



European House of Quality A/S

Morbærvænget 16

DK - 8340 Malling

Tlf: +45 8693 3321

Mail: as@sherlock.dk

CASE: Department of Clinical Biochemistry at Aarhus Hospital

**Sherlock to Document the Quality Management of more than
4m Analyses a Year - of Benefit to the Patients**

The Department of Clinical Biochemistry (KBA), which is performing venipuncture, ECG measurements, laboratory analyses and medical advice at Aarhus Hospital around the clock, is increasingly met with requirements for quality management and documentary evidence. With the performance of as much as 4.6m tests a year, quality assurance is critical in order to ensure that the patients are satisfied.

KBA Aims High

KBA at the former Aarhus Municipal Hospital opted for a sweeping quality management initiative some years ago. The objective was to obtain the DS/EN ISO 17025 accreditation (later ISO 15189), which is an approval within the laboratory field. This lays down a number of specified quality requirements which must be met by the organisation. In addition to meeting these requirements, KBA wanted to establish an electronic quality management system which would be easily accessible to all staff members. These requirements were met with assistance from Sherlock:

"Sherlock has minimised the use of hand-written corrections, e.g. in instructions, as it is simple and fast to revise a document and notify the staff of the change. The submitted change announcements will quickly notify the staff of any new documents and changes in these and the history makes it easy to keep pace with the development of a document. Furthermore, the databases for staff registrations, equipment registrations, deviations, minutes etc. make it possible to gather large amounts of knowledge and documentation in one place, which is accessible to all," says Lene Bisgaard, who is quality coordinator at Aarhus Hospital, the Department of Clinical Biochemistry.

Two Systems are Integrated into One Common System - Sherlock

On 1 March 2004, KBA at the former Aarhus Municipal Hospital and KBA at the former Aarhus County Hospital were merged into one department at Aarhus Hospital. Today, both departments are accredited in accordance with ISO 15189 with integrated quality management system.

Centrally Located PCs in the Working Area will Ensure Current Updates
KBA has established PC stations in a network environment. These are located in the staff working area, so that the staff members will be able to operate them without having to leave their work station. This will ensure that the system will currently be updated by the staff members.

"The Sherlock database has provided us with a perfect overview of the documents in the quality management system. The different lists and free text search makes it possible for the staff to find the required document quickly. It is no longer necessary to look through old minutes, loads of paper or outdated references scattered around the hospital to find information," Lene Bisgaard says.

Also a Management Tool

KBA also applies Sherlock as a management tool to document and render visible e.g. the staff members' competencies, processing nonconformancies and management evaluation.

"The integration of the databases is a great instrument in the management's evaluation. Almost everything is concentrated here, failures and deviations, complaints, audit plans, audit reports etc. which makes it easy to prepare the meeting," Lene Bisgaard concludes.



European House of Quality A/S
Morbærvænget 16
DK - 8340 Malling
Tlf: +45 8693 3321
Mail: as@sherlock.dk

CASE: The PET Center at Aarhus Hospital

Good Research Comes with a Quality Management Tool

The PET Center at Aarhus Hospital researches in diseases of the brain, heart, bones and liver, including cancer, dementia and speech disorders. The PET Center emphasises the importance of being able to document their research and of performing the tasks in accordance with carefully specified procedures, ensuring the quality of the research. For that reason, the PET Center has acquired Sherlock.

When the Department Grows Bigger, the Documentation Requirement Increases

The PET Center at Aarhus Hospital was established in 1993 when a foundation donated DKK 21m to a PET scanner and a cyclotron. The department had 3 staff members at that point. The PET Center has increased significantly during the past couple of years. Today, the department has 35 staff members, including research staff, laboratory technicians, research scientist, etc. who with the PET scanner are able to diagnose and find treatments for a number of neurological and mental diseases.

"Just while I have been working here, the number of staff members have doubled several times. This means that the need for managing the documentation increases. In a small department you are able to pay attention to all the staff members' tasks and procedures. This is not possible when the tasks are distributed among a lot of people. This was part of the reason why we acquired Sherlock," says Vikie Engelbrekt Larsen, Bio Analyst at the PET Center, Aarhus Hospital.

Valid Research is the Reason for Existing for the PET Center

Research constitutes a large part of the tasks of the PET Center as the relationship between the research-related and clinical activities is 4:1. It is therefore crucial to the center to be able to document the quality of their research in relation to the stakeholders. This is possible with the department's quality management system - Sherlock.

"There are different groups which are interested in us having a sound quality

management system: The hospital in general, the management and the pharmaceutical companies, which we are contracting for, are interested in us delivering well-documented surveys. In Sherlock you'll find procedures and instructions for all tasks. It is also worth mentioning that we are implementing quality management as a result of danish statutory regulation," says Vikie Engelbrekt Larsen.

No More Going Through Loads of Pages – Without Finding Anything... Also the users who are going to use the tool in their day-to-day work in the future will benefit from Sherlock. The documentation will become more visible to all because the staff members in the department has been set up as users.

"Our staff members are physically located in different places in the hospital which is why I expect that it will become much easier to retrieve information in Sherlock rather than looking through the physical documents scattered around the hospital. I have the impression that it is easy to navigate in the system, which will make it faster to find the documentation. If you have to find something in a paper file, you may go through a lot of pages without finding what you are looking for. Sherlock seems very easy to use and makes it easy to retrieve information. Furthermore, you will no longer need a lot of paper copies of the documents when you have an electronic document management system such as Sherlock," says Vikie Engelbrekt Larsen.



European House of Quality A/S

Morbærvænget 16

DK - 8340 Malling

Tlf: +45 8693 3321

Mail: as@sherlock.dk

"Well...I think I may have heard something about the quality requirements in my job..."

You may recognise it from your organisation. Internal errors and customer complaints/complaints to suppliers will not be systematically registered and processed. The guidelines for quality, environment, hygiene etc. can be found in a quality manual, which many of the staff members have forgotten existed. Most organisations know that quality management is decisive to their competitive power, customer satisfaction and reputation. But not many of them have the right tools to put quality management into practice successfully. Sherlock is the solution!

Sherlock Will Manage Quality in Your Organisation, from A-Z

Sherlock is a modular management system, which is developed to meet the exact requirements of different quality, environmental and occupational health & safety standards such as ISO 9001, OHSAS 18001, ISO 14001, ISO 15189 and ISO 17025. As a clever detective, Sherlock will quickly and safely guide the staff members towards the guidelines which apply to the organisation. Sherlock will define the framework of the quality management, e.g. with predefined views and pre-printed forms for registration of items such as audit results, customer satisfaction analyses, supplier evaluation, environmental and occupational health & safety accidents/incidents. In this way, the organisation can work out and maintain a certified and accredited management system.

Sherlock is a well worked-out tool, which is based on IBM's reliable Lotus Notes software.

TEST

Do you experience unnecessary inconvenience because the organisation's staff members...

- 1 cannot find the guidelines for this and that?**
- 1 believe that it is too difficult to find the forms to register customer complaints?**
- 1 believe that it is too difficult to find the forms to register complaints to the suppliers?**
- 1 believe that it is too difficult to find the forms to register internal nonconformances?**

Is your utility value of your registrations too low because...

- | the entered data are not automatically displayed in the appropriate lists?
- | trends are not displayed automatically?
- | registrations are not automatically displayed graphically?

If your answers to the above were YES, we recommend you to use
Sherlock!

Why you should choose Sherlock

The Sherlock system...

- | provides the option to register quality-related, environmental and occupational health & safety -related data and provides optimum utility value of the registrations.
- | minimises or eliminates the need for physical manuals as well a copying and manual distribution of documents.
- | provides fast access to all quality-related, environmental and occupational health-related information, including guidelines regarding the organisation's processes, activities and job descriptions.
- | ensures that only authorised staff members are allowed to write documents, perform approval and release documents. Only approved documents are accessible.
- | includes pre-printed forms and pre-defined views.
- | collects knowledge in the organisation, e.g. on nonconformances/processes, which will make it easy to suggest improvements.
- | is easy to use for all – regardless of IT skills.
- | ensures fast communication with staff members and external partners.
- | will make it easy to search for specific documents and registrations.
- | will make it easy to perform the necessary registrations regarding quality, environment, hygiene, occupational health & safety etc.
- | via different sorting options it is e.g. possible to get an overview of which customers are complaining about what and which nonconformances are more frequent, etc.
- | ensures that the users are notified when a document has been changed and ensures that a person is appointed responsible for the registrations.

The Sherlock series also includes modules for calibration/maintenance/statutory inspection, statistics pareto etc. See www.sherlock.dk

Sherlock is used by more than 500 businesses and organisations and comes with English, Danish and Swedish language files. You are able to implement 2 other languages.

Note! Experience shows that if the quality, environment and occupational health & safety management system are not integrated in IT tools, checklists

and other tools used in the day-to-day work, the system will never have the required effect in your organisation. Sherlock is an integrated tool which the individual staff member uses in his or her daily work.

Sherlock provides fast access to all quality-related, environmental and occupational health & safety-related information, which is displayed in clear and user-friendly views.

Interested in a Sherlock Solution?

If you have any questions or you are interested in a Sherlock solution, please contact:

Anette Svenningsen Phone: +45 8693 3321 Fax: +45 8693 3362 Email: as@sherlock.dk	Knud Erik Højslet Phone: +45 4731 6228 Fax: +45 4736 1268 Email: <u>keh@sherlock.dk</u>
---	--

For more information, please visit: www.sherlock.dk

European House of Quality A/S
Morbaervaenget 16
DK-8340 Malling

Sherlock will put Your Quality Management, Environmental Management, Occupational Health & Safety Management System on the right track.