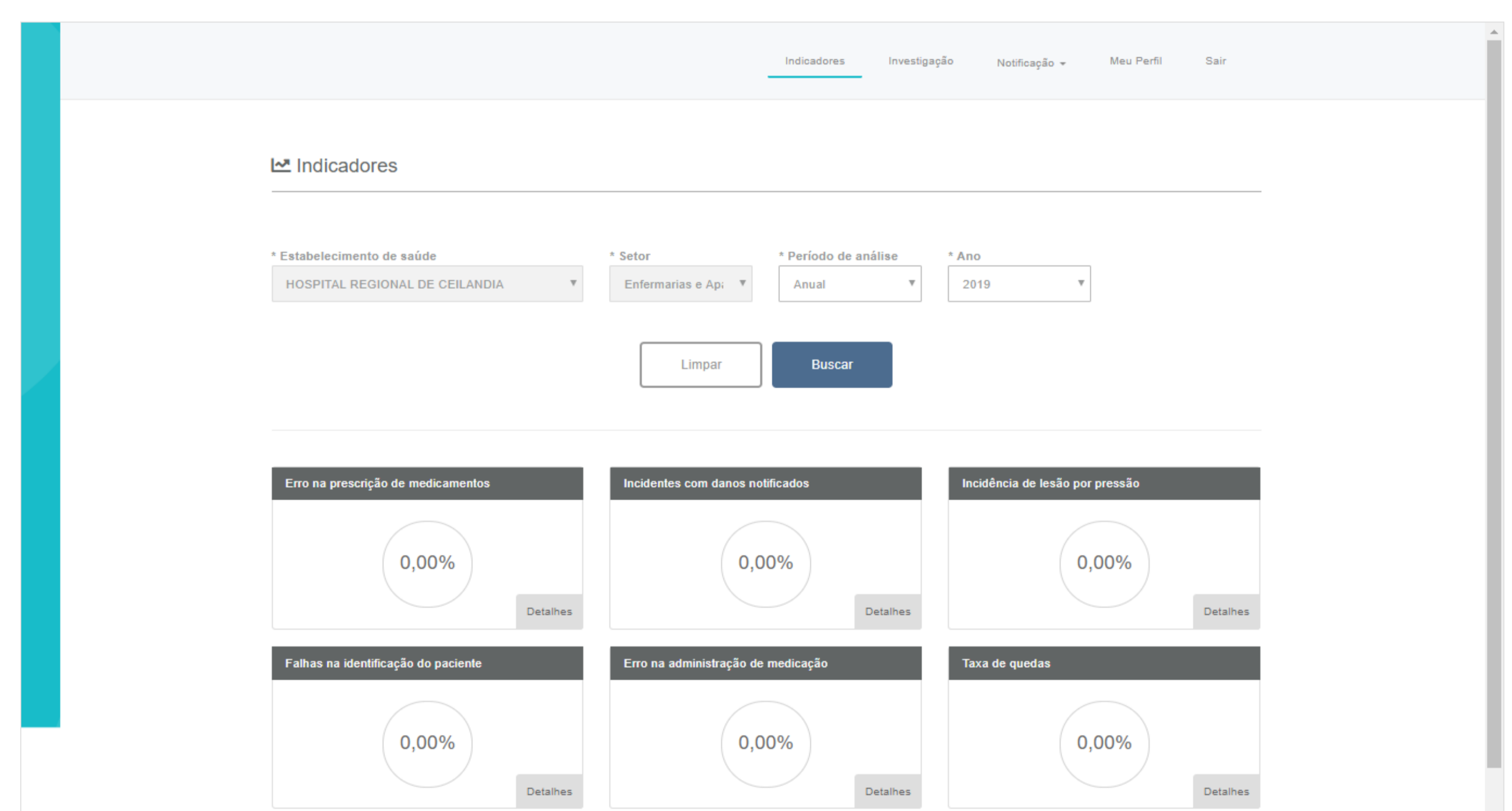
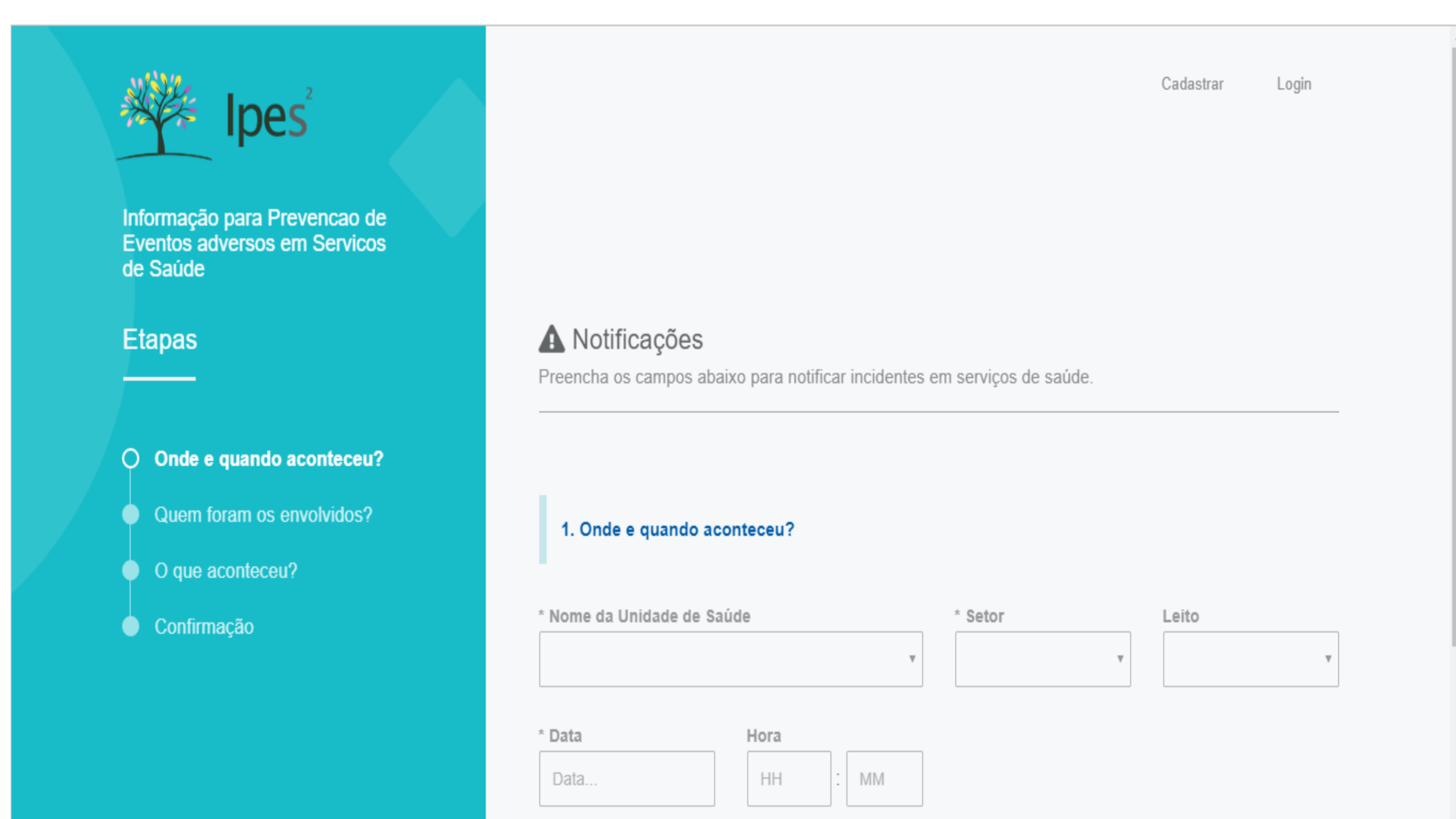
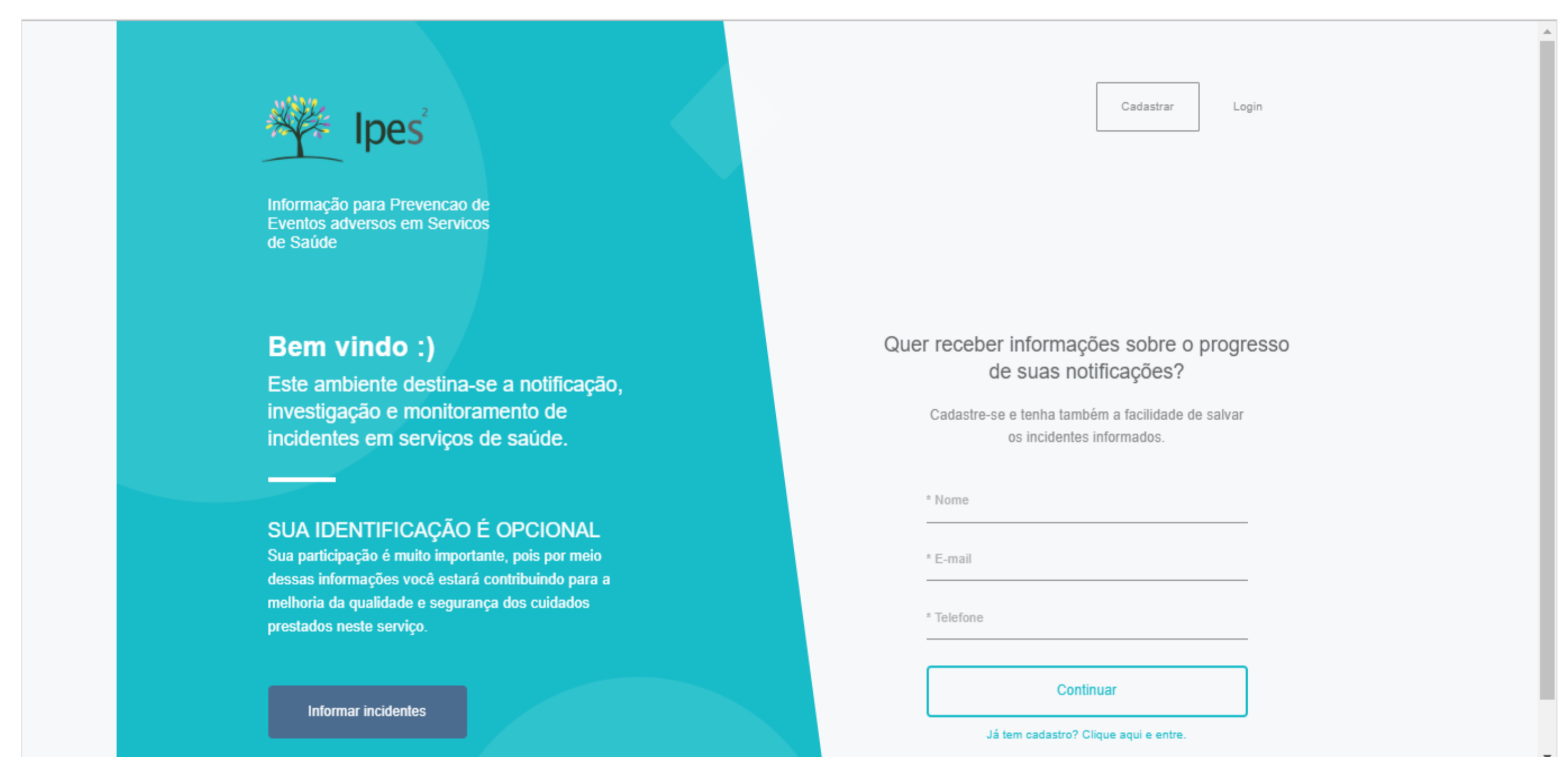


Health incident management system: SIGIS

Costa A¹, Silva K¹, Mizusaki Imoto A¹, Santana L¹, Gottems L¹
1 School of Health Sciences

“This **effective** technological **tool** is capable of **integrating actions** to **interrupt** and **minimize damages** from the identification and intervention of the risk factors and to contribute for the **improvement** of work processes related to the **management of safe care in public health services.**”



Abstract

The notification, investigation and monitoring of occurrence of incidents with and without harm to patients in public health services is one of the primary strategies of the World Health Organization and the Ministry of Health to improve the safety and quality of public health services. A computerized workplace system with intuitive and easily accessible features is a way of facilitating and motivating this notification.

Objectives: to describe the prototyping process of an information management system for the notification, investigation and monitoring of health incidents by adapting the practices, instruments and protocols of quality and patient safety used by public health services.

Methods: we conducted methodological research on the production of a technology with a qualitative approach in five stages: 1) analysis of the work process of the Quality and Safety Nucleus teams (NQSP) of the public hospitals of the Federal District (Brazil), in the handling of incident notification and investigation; 2) documentary analysis of the national and international instruments and protocols of patient quality and safety; 3) implementation of incident notification and investigation forms; 4) development of the medium fidelity prototype using the Pencil Project tool; 5) presentation of the prototype to the NQPS through deliberative dialogue.

Results: screens with layout, requirements and indicators consistent with the NQSP work processes used in incident management will support the development of a computerized system that will make the process of notification and monitoring of health incidents workable.

Conclusion: this effective technological tool is capable of integrating actions to interrupt and minimize damages from the identification and intervention of the risk factors and contribute to improvement of work processes related to the management of safe care in public health services.