvement (CQI) effort. The systematic steps of management's investigation for cause analysis and corrective actions keep the focus of the organization on patient safety and create a culture of continuous quality improvement. Compared to a paper based system, the reporting portal encourages clinicians to report 25-30% more events. Email notifications and reminders assure that critical issues are tracked and resolved in a timely fashion. On the average, managing events on-line saves 1-2 hours of management's time for each event.



FREE PATIENT SAFETY MANAGER

Major Features and Functions

- Secure portal for on-line reporting by all clinicians
- Event specific screens with mandatory and optional fields
- Automatic email notifications of initial report to Risk Management
- Automatic email notifications of Cause Analysis & Corrective Action to managers
- Email reminders for tardy investigations
- Electronic attachment of documents & pictures
- Electronic tracking of managers dialog through email system
- Automatic email notifications of completion of investigation to Risk Management
- Reports and Dashboards for department managers, risk and executive team
- Benchmark data of similar organizations
- PSO interface to client's choice of Patient Safety Organization

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