



hxcentral

Healthcare
Incident
Management
Made
SIMPLE

Digitize and Automate Your Incident Management

HxCentral Incident Management, a SaaS-based solution, digitizes and automates the entire incident management process within 72 hours. It enhances patient safety by helping you record every incident, investigate and analyze the root cause, and implement the corrective and preventive actions on time. The solution also helps you monitor and track the KPIs on the fly.

The ready-to-use quick templates come with over 750 pre-built incident categories are aligned with healthcare regulations, such as NABH, JCI, HAAD-JAWDA and other geo-based regulations. Your staff can report an incident within a few clicks and accurately. If needed, the staff can report incidents anonymously too. No more spreadsheets and no more manual intervention.

This out of the box, yet a configurable solution, helps you to maximize the incident logging, avoid human errors, delays and inefficiencies. It focuses on fixing accountability and drive resolution.

Hundreds of hospital units across the world run on HxCentral. The solution enabled hospitals to easily and fearlessly report more incidents than ever. Importantly, the incident recurrence has come down by over 35% within a few months. Patient safety is non-negotiable and HxCentral enables you to improve the overall patient safety.

HxCentral Incident Management at a Glance

750+

pre-built incident categories

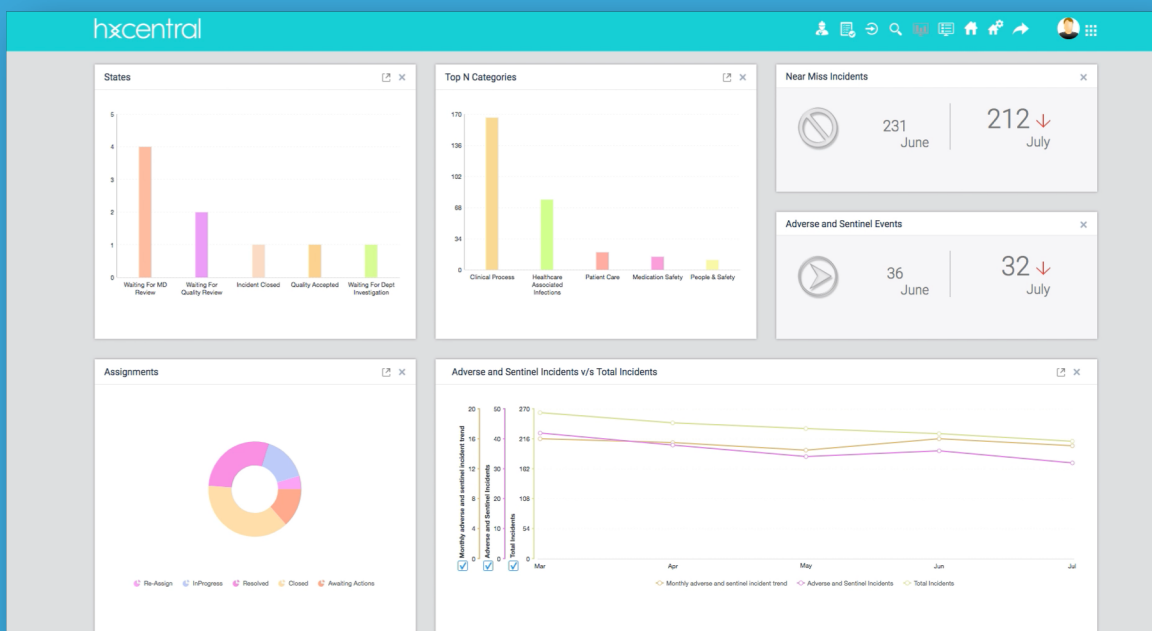
35%

Reduction in healthcare incident recurrence

Aligned with global healthcare regulations, such as NABH, JCI, HAAD-JAWDA

Ease-of-use maximizes incident logging and automation reduces human errors

Real-Time view of incidents



HxCentral Incident Management Features



Seamless integration with HIS and HRMS

Easy integration with HIS and HRMS to automatically fetch patient and staff demographics



Robust SLA and escalation features

Drive timely investigation and reporting through robust SLA and escalation features



Pre-built incident categorization

Prebuilt categorizations aligned with industry best practices and the dynamic forms capture in-depth details of the incident



Intelligent and automated workflows

Avail intelligent and configurable workflow with auto incident assignment, review and approval capabilities



Easy to use forms

Flexible and easy to use forms make the incident recording simple. Filling of the form is made easy with the help icon, the option to attach documents, pictures, and videos and the feature of "tag-to-an incident"



Detailed RCA and CAPA

Prepare a detailed RCA, CAPA and drive actions through action tracker



Anonymous incident logging for whistleblowers

Anonymous logging of incidents is enabled to promote "whistle blowing" without any back tracking.



Tag incidents competently

Record and update incidents on the go. The personalized dashboard on mobile app ensures that the requisite concerned people get real-time update any time, anywhere



Multi-channel alerts and notifications

Email, SMS and mobile notifications are enabled. Automated incident summaries are generated in PDFs.



Personalized visual dashboards

Configure and control the dashboards access as per the role. The visually feature-rich dashboards are available for various time frames. Online, offline and scheduled reports capabilities enable hospitals to access data and analyze according to business demands

Incident Management – A Quick Case Study

See how digitization enabled this large hospital to consistently and efficiently drive patient safety

The Client

The client is one of the largest healthcare providers in India with over 2 million global patients annually across 51 locations. With over 30 specialties, 3500 doctors and a staff of over 16000, the hospital strives to provide affordable healthcare to people across the world.

The Challenge

- Manually managed processes with high people bandwidth requirements
- Incomplete compliance in recording incidents leading to insufficient corrective and preventive measures
- High percentage of medical errors
- Processes were focused and followed only by limited departments
- No central repository to create analytics and insights

HxCentral Solution

HxCentral digitized the end-to-end incident recording, investigation, RCA and CAPA process with intelligent workflows and dynamic forms enabled with SLA driven system.

- Enabled to effortlessly record incidents through the web and mobile app
- Identified 300+ categories that impact patient, staff, infrastructure, and business
- Enabled anonymous incident logging option to promote whistleblowers
- Ensured minimal data entry and auto fetching of details through effective HIS and HRMS integration
- Enabled parallel department investigations to ensure that multiple departments can work on a single incident

The Outcome

- Significant and rapid improvement in incident recording compliance
- Completely digitized the incident management process
- Reduction in delays in incident recording caused by manual process
- Significant reduction in medical errors
- Brought every relevant department into incident management system efficiently
- Created centralized visibility and clear track and trace for every step performed
- Increased focus on patient safety through systemic process

HxCentral Solution Suite



Implement the HxCentral Incident Management solution in 72 hours and start seeing the benefits within 3 months.

GET A FREE TRIAL. NOW.

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