

Dendrite Survey Results

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Royal Society of Medicine



Hello.....



Thanks to those who've stayed this long



Reason for survey

- January 2010 the new Dendrite database for SHOT reports was launched.
- Newly introduced IT systems tend to have teething problems.
- Aim of survey:
 1. To assess the level of satisfaction among reporters after one year's experience with Dendrite.
 2. To obtain feedback about how to improve the system.



Survey details

- Online survey of 10 questions live for first 3 weeks of April 2011.
- Total of 145 replies received.
(208 institutions reported to SHOT in 2010, so could be 70% representation)
- Over 83% replied that Dendrite was better than the previous system.



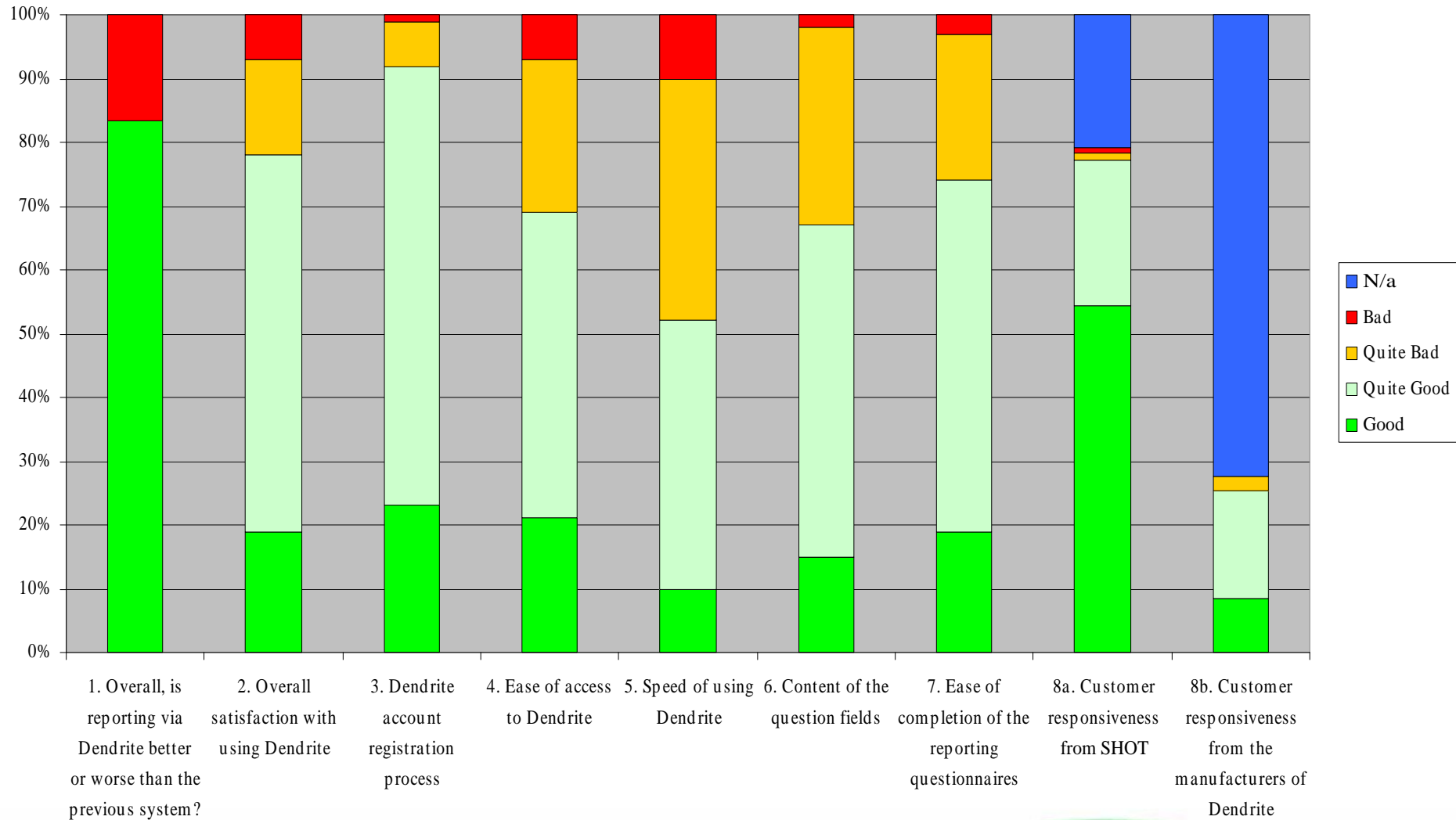
Two quick notes before moving on

- Definitions of categories for reports to be made via Dendrite are now on the SHOT website www.shotuk.org
- Dendrite reporters/users:
“There are only two industries that refer to their customers as ‘users’.”

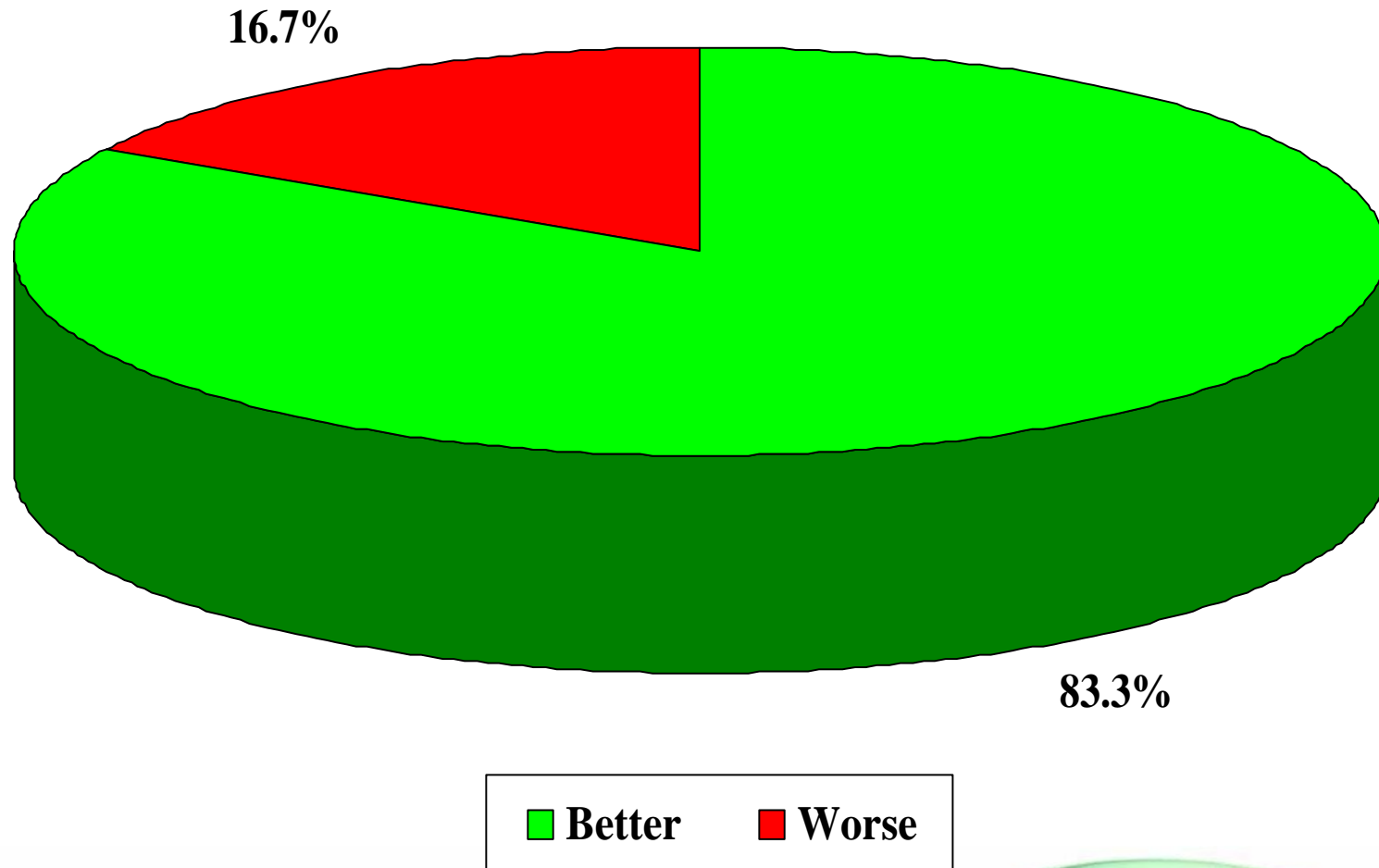
(Edward Tufte, Professor Emeritus, Computer Science, Yale)



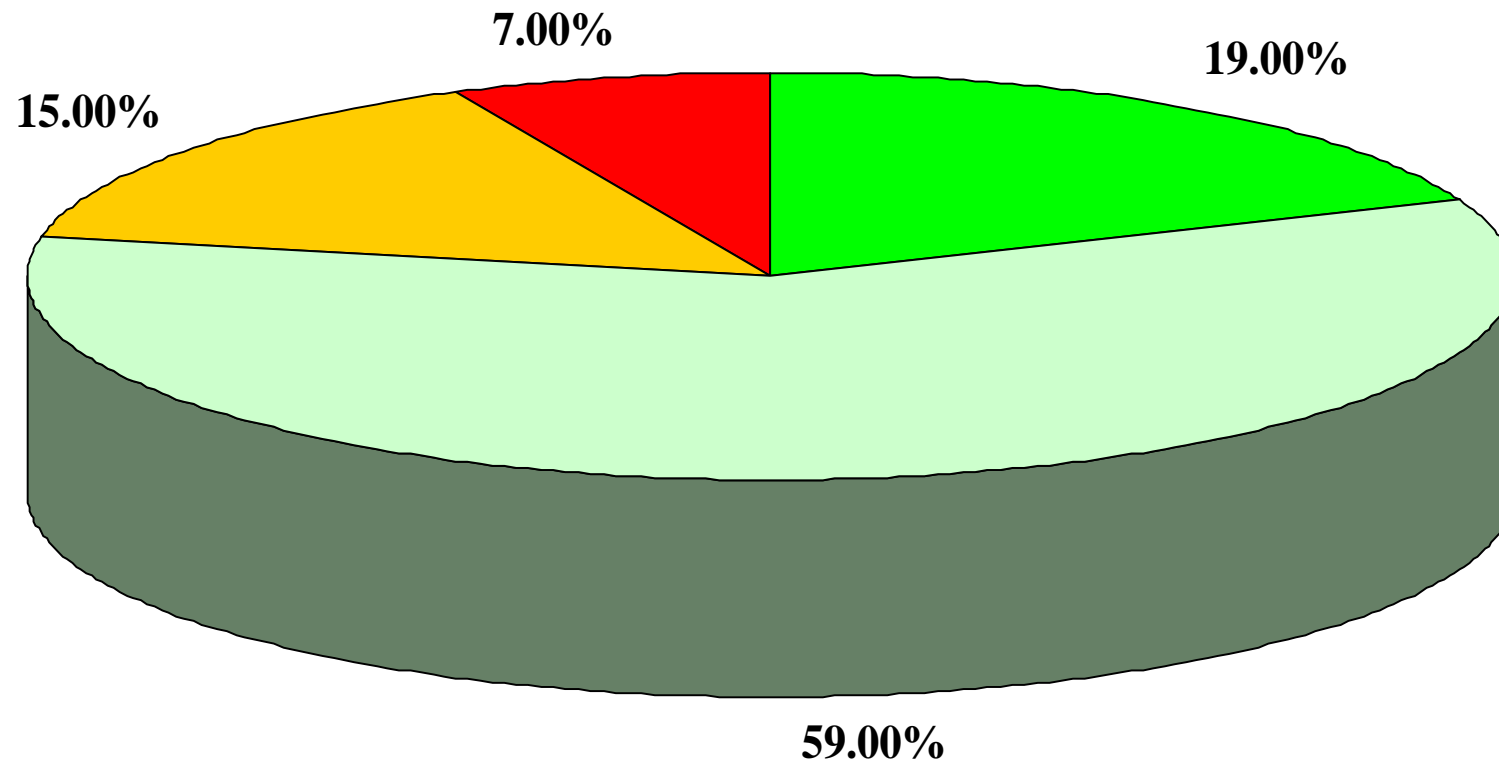
Summary Results



Q1 - Overall, is reporting via Dendrite better or worse than the previous system?

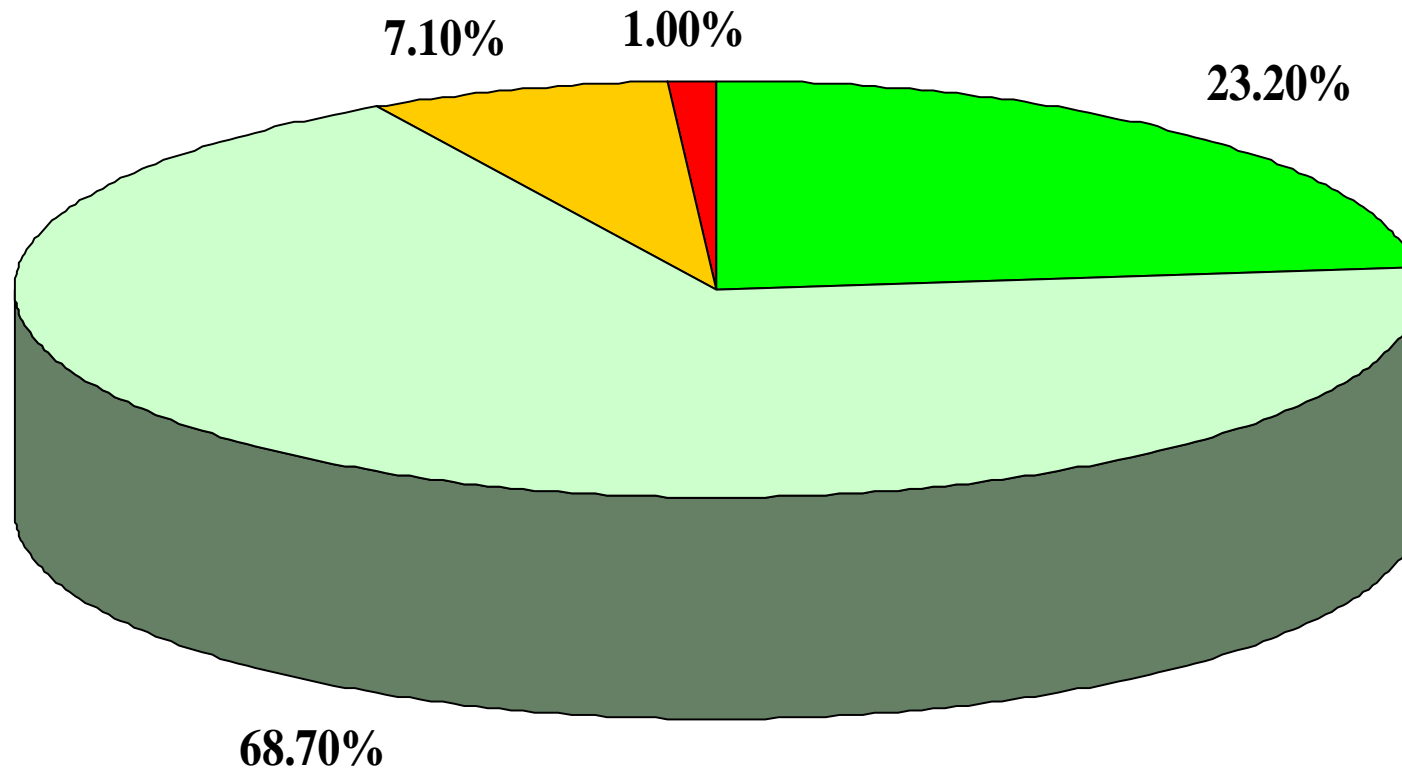


Q2 - Please rate your overall satisfaction with using Dendrite



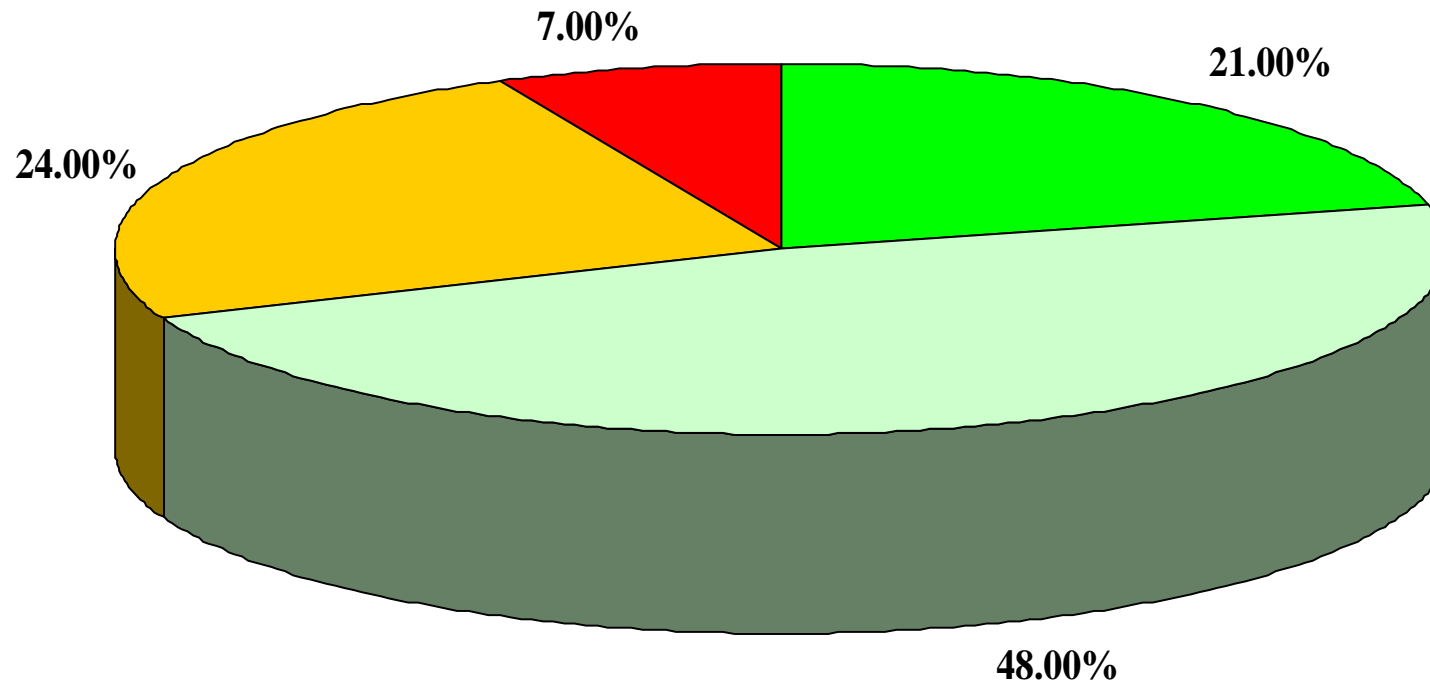
■ Very satisfied ■ Quite satisfied ■ A little dissatisfied ■ Very dissatisfied

Q3 – Please rate the Dendrite account registration process



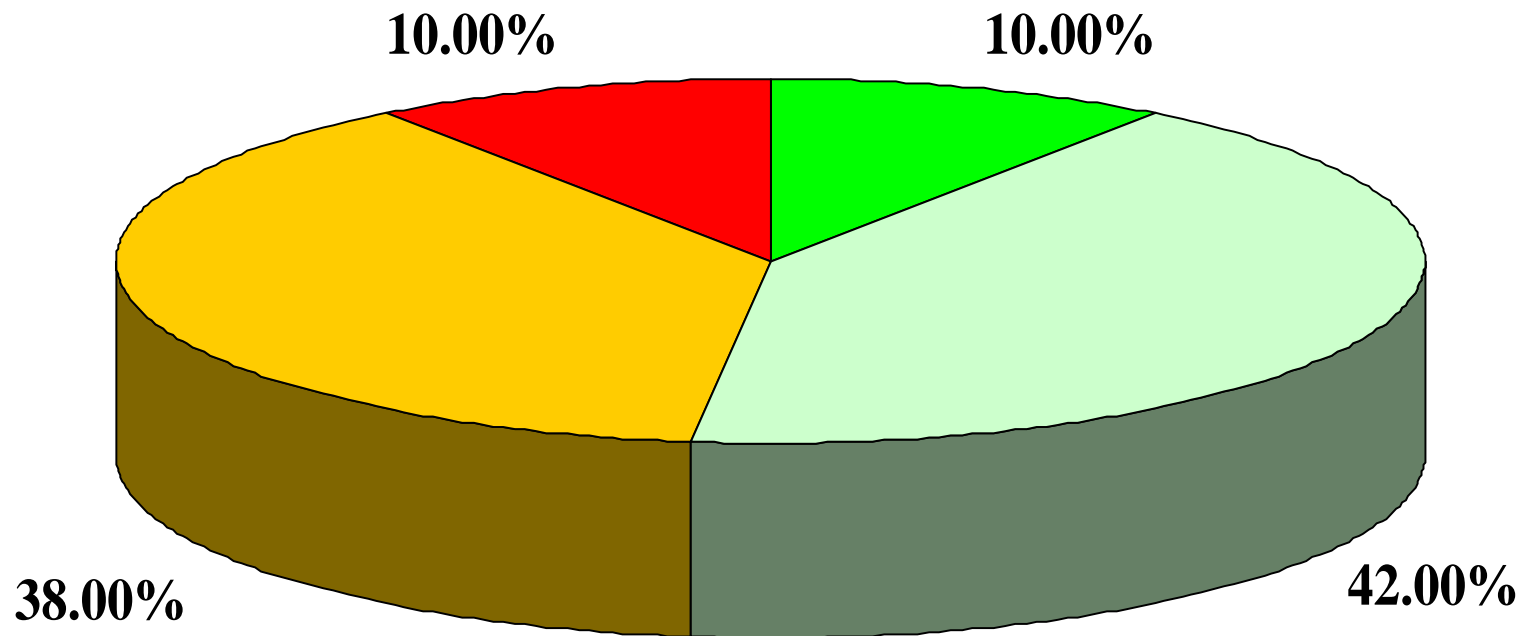
■ Very simple ■ Quite simple ■ A little difficult ■ Very difficult

Q4 – Please rate the ease of access to Dendrite



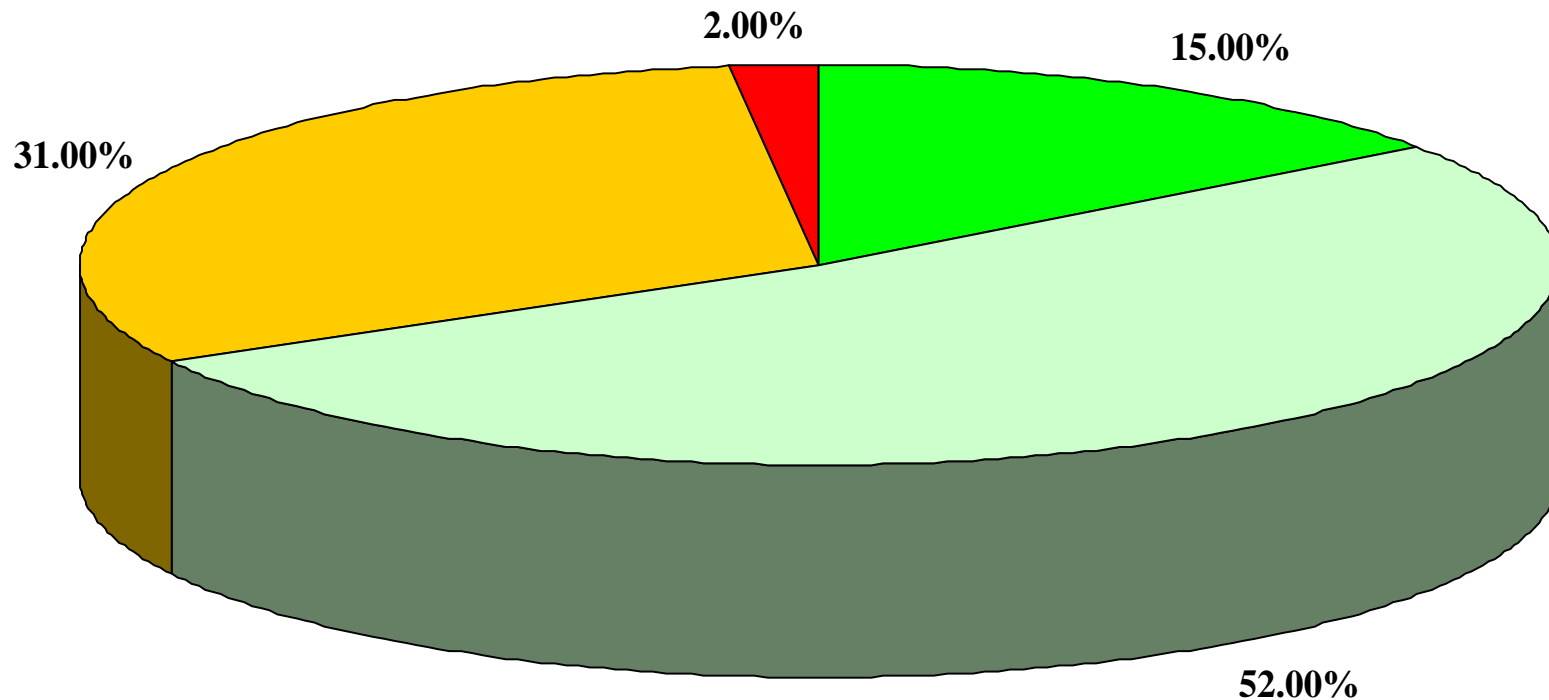
■ Very easy ■ Quite easy ■ A little difficult ■ Very difficult

Q5 – Please rate the speed of using Dendrite



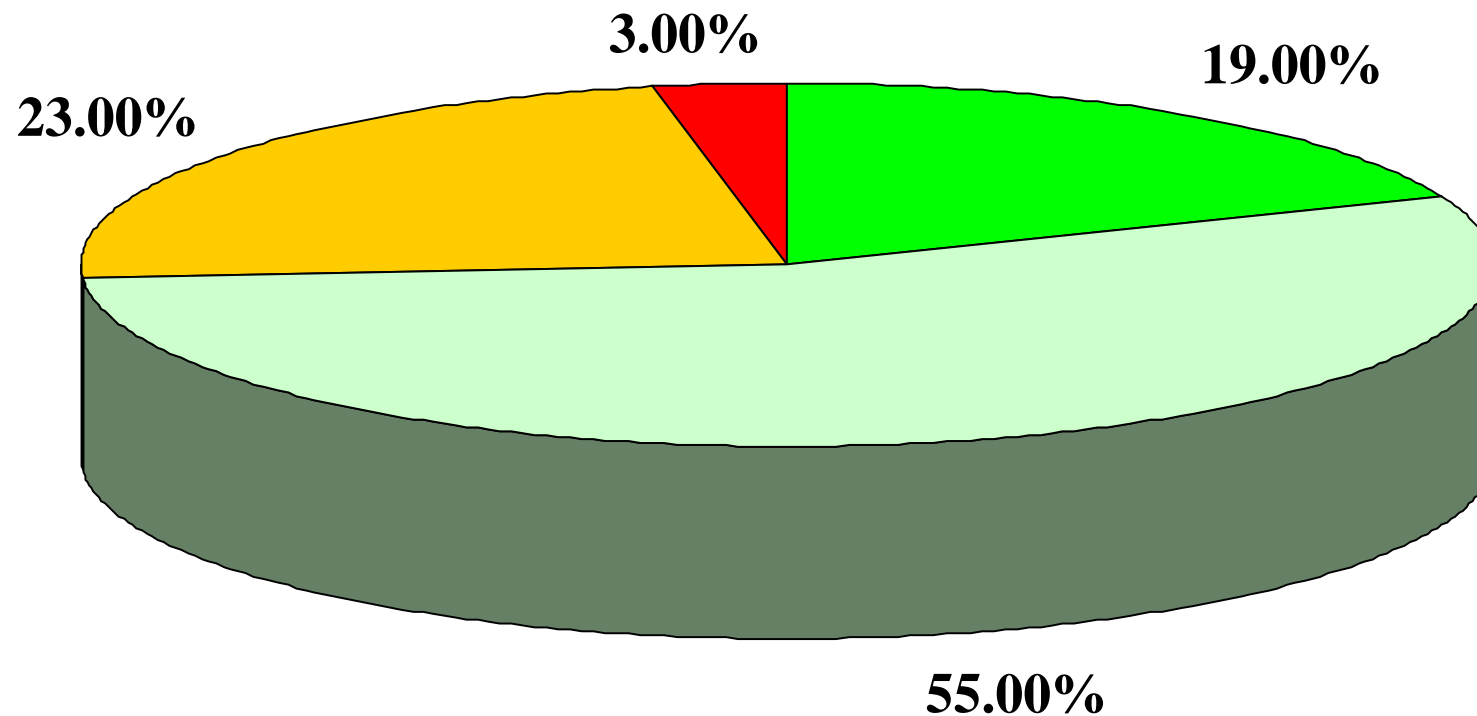
Very fast Quite fast A little slow Very slow

Q6 – Please rate the content of the question fields



■ Very relevant ■ Quite relevant ■ Sometimes irrelevant ■ Very irrelevant

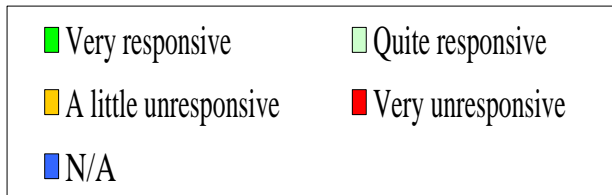
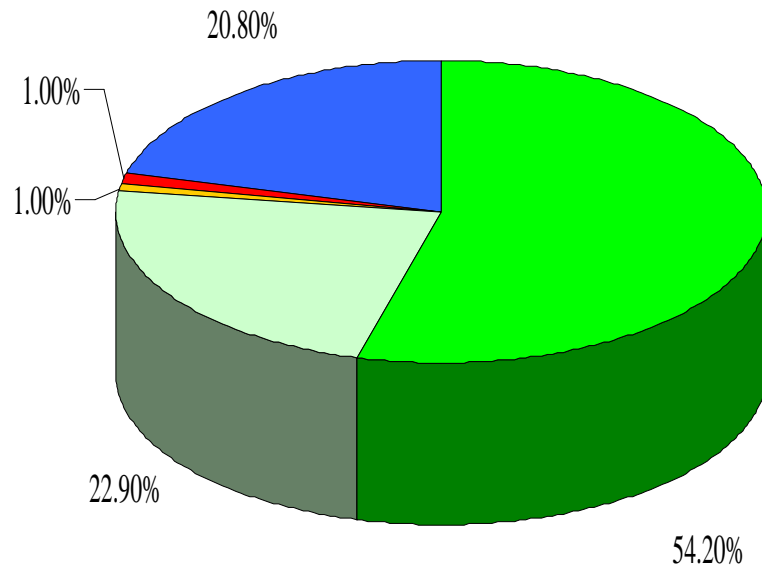
Q7 – Please rate the ease of completion of the reporting questionnaires



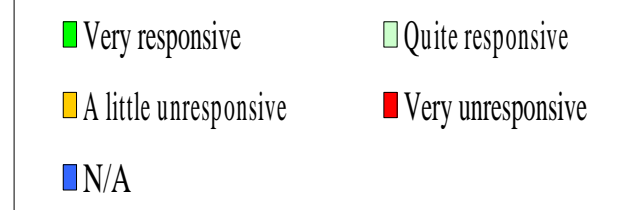
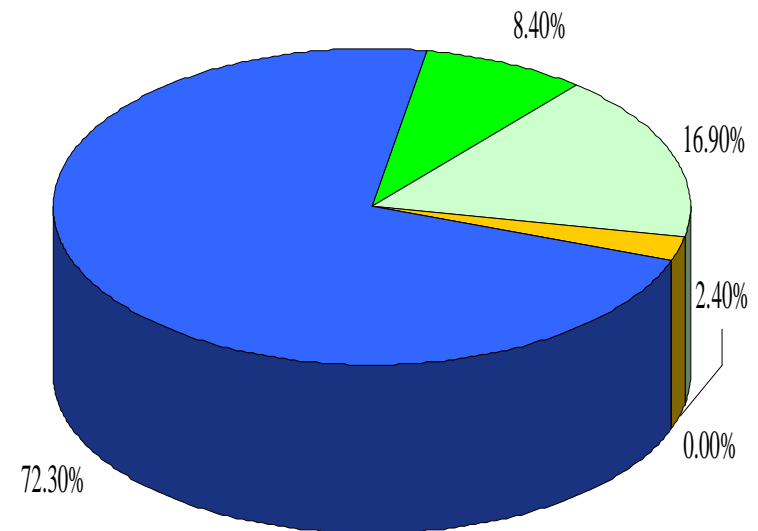
■ Very easy ■ Quite easy ■ A little difficult ■ Very difficult

Question 8

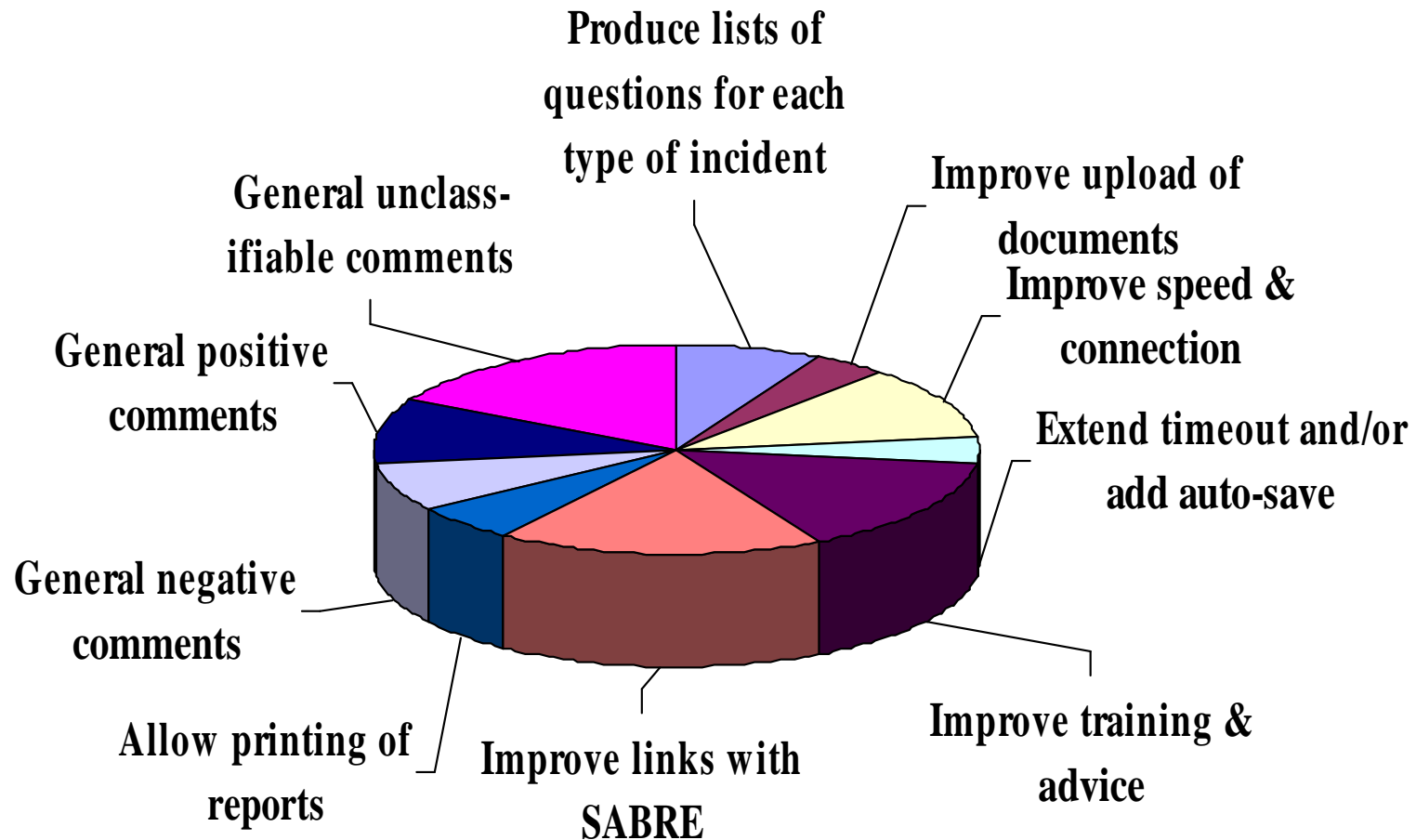
- 8a Customer responsiveness from SHOT



- 8b Customer responsiveness from Dendrite manufacturers



Q10 – Comments and Suggestions



Improvements planned for Dendrite

Note: Software changes likely to be January 2012.

- Robust change control procedure to be introduced.
- Questionnaires being reviewed and will be made clearer. Lists of questions for each type of incident will be put on the SHOT website.
- Drop down box for selecting hospital to be limited to those in own Trust/Health Board.
- Increase period before system times out.
- Date and time formats to be clearer.
- Date of birth field to be changed, so doesn't default to 169 years.



Possible improvements to come

- Improve speed – mostly a local IT issue, outside SHOT's control, but will continue to monitor.
- Better document upload and ability to print out the report made – will be investigated.
- Ability to shadow a user to review a problem – might be possible if set to read only.
- Entering component usage data – aim to redesign for data entry at end of 2011.
- Reporter's own reference number – will be investigated.
- Closer links with SABRE - outside SHOT's control, but will continue to monitor.



Change - Quickly or with Quality?

“There’s a world market for about 5 computers.”

Thomas J. Watson, Chairman of IBM, circa 1948 (but probable misquote)

- Now almost everyone has a computer at home and many have one in their pocket.
- Expect constant change in daily online life.
(Quickness > Quality)
- Our field of IT needs validated change control.
(Quality > Quickness)

(Concept borrowed from a presentation given by Ad Saers of Sanquin, Holland given at Scotblood 2011)



Thanks to:

- All reporters for their patience with the initial glitches.
- Everyone who completed the survey.
- All my colleagues in the SHOT office, but particularly Debbi Poles, SHOT Research Analyst, for help with the charts.
- The audience for your attention.

Any questions

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