Improving timescales for SAE Process

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Quality issue / initial problem

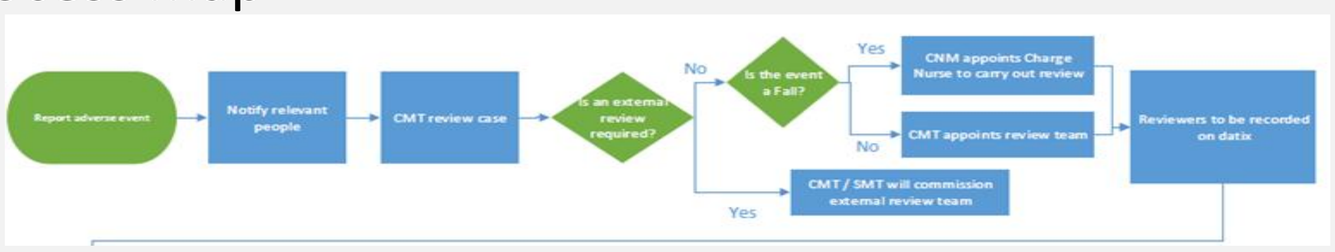
Currently there is an issue with the length of time it takes for Significant Adverse Event (SAE) reviews to reach final Board approval. This impacts timely feedback to patient, families and staff and results in delays in sharing any lessons learned.

Specific aim

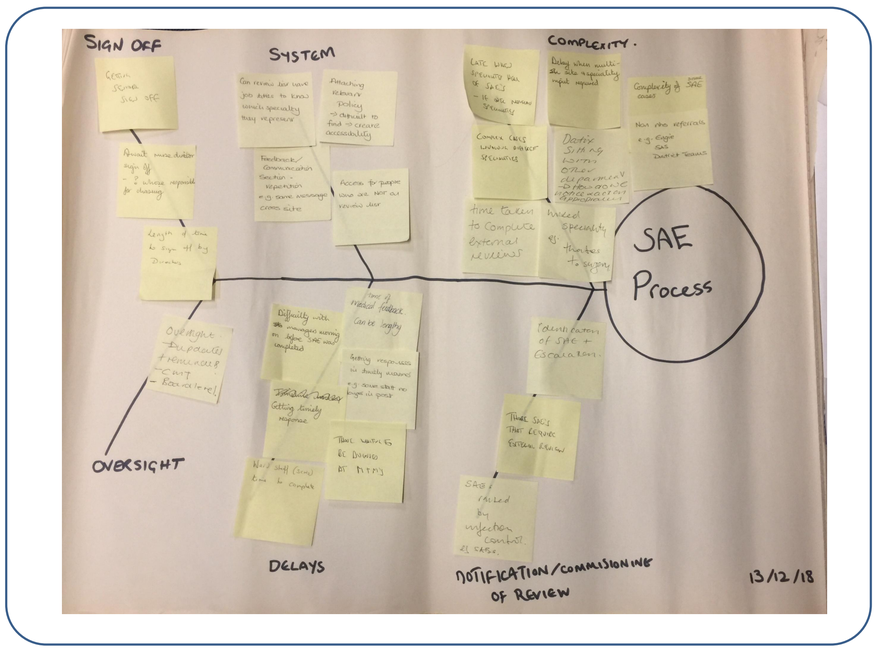
To decrease length of time taken to complete the SAE process in Medicine Services at RIE.

Tools

- Met with RIE team for Medicine Services
- Process map



- Fishbone Diagram
- Decision made to concentrate initially on the commissioning of the reviews

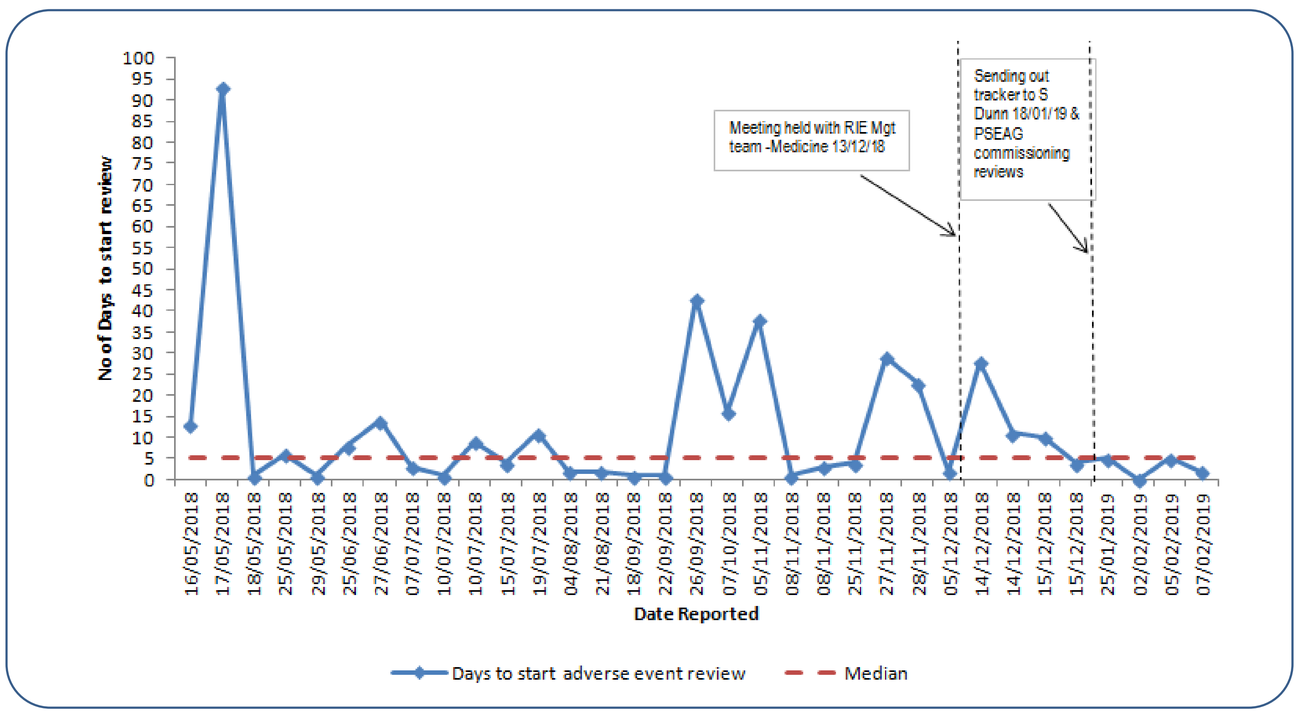


Tests of change

- Person identified for keeping track of SAE's within process and sending teams weekly updates
- Commissioning reviews at the fortnightly PSEAG meetings

Measurement of Change

We have baseline data for Medicine Services at the RIE from before the test of change (Jan 19) and have compared this with data from reviews commissioned after tests of change.



Effects of change

The time taken between the adverse event being reported and the review being commissioned will decrease. This should be sustainable as all new adverse events are discussed at the fortnightly PSEAG meetings.

Lessons learned and message for others

- Getting others involved in the improvement journey – you can't do it alone.
- It makes it easier when you are working with people who want to make improvements.
- Quality Improvement takes time!!

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