

All organizations have some shortcomings and deviations that constantly bleed money. Regardless of whether the issue concerns patient deviations, work injuries or complaints, this leads to problems and causes enormous costs. Munkeby Systems helps you resolve these problems.

Now your entire organization can simply and effectively register and follow up events and deviations. Regardless of where in the organization they occur, they can be registered and handled in Munkeby MedControl.



Secure deviation management

Identify your deviations and costs

Many organizations suffer from poor routines and slow information paths, making it difficult to identify and eliminate various types of deviations in the operations, as well as the costs that these entail. Tasks fall into the cracks and the number of unreported tasks grows, making it impossible to attain a complete picture of everything that takes place. Munkeby Systems analyzes your organization and implements routines and tools that create effective and profitable task management. Thanks to Munkeby MedControl, you can quickly learn from events and ensure that problems do not recur. This results in increased overall quality, reduced costs and greater security for patients.

Web-based and easy to use

Munkeby MedControl is fully web-based, making it platform-independent, flexible and easy to use. The solution can be integrated with the company's intranet, making it user-friendly for all employees in the organization. The entire task is then handled via the Internet using optimal routines from start to finish. A limited selection of statistics can be published online in order to enable all employees to follow the development and trends and to analyze the organization's tasks and costs.

Munkeby MedControl allows your employees to concentrate on what they are hired for instead of dealing with constant emergency measures. Both profitability and efficiency show great improvement, promoting the organization's internal processes in a positive direction.

Big and small needs

Munkeby MedControl handles all types of events, which means that the solution can be fully adapted to the needs and conditions of your operations. Whether you need to handle only one specific type of event within one clinic or all tasks within the entire county or municipality, the solution is adapted to fit the problems you wish to resolve.

Several hospitals or areas can work on one solution through a central installation on the county level. This makes it easy for you to prepare county-wide statistics. You determine the tasks and statistics to be made visible for all parts of the county or for only those parts of your own unit.

Munkeby MedControl is an excellent tool even for organizations that wish to make smaller-scale efforts towards more systematic and effective work with various types of tasks. Most of our customers begin on a small scale and then expand the solution as need arises.



Munkeby MedControl has been developed in close cooperation with our customers and contains several functions aimed at facilitating and securing various types of task management.

Web-based reporting

Reports are submitted through a web browser. The forms used are automatically generated based on the user's authorization. Forms may be unique for each type of task and may be linked to other internal databases within the organization.

Reporting via e-mail

Another way to register information is to send e-mail directly to Munkeby MedControl. This work method is very useful for reporting tasks from other hospitals or patients that do not have access to the organization's network.

Feedback to the reporter

When a task is registered, Munkeby MedControl can send a response to the person who reported it. The person who submitted the report can then easily follow up the task to see, for example, what the cause analysis indicates and which actions are taken. Feedback is a very important part of efforts to motivate employees and to create an open and learning organization.

Classification of tasks

The classification of tasks is determined by your routines and needs. Classifications are easy to define in Munkeby MedControl, whether locations, times, events or another category. By classifying tasks, you can generate statistics totally based on your own concepts. You decide if you want to set up global classifications for county-wide statistics or local classifications for individual clinics and departments.

Attach files

For reporting, or later when working with a task, images and documents can be attached and read directly in the browser.

Follow-up of costs

Munkeby MedControl also makes it possible to register the costs that a task involves. This can be, for example, new tests that must be taken, scrapping, man-hours, etc. Accounting statistics on events and deviations identify the type of deviation that incurs the most costs, for example. The function is very useful and can serve, for example, as data for making decisions regarding assigning resources to reduce costs and increase patient security.

Alarms and reminders

One or more alarms can be activated upon registration. The alarms are sent by e-mail and the recipient is determined by the type of event or location. The alarms can also be set for when a number of tasks are reported during a certain period of time. This function is completely controlled by the needs of your specific organization. Munkeby MedControl can also automatically monitor tasks and send reminders to those persons responsible for different phases of the task.

Analysis tools

You can easily develop statistics and reports for many different combinations, for example how a certain type of deviation is distributed over time or department, making organizational analysis easy. The statistics can report both numbers and costs over a selected period of time. You can even publish selected statistics online on your intranet in order to easily attain a continuously updated picture of the tasks in your organization. The statistics are reported on the selected level, for example county-wide, by clinic or by department. We have developed several standard reports based on the needs of our customers. You also have the opportunity to set up your own reports, for example cover letters to patients with information about the task automatically inserted. The report can be e-mailed directly to the patient in PDF format (Adobe Acrobat).

Areas of application

Munkeby MedControl can handle all types of events and tasks that an organization wishes to handle systematically and easily, in order to avoid unwieldy handling on paper or by fax and e-mail. Examples of areas of application at our customers:

- Patient-related deviations
- Personnel-related deviations
- Medical technology deviations
- Incident reports
- Accidents/Work-related injuries
- Proposal operations
- Quality and environmental deviations
- Supplier claims
- Comments and complaints
- Audits and inspections
- Work environment deviations
- Agreement management
- Balanced Scorecard
- Internal deviations
- Questionnaires
- Meetings with planning and protocol
- Project management
- Six Sigma
- Security incidents
- Tasks

Technical data

Munkeby MedControl is a database-driven web application that is installed on a server using Windows 2000 or Windows 2003.

Hardware requirements server

The requirements on the server are determined by the scope of the installation. A medium-size installation requires a server with approximately 1 GHz processor, 1-2 Gb internal memory and a hard drive of approximately 10 Gb.

Hardware requirements user machines

All users work via the web browser, which means that the installed web browser determines the hardware requirements. The recommended web browser is Microsoft Internet Explorer version 5.5 or higher.

Automatic login

In a Windows-based network, Munkeby MedControl can verify who is logged in on the network so that no extra login is necessary.

Backup

Backup is done continuously during operation, all necessary backup software is included.

ASP and LDAP

Data can be retrieved from other environments and databases via ASP pages and the exchange of user information with Active Directory can take place via LDAP.

XML support

Munkeby MedControl has XML support, which makes it possible to exchange information via XML with other systems.

Web Services

Munkeby MedControl answers questions via Web Services.

Validated system

The system is validated and satisfies the requirements of the GMP standard concerning, for example, electronic signatures and traceability.