



Sistem Laporan Insiden (IR)

Hospital Sibul

Objektif:

- Memperkemaskan sistem Laporan insiden secara bersepadu yang lebih cekap dan komprehensif bagi setiap Jabatan/Seksyen/Bahagian/Unit yang terlibat di Hospital Sibu dalam proses kerja pengurusan Sistem IR.
- Meningkatkan kualiti kesedaran terhadap Keselamatan Pesakit serta kecekapan pengurusan rekod laporan insiden di Hospital Sibu.

Fungsi:

- Memantapkan kawalan proses pengurusan setiap insiden pesakit, meningkatkan kolaborasi dalaman antaran Jabatan dan pemantauan dengan melalui sistem ICT.
- Mengautomasi notifikasi emel kepada pengurusan Pengurus Kualiti, Pasukan RCA dan Pengarah status pengurusan setiap insiden.

Pengguna Sistem:

- Unit Kualiti dan Latihan (QATU) – Pengurus Kualiti (*Quality Manager*)
- Pasukan Root Cause Analysis (RCA)
- Pelapor/Penyelia (Staff/Matron/Sister/MO/HO)
- Pengarah Hospital

Platform:

- Development Tools :
 - Notepad++v7.5.3, HeidiSQL v9.4.0.5125(64bit), WinSCP 5.9.2, Putty 0.67
 - OOP PHP5.5, Bootstrap v3.37, AngularJS, JQuery, Javascript, Font Awesome Icons
- Pangkalan data : MariaDB 10.1.13 (MySQL)
- Virtual Server: Oracle Virtualbox
 - Sistem Operasi: Ubuntu 12.04LTS Linux, LAMP, Mail Relay (1GovUC)

URL Sistem : (Intranet/1GovNet)

- <http://myworkspace.hsibu.moh.gov.my/myhsb/opd/ir2> - **Versi 1.1**
- <http://myworkspace.hsibu.moh.gov.my/myhsb/opd/ir> - **Versi 2.0**

Aplikasi (Konsep, Proses Aliran Kerja & Penggunaan):

- **Nama Pegawai** : Dr. Ting Ming Ming
- **Jawatan** : Pegawai Perubatan UD54, Ketua
Unit Kualiti & Latihan, Hospital SibU
- **Emel** : tingmm@moh.gov.my
- **No Telefon** : 084-343333

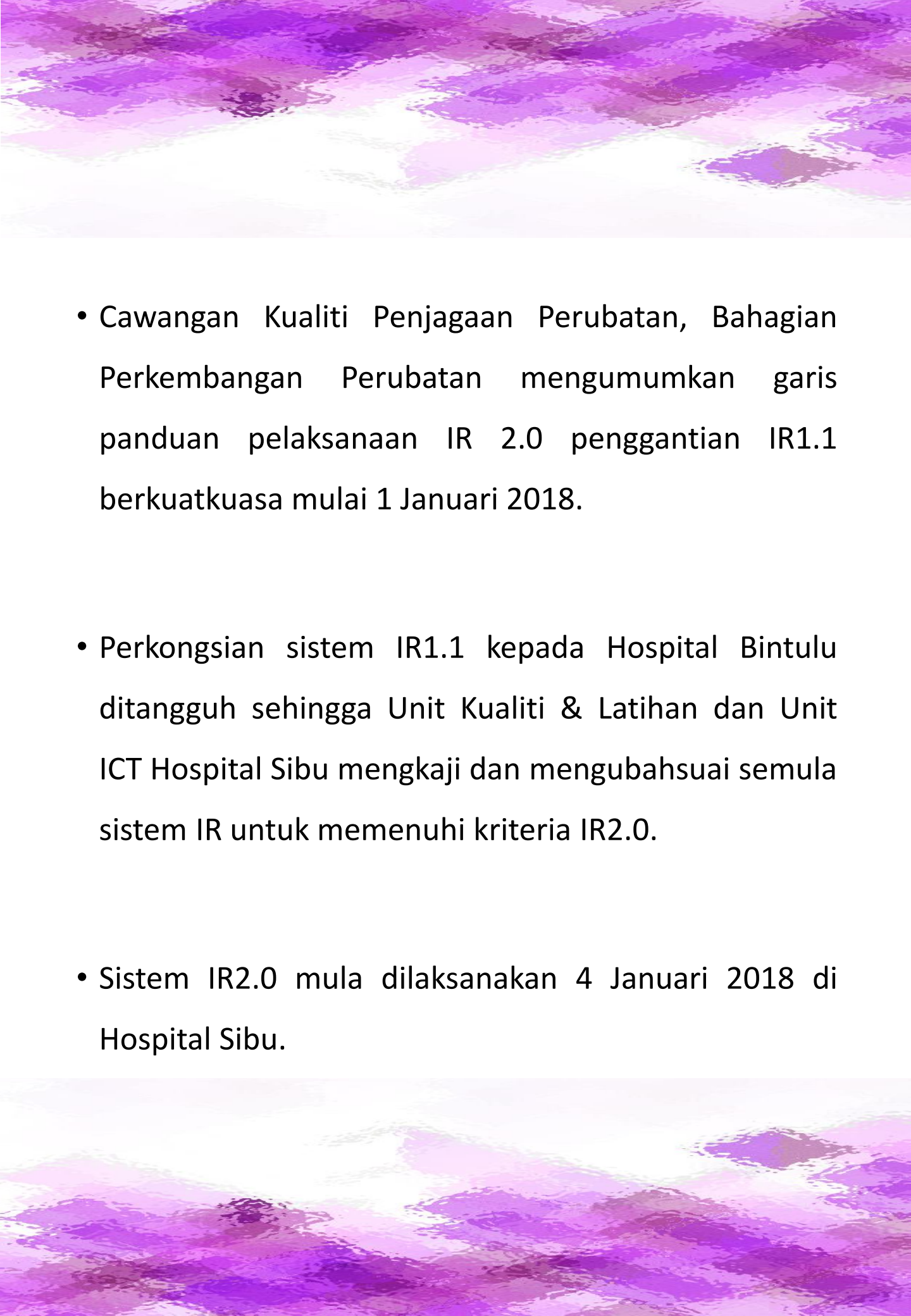
Teknikal

- **Nama Pegawai** : Bong Tze Liang
- **Jawatan** : Pegawai Teknologi Maklumat F44,
Ketua Unit Teknologi Maklumat,
Hospital SibU
- **Emel** : bongtl@moh.gov.my
- **No Telefon** : 084-343333

- Kelulusan Cadangan Pembangunan & Pelaksanaan Sistem Laporan Insiden (IR1.1)
 - Peringkat Pengarah Hospital Sibu pada 9 Februari 2017.
 - JPICT JKN Sarawak pada 4 Mei 2017
 - JTI KKM pada 2 Jun 2017

- Pelaksanaan secara rasmi di Hospital Sibu berkuatkuasa 5 Jun 2017.

- Hospital Bintulu memohon untuk mengadaptasi sistem pada 6 September 2017.
 - Pihak Hospital Sibu telah menghantar surat rasmi ke peringkat JKN Sarawak memohon kelulusan untuk perkongsian.

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- Cawangan Kualiti Penjagaan Perubatan, Bahagian Perkembangan Perubatan mengumumkan garis panduan pelaksanaan IR 2.0 menggantikan IR1.1 berkuatkuasa mulai 1 Januari 2018.
 - Perkongsian sistem IR1.1 kepada Hospital Bintulu ditangguh sehingga Unit Kualiti & Latihan dan Unit ICT Hospital Sibul mengkaji dan mengubahsuai semula sistem IR untuk memenuhi kriteria IR2.0.
 - Sistem IR2.0 mula dilaksanakan 4 Januari 2018 di Hospital Sibul.

Antaramuka (Login)

Sign in Online Incident Reporting (IR2.0)

Next

) Sila hubungi Unit ICT melalui emel ict.hsibu@moh.gov.my bersama maklumat MyKad/Passport sekiranya mengalami masalah.

Kawalan Keselamatan Akses Rekod Kes

Authorization Access Code

Rules & Regulations

1. The security code can be referred by your staff who issued the incident or obtain from QATU Unit.
2. You shall kept the security code securely.
3. Never share the security code to unauthorised user.

Security Code:

Continue

Pengurusan Kes Insiden

A. Patient Particulars	B. Incident Particulars	C. Incident Description	D. Investigation priority assessment (triage) and respons	E. Contributing Factors
F. Further action proposed to reduce risk	G. Investigation Response	H. IR Revise/Close	I. Risk Manager/Quality Manager	

Registry IR: QATU/Jan/2018/35

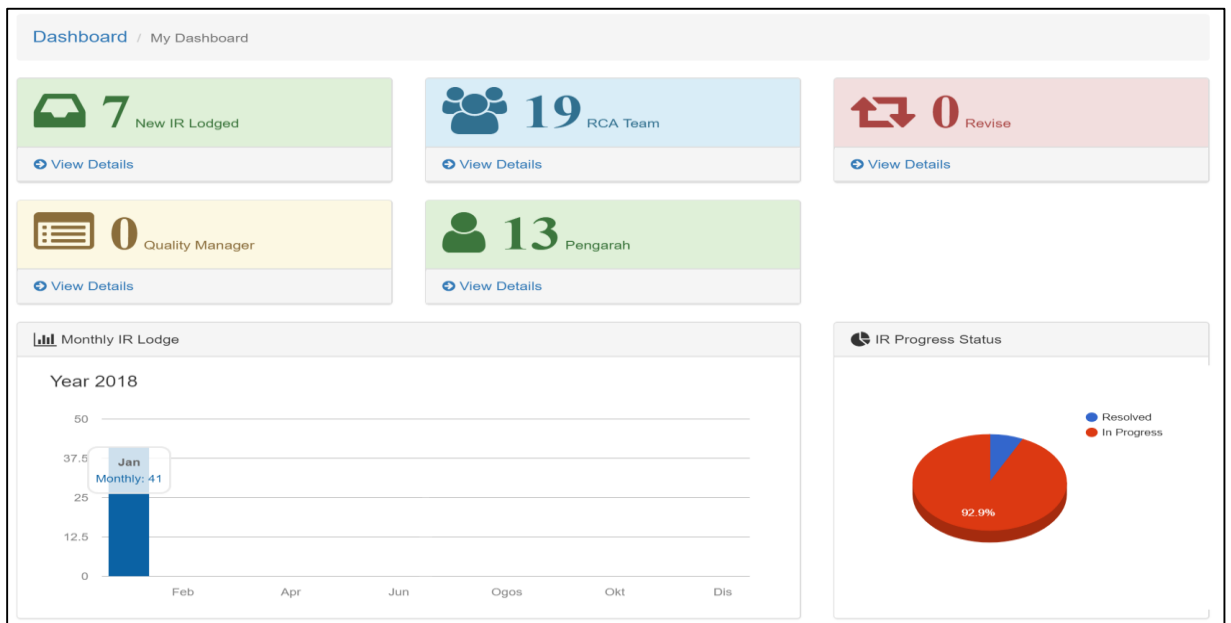
Patient Particulars

FULL NAME: ██████████	TPC: ██████████
ID/Passport No/TPC: ██████████	RN No: -
Date of Admission: ██████████	Gender: ██████████
Date of Birth: ██████████	Inpatient/Outpatient: INPATIENT
Race: ██████████	Communication problem with patient? No
Native Language: ██████████	Language used to communicate: ██████████
Admission diagnosis: Acute appendicitis	Language Barrier: No
	Status: Alive

Notifikasi Emel

The image shows an email inbox on the left and an open email on the right. The open email is from 'no-reply.hsibu@moh.gov.my' with the subject 'INCOMING NEW REGISTRY IR (QATU/Oct/2017/0000000265) PATIENT SAFETY INCIDENT HOSPITAL SIBU'. The email content includes the Ministry of Health Malaysia logo and the text: 'Incident Reporting & Learning System "Prescription Slip"', 'Serial No: QATU/Oct/2017/0000000265', 'Date of Report: 10/10/2017', 'Security Code: WM960833', and a message to the HOD/HOU to review the incident report.

Unit Kualiti & Latihan (Statistik/Pemantauan)



Unit Kualiti & Latihan (Statistik/Pemantauan)

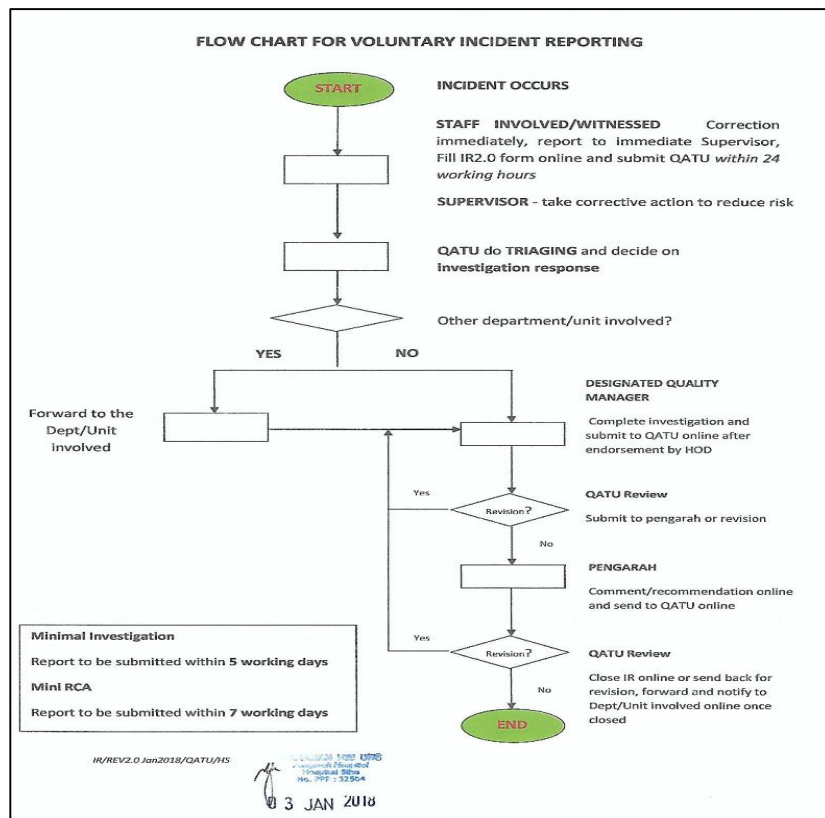
Records of type of Incident	
(2018) Total Type Of Incident: 35	
Type of Incident	Total
AOR	1
Late delivery of specimen	1
Near Miss	2
Medication Error	2
Near Miss Transfusion Error	2
Others	2
Improper facility management	2
Patient suicide, or attempted suicide while being cared for in a health care facility	1
Delivery outside labour room	1
Unplanned return to OT within 24 hours of surgery for elective case	1
Injury to neonate at delivery	1
Needle prick injury	1
Blood Product Wastage	1
Department/Ward Initiated	Total
Patologi (Pentadbiran)	1
Male Orthopaedic Ward	1
Operating Suite/Theatre	2
Pentadbiran Am	2
Male Surgical Ward	2
Inpatient Pharmacy	2
Blood Bank	2
Male Medical Ward 15	2
Chest Ward	2
Gynaecological Ward	2
Female Psychiatric Ward	1
Intensive Care Unit	1
Antenatal Ward	1
Male Medical Ward 23	1
Male Psychiatric Ward	1
Female Surgical Ward	1
Ophthalmology Outpatient Clinic	1
Paediatric Medical Ward 26	1
Neonatal Intensive Care Unit/ Special Care Nursery	1

Pendaftaran Insiden

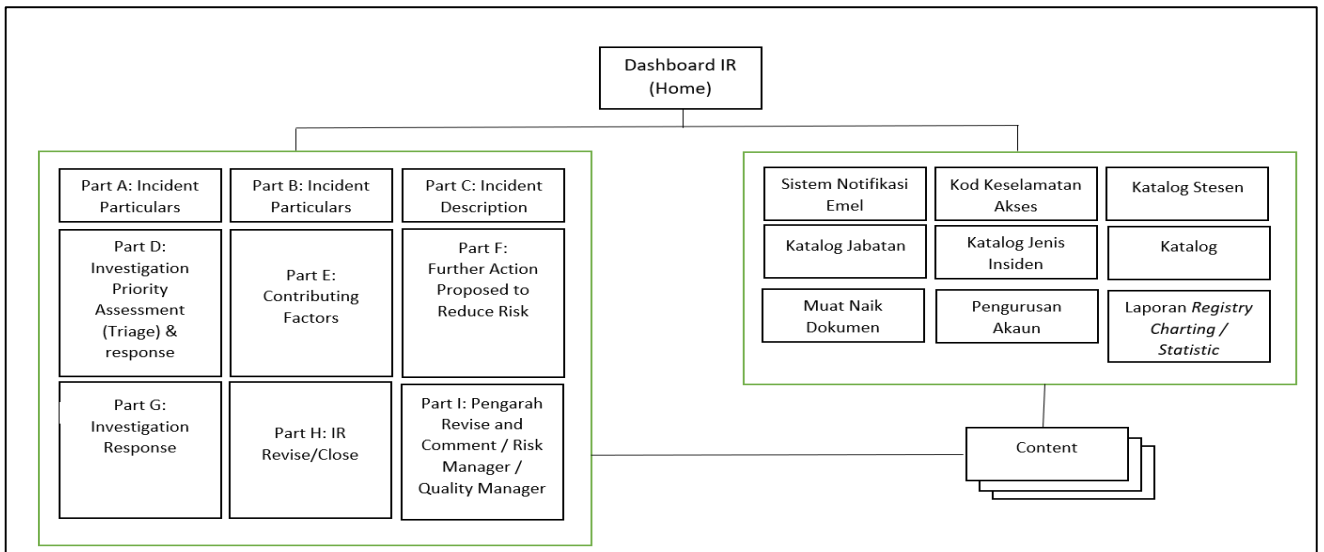
A. Patient particulars	
FULL NAME:	TPC:
<input type="text"/>	<input type="text"/>
<small>This is required</small>	<small>RN No:</small>
ID/Passport No/TPC:	<input type="text"/>
<input type="text"/>	<small>This is required</small>
<small>This is required</small>	<small>Gender:</small>
Date of Admission:	<input type="radio"/> Lelaki <input type="radio"/> Perempuan
<input type="text"/>	<small>Status:</small>
YYYY-MM-DD	<input type="radio"/> Alive <input type="radio"/> Deceased
<small>This is required</small>	<small>Inpatient/Outpatient: This is required</small>
Date of Birth:	<input type="radio"/> Inpatient <input type="radio"/> Outpatient
<input type="text"/>	<small>Communication problem with patient? This is required</small>
YYYY-MM-DD	<input type="radio"/> Yes <input type="radio"/> No
<small>This is required</small>	<small>Language Barrier This is required</small>
Race:	<input type="radio"/> Yes <input type="radio"/> No
<input type="text"/>	<small>Language used to communicate:</small>
<small>--- Sila Pilih ---</small>	<input type="text"/>
<small>This is required</small>	<small>Admission diagnosis:</small>
Native Language:	<input type="text"/>
<input type="text"/>	<input type="text"/>
<small>--- Sila Pilih ---</small>	
<small>This is required</small>	

B. Incident particulars (refer to guidance notes for sentinel event and incident codes)	
Enter Incident Code:	Name of Facility/institution
<input type="text"/>	<input type="text"/>
<small>Date of Incident:</small>	Hospital Sibul
<input type="text"/>	<input type="text"/>
YYYY-MM-DD	Unit/Department who initiate IR
<small>This is required</small>	<input type="text"/>
Time of Incident:	<small>--- Sila Pilih ---</small>
<input type="text"/>	<input type="text"/>
<small>This is required</small>	<small>This is required</small>
Location where incident happened	

Carta Aliran Kerja



IR 2.0



IR 1.1

