



www.CIRSmedical.org

In collaboration with psychologists from NASA, the Perioperative Patient-Safety Group of the Department of Anesthesia at the University Hospital Basel focused early on patient safety and team performance. An initial outcome was a web based worldwide Critical Incident Reporting System for anaesthesia, released in 1996. Based on these experiences, a generic CIRSmedical system useful for all medical specialities was developed with groups of the Swiss healthcare system. In the past years, this system evolved into a comprehensive solution covering the entire process from initial reporting and structured analysis up to final statistics and feedback to the frontline reporters.

ProtecData

Protecdata is a software company founded in 1985. While developing practical solutions for specific industries, web-based platform independent software became their main focus for the healthcare sector. The combination of innovative web-technology, academic research and solid database technology are the foundation for their successful solutions.

protecdata

ProtecData AG
Oberdorfstrasse 43
CH-5623 Boswil
T +41 56 677 80 90
F +41 56 677 80 91
www.ismed.ch
info@ismed.ch

cirSmedical
Critical Incident Reporting Systems



Background

Too many patients suffer permanent damage or even die as a **consequence of medical errors**. Many of these errors are avoidable. Critical Incident reporting can provide an important learning effect from errors as it helps to unmask potentially critical weak points. System changes based on incident information from a Critical Incident system lead to a pro-active increase in patient safety. The implementation of such a system leads implicitly to a change in the error culture in the environment in which it is used. Incident reports based on a clearly defined minimal data set facilitate the analysis of critical incidents, not only within a medical speciality, but also throughout clinical medicine. The main benefit of using such a Critical Incident system lies in its **influence on the local** error culture in an environment, in which critical support is provided by the leaders of a particular institution.

Incident Reporting Tool

CIRSmedical is a platform independent, web based, anonymous, critical incident tool. It is based on a critical incident tool initially developed for anesthesia. In collaboration with the **Swiss Medical Association** (FMH) and the **Swiss Nursing Association**, the **Perioperative Patient Safety Group** (POPS UHBS) created a tool for all clinical specialities in the years 2000-2002. Thereafter, the tool found wide acceptance all over Europe (>200 installations), and European authorities supported its continued development. In addition to its **wide customization possibilities**, another important advantage is the fact that this tool can be used, not only within a hospital or a doctor's office, but also as a system covering a particular medical discipline over many hospitals regionally and countrywide.

Process & Assessment Tool

Incident reporting is considered to be a key element for the continuous improvement of **patient safety**. As a matter of fact, incident reporting per se is only the first step in a quality circle. The CIRSmedical process & assessment tool closes a large gap after the initial reporting. It provides all the essential elements for subsequent incident categorization, **information flow back to the frontline reporters, incident management and analysis**, and NHS compatible rating. Standards-based classification ensures compatible data as well as international benchmarking options.

RCA Tool

In a critical incident reporting system, there are incidents which warrant thorough investigation and analysis. The integrated CIRSmedical **Root Cause Analysis** Tool provides the elements for combining the current knowledge about root cause analysis together with a well-designed, focussed, team based way for the time-efficient determination of the root causes of a particular incident.

This tool helps to identify root causes as opposed to merely addressing the immediately obvious symptoms. By **combining change and barrier analyses** in a well thought-out way, in addition to integrating causal factor tree analysis, corrective measures are directed at root causes and the probability of problem recurrence is minimized.