



Incident tracking following the WHO-taxonomy

Concise argumentation for using Snap to track Incidents

1. The questionnaire holds the full WHO taxonomy.
2. With Snap you can adapt/add/erase... elements as you want.
3. EACH member of staff has access to a browser, hence can register an incident.
4. The process flow follows 3 levels :
 - level-1 : the reporter who registers a NEW incident
 - level-0 : the reporter who calls an 'old' (interrupted) registration to complete it
 - level-2 : for intermediate modifications (up to you to decide who can do this)
 - level-3 : final responsible who also registers the ECM and PRISMA-codes and who saves the incident (after certain fields have been rendered anonymous) into Snap. Later modifications may always be possible in Snap.
5. Inbuilt statistical analyses (at present, 340 frequency tables/graphs). Of course, you can always add extra ones.
6. All generated emails can be exported into any type of document handling system.
Via Export and Database link, Snap can connect into almost any type of data base.
7. This application EXISTS, hence can be used IMMEDIATELY.
8. Snap allows you to create many other questionnaires (Patient or Staff Satisfaction, Home care, Palliative care, Patient Security Culture...). May different types of questionnaires are already available.

Note : a very efficient **security** service is implemented i.e. at 2 levels:

- YOUR questionnaire can only be accessed from YOUR hospital (IP-address)
 - all level-2 and level-3 accesses are organized and logged via a login procedure
- This security service is of course disabled in the demo-version.

Configuration and pricing (document valid until March 31, 2012)

The user needs to acquire the following elements:

- 1. The Snap10-software**, which is being installed on the hospital's local systems.
With this software, the user can adapt the Incident questionnaire to his personal needs.
Moreover, Snap produces a comprehensive set of statistical analyses about the registered incidents.
With Snap, the user can of course design and execute many other questionnaires, such as Satisfaction of Patients, Staff members, Patient Safety Culture, Palliative care....

Pricing element 1 : 6.000 € + 2x ½ day training (900 €) = 6.900 €

- 2. The questionnaire Incident tracking** itself

This questionnaire is designed according to the WHO-taxonomy.

One can execute all kinds of statistical analyses according yes/no to this WHO-taxonomy (**)
(these standard analyses are provided with the questionnaire). Also the retro-active analysis (imposed by Government) is provided in the questionnaire.

Pricing element 2 : 1.500 € in which is included ½ day of assistance to adapt the questionnaire to your specific needs.

- 3. A disk space on the Solus-server.**

You rent a space of 20 MB on the Solus-server on which the electronic version of the questionnaire is being uploaded. In this space also the temporary registrations are being created and this server will also send the emails to the persons you have designated. It would indeed be too cumbersome (and often unwanted) to install all these elements on one of your own servers. Please also read the important remarks on next page).



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Keep in mind that you may use this server space also to upload other questionnaires : it really is your space !

Pricing element 3 : 360 €/year of rent, calculated once a year for the number of months to use this space.

Possible assistance - in your offices - will be calculated @ 350 € per 1/2 day

Note : all amounts are VAT of 21% exclusive.

Estimate of total price :

Fixed costs : 6.000 + 900 + 1.500 = 8.400 € + VAT

Variable costs : maintenance(*) Snap 730 € + server-space 360 € = 1.090 €/year + VAT

Leo Schreurs - Aug 2010

(*) is due only after a 12 month warranty period

(**) example of WHO-coding

A.K.I.A	Type Of Fall
<input type="checkbox"/>	akiaa
<input type="checkbox"/>	akiab
<input type="checkbox"/>	akiac
<input type="checkbox"/>	akiad

An 'additional' language allows you to use these WHO-codes. You could e.g. produce a frequency tabel/graph about the WHO-code AKIA showing the occurrence of the different types for this AKIA-incident.

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Important remark (Dec 2010)

Our offer has been extended in 2 directions:

- 1. Hospitals that prefer to keep ALL informations in their own premises ('intra muros'), can do so by simply installing a (preferably) identical server.**
- 2. Other (mostly smaller) hospitals prefer to subcontract also the reporting to Solus. This solution exists as well.**

Should you want to discuss this in more detail, please contact Solus.

The xml-export following the icps-be encoding is included in the proposal above.