

Q-Pulse Case Study

Company: St Vincent's University Hospital
Industry Sector: Healthcare
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Summary

Requiring an integrated management system that would meet the requirements of Clinical Pathology Accreditation (CPA), the Pathology department at St Vincents University Hospital selected Q-Pulse as an easy-to-use document management system that would offer online access to all documentation and enable them to affirm their commitment to quality.

Within the Pathology department, Q-Pulse provides an efficient and effective document management system, offering controlled access and secure online storage. In enabling greater efficiencies throughout the document control process, Q-Pulse has encouraged greater confidence in obtaining Clinical Pathology Accreditation (CPA)

Background

Founded by Mother Mary Aikenhead of the Religious Sisters of Charity in 1834 in Dublin, St. Vincent's University Hospital is a major academic teaching hospital, providing front-line emergency services and national/regional medical care at both inpatient and outpatient level.

Affiliated with University College Dublin, St. Vincent's University Hospital offers more than 40 medical specialities and provides facilities for academic and clinical training. The hospital employs approximately 1000 members of staff, 120 of whom work within the Pathology department.

The Challenge

Already recognised as a centre of excellence, the Pathology department required to implement an integrated management system that would meet the requirements of Clinical Pathology Accreditation (CPA). By attaining CPA accreditation, the Pathology department would achieve independent confirmation of a recognised standard of practice, assuring users of the high quality of their services.

Marie Culliton, who works in the Pathology department, explains,

'The nature of the healthcare industry requires organisations to demonstrate a strong commitment to quality and to adhere to rigorous quality standards. Within the Pathology department, we decided the most appropriate way for us to affirm our commitment to quality would be to attain CPA status, which required us to document our operating system.'

Without a formal document management system within the Pathology department and aware of the issues inherent in implementing the accreditation process with a paper-based system, the Pathology department decided to automate the process by installing an electronic document management system.

In implementing a new system, management required to identify and implement improvements in quality within the Pathology department. With 9 separate divisions within the Pathology department, staff required an easy-to-use document control system that would offer online access to all documentation.

The Solution

Following a recommendation by their CPA accreditation consultant, Dr David Burnett, management selected Q-Pulse as a cost-effective eQMS that did not require a large licence commitment and enabled users to view documents within the system without requiring a licence. Q-Pulse was installed within the Pathology department of St. Vincent's University Hospital in 2000.

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Q-Pulse is used throughout the document control process, and a central document repository ensures both the availability and security of required documentation. By customising users' system access rights, controlled documentation is available online only to employees who require access.

The Conclusion

With Q-Pulse's installation at St Vincent's Hospital, the Pathology department have established an efficient and effective document management system, offering controlled access and secure online storage. With over 1000 laboratory procedures embedded within the system, users can view a complete history for all documentation, accessing comprehensive details about document revisions, approvals and acknowledgements. By automating the change control process, Q-Pulse has enabled departments to monitor and track documents throughout the lifecycle, ensuring that an audit trail can be followed for all documentation within the system. Within the Pathology department, Q-Pulse has encouraged greater confidence in achieving their objective of attaining Clinical Pathology Accreditation (CPA). Having completed the restructuring of the document control process, management intend to implement the system in auditing against the CPA standards.