Patient Experience Module

The Datix Patient Experience module has a flexible interface that can be modified to support any type of patient experience requirements. This can then be integrated with other Datix risk management modules providing the organisation with a comprehensive monitoring service and the ability to pinpoint areas where service improvements are needed.

Combining ease of input

Designed with simplicity in mind, the Datix Patient Experience module enables your front desk staff to get on with the job of assisting clients whilst allowing them to record essential details on a clear, easy-to-use screen. For more complex patient experience episodes, additional information can be input and coded to facilitate analysis.

Getting the most from your data

The sophisticated and intuitive Datix report writer produces trend analyses and graphs, enabling you to present powerful messages to stakeholders. The analyses produced with Datix are key to learning lessons and can play a crucial part in service improvement. The powerful searching facility in Datix allows you to pinpoint the records you need and include them in reports.

A joined up system - flexible and secure

Datix is the only patient experience software that is seamlessly integrated with adverse event reporting, claims management and complaints handling software to deliver a complete risk management solution. Security in the system is powerful and flexible, allowing you to keep patient experience and complaints details completely separate while still being able to share selected information.

A solution for the organisation

Datix is fully networked, allowing users throughout the organisation to input and report on patient experience information. Datix's comprehensive security means that access to data can be restricted on a 'need to know' basis so that, for example, a user at a particular site can only view patient experience information for their site.

About PowerHealth Solutions

PowerHealth Solutions is an Australian IT company specialising in patient safety, healthcare costing, and patient billing. We are the exclusive Datix distributor for Australia and New Zealand.

With many international clients, we have a very strong customer base in Australia and New Zealand, which includes public hospitals, State Health Departments and District Health Boards, and private hospitals.

ISO 9001 accredited since 2001, we are highly experienced at software implementations, with skilled resources to ensure that our systems are up and running quickly for a rapid return on your investment.

About Datix

Datix is a global supplier of software for patient safety, improving quality, risk management, incident and adverse event reporting.

We aim to help healthcare organisations build a culture and practice that drives excellence in patient safety.

Datix customers number among some of the world's leading healthcare providers. In the UK, more than 75% of the NHS uses Datix. We have a proven track record in very large, system-wide implementations in the USA, Canada and Australia, as well as some significant hospitals in the Middle East and Europe.

Overview of patient experience workflow

In order to review or approve EXP records, users must log in.

EXP1 form completed

Submit

Awaiting review

EXP2 reviewed by line manager

Approve

Still being reviewed

Reports can be produced at any stage of the process once a EXP record has been submitted.

EXP records can be rejected at any stage of the process.

Awaiting final approval

Approve

EXP2 reviewed by final approver

Approve

Still being reviewed

EXP2 form approved

Approve