Dendrite Survey Results

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Hello......

Thanks to those who’ve stayed this long
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)
1. Overall, is reporting via Dendrite better or worse than the previous system?

2. Overall satisfaction with using Dendrite

3. Dendrite account registration process

4. Ease of access to Dendrite

5. Speed of using Dendrite

6. Content of the question fields

7. Ease of completion of the reporting questionnaires

8a. Customer responsiveness from SHOT

8b. Customer responsiveness from the manufacturers of Dendrite
Q1 - Overall, is reporting via Dendrite better or worse than the previous system?

- Better: 83.3%
- Worse: 16.7%
Q2 - Please rate your overall satisfaction with using Dendrite

- Very satisfied: 19.00%
- Quite satisfied: 59.00%
- A little dissatisfied: 15.00%
- Very dissatisfied: 7.00%

Legend:
- Green: Very satisfied
- Light green: Quite satisfied
- Yellow: A little dissatisfied
- Red: Very dissatisfied
Q3 – Please rate the Dendrite account registration process

- Very simple: 68.70%
- Quite simple: 23.20%
- A little difficult: 7.10%
- Very difficult: 1.00%
Q4 – Please rate the ease of access to Dendrite

- Very easy: 21.00%
- Quite easy: 7.00%
- A little difficult: 24.00%
- Very difficult: 48.00%
Q5 – Please rate the speed of using Dendrite

- Very fast: 10.00%
- Quite fast: 10.00%
- A little slow: 42.00%
- Very slow: 38.00%
Q6 – Please rate the content of the question fields

- Very relevant: 31.00%
- Quite relevant: 52.00%
- Sometimes irrelevant: 15.00%
- Very irrelevant: 2.00%

Legend:
- Very relevant
- Quite relevant
- Sometimes irrelevant
- Very irrelevant
Q7 – Please rate the ease of completion of the reporting questionnaires

- Very easy: 55.00%
- Quite easy: 19.00%
- A little difficult: 23.00%
- Very difficult: 3.00%

Legend: 
- Very easy
- Quite easy
- A little difficult
- Very difficult
Question 8

- 8a Customer responsiveness from SHOT
- 8b Customer responsiveness from Dendrite manufacturers
Q9a - Dendrite common responses for ‘Likes’

- Like getting email prompts
- SHOT team are very helpful
- Provides a good audit trail
- Speed has improved
- Like the layout and format
- Generally better and easier
- Like an online system
- Negative comments given as 'Likes'
- Like the layout and format
Q9b – Common responses for ‘Dislikes’

- Duplication with SABRE system
- Want to be able to print
- Process for attachments is difficult
- Hospital info or emails incorrect
- Difficult to access
- System is slow
- Times out too quickly
- Don’t like the layout and format
- Unclassifiable
- Positive comment given as ‘Dislike’
Q10 – Comments and Suggestions

- Improve upload of documents
- Improve speed & connection
- Extend timeout and/or add auto-save
- Improve training & advice
- Improve links with SABRE
- Allow printing of reports
- General negative comments
- General positive comments
- General unclassifiable comments
- Produce lists of questions for each type of incident
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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