

QualiWare Lifecycle Manager

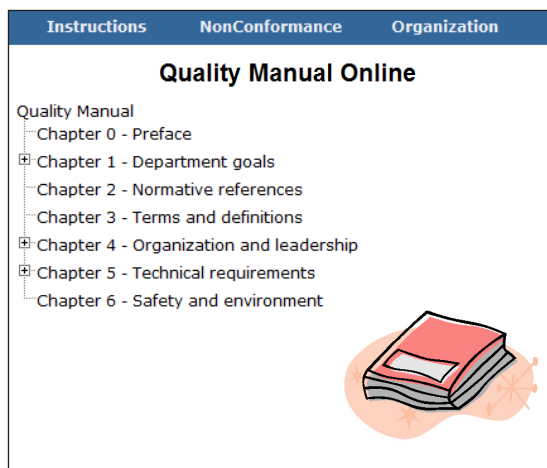
Intelligently fulfilling
quality demands in
the health care sector

**A health care sector quality control
system is indispensable**

The concept of rigorous quality control in the health care sector makes perfect sense both from an ethical and practical point of view. In fact, such a control system is indispensable if we want to ensure proper treatment of patients, satisfactory documentation of important processes, and enforceable safety in daily work.

Legal demands on the system

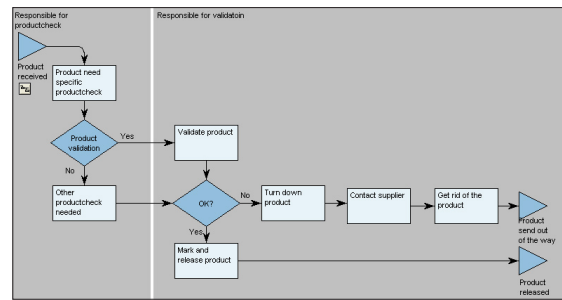
The need for quality control in the health care sector has been addressed by Denmark's Federal Government and its administrative districts, which have together agreed upon a national model for health services. The model is an accreditation system supporting continuous quality evaluation, focusing on patients' experience of quality and also on patient movements in and between institutions across the health service. For instance, all radiological departments must have a handbook describing their quality control systems in accordance with Notice 975 regarding "Medical X-ray Equipment for Patient Examinations." Eventually, the quality control accreditation system must and will include national and county standards from the Danish Quality Model, ensuring the system describes all processes and activities in different departments.



Healthcare Quality handbook

Practical demands on the system

Such a quality control system must of course be adaptable to the needs of different departments. It must offer a clear general view of processes and workflows, including each department's internal perspectives and also who is responsible for different processes and activities both internally and externally. The system must display the consequences of changes to workflows and be a useful tool in implementing such changes. Finally, it should enable all users to see and understand their work as part of an integrated whole.



The validation process

QualiWare Lifecycle Manager helps cover all demands

QualiWare offers an integrated solution handling all activities necessary for running an effective quality control system. We call it QualiWare Lifecycle Manager (QLM).

QLM gives you the flexibility required to build a customizable quality control system complete with instructional templates, directions, and feedback. The system gives all authorized users easy access to the information needed in their daily work – with the optional additional capability to report deviations and prepare statistics driving continual quality improvement initiatives.

Maintenance is easy; changes need only be performed in the central database and are then accessible to all authorized users via any kind of internet or intranet browser.

Additionally, QualiWare Lifecycle Manager can:

- Record measurements from control devices
- Report, register and follow up on error reports concerning validating medical procedures
- Report deviations, including unintended incidents
- Help employees learn and develop core competencies
- Manage documents.

In addition to fulfilling legal mandates, the QualiWare Lifecycle Manager quality control system also offers valuable benefits to your most important work-related areas:



Equipment in the HIV- Hepatitis laboratory

Organizational benefits:

- Strengthens the technical infrastructure
- Better utilizes resources
- Continually drives systemic quality improvement
- Helps implement a homogeneous treatment experience for patients

Employee-related benefits:

- Permits easy and structured development of knowledge and competencies
- Increases sharing of responsibilities
- Allows more flexible task delegation
- Integrates well with most other existing information management systems

Patient-related benefits:

- Increases information flow
- Improves healthcare-giver and patient communication
- Provides easier access to health care services
- Comprehensively strengthens health care sector service deployment.

Windows setup with many supported management functions

QLM works in a Windows OS client and/or client-server environment. The QLM repository can be centrally controlled. Users can work in either a shared environment or individually, working with models until these are ready for sharing with other users. Typical library management functions are supported such as revision control, configuration management, check-in/check-out, and release management of finalized business models.

Let's talk about your needs and QLM

Basically, QLM offers you all the flexibility you need in the health care sector to establish a control system with efficient workflow, efficient and effective exchange of information, and the satisfaction of quality standards.

Read more on our website at www.qualiware.com or contact us at one of the contact numbers below to talk further about the health care sector possibilities QLM puts within your easy reach!

Competence	Level	Valid from	Period	Training date	Trained by	Approval date	Approved by
<u>HCV - analysis</u>	1 Normal	2008 02 14	6	2008 02 13	Testperson1	2008 02 14	Helle O. Andersen
<u>Safety</u>	2 Avanceret	2007 11 18	2	2007 11 18	Testperson1	2007 11 18	Helle O. Andersen
<u>Devicecontrol</u>	-3 Ekspert	2008 01 19					

History:								
Renew date	Competence	Level	Valid from	Period	Training date	Trained by	Approval date	Approved by
2008 02 14	HCV	2 Avanceret	2007 11 07	5	2007 11 07	Testperson1	2007 11 07	TESTPERSON
2007 11 18	Sikkerhed	2 Avanceret	2007 11 18	1	2007 11 18	Testperson1	2007 11 18	Helle O. Andersen
2007 11 18	Sikkerhed	2 Avanceret	2007 09 27	3	2007 09 27	Testperson1	2007 09 27	TESTPERSON
2007 11 07	HCV	2 Avanceret	2007 11 07	6	2007 11 06	Testperson1	2007 11 07	Helle O. Andersen
2007 11 07	HCV	1 Normal	2007 05 11	6	2007 05 10	TESTPERSON	2007 05 15	TESTPERSON
2007 09 27	Sikkerhed	1 Normal	2007 06 14	8	2007 06 07	Testperson1	2007 06 14	TESTPERSON
2007 06 14	Sikkerhed	1 Normal	2007 05 31	6	2007 05 30	TESTPERSON	2007 05 31	TESTPERSON
2007 05 31	Sikkerhed	0 Oplæring	2007 05 11					
2007 05 15	HCV	0 Oplæring	2006 12 08					

QualiWare Lifecycle Manager – enabling positive change

Founded in 1991, QualiWare is a Danish company with offices and distributorships in Brazil, Norway, Spain, Great Britain, Sweden, South Korea, The Netherlands, Canada, and the USA.

QualiWare has dedicated itself to the development and marketing of IT tools focusing on process development, quality- and eco-management, systems development, and business modeling.

QualiWare Lifecycle Manager (QLM) permits users to develop their own model-based and process-oriented Quality Management Systems and to publish enterprise-critical information to authorized users via the intranet and internet.

QLM clients range in size from medium- to large-scale organizations and are held both publicly and privately. Our clients include 3D, ATP, Care Farm, Coop Norden, DONG, Danmarks Radio, Fiberline, Foss Electric, HNG, Hovedstadens Sygehusfællesskab, Hydro Aluminium, Hydro Texaco, IBM Corporation, IFS, K.V. Tjellesen, LM Glasfiber, Lægemiddelstyrelsen, NCC, Norske Skog, Oslo Kommune, PFA Pension, Posten Sverige, SAS Component, Sauer-Danfoss, SOS International, Sund & Bælt Holding, Schenker, Statens Vejrvesen, Sundhedsstyrelsen, Volvo Aero, KL, KMD, HNG og Øresundskonsortiet.

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Klinisk Immunologisk afdeling
Klinisk Mikrobiologisk afdeling
Radiofysisk Lab
Røntgendiagnostisk afdeling

Region hovedstaden Rigshospitalet

Klinisk Biokemisk afdeling
Blodbanken
Vægstypelaboratoriet,

Region hovedstaden Herlev hospital

Klinisk Immunologisk Center
Klinisk Biokemisk Afdeling
Klinisk Mikrobiologisk afdeling
Patologisk-anatomisk Institut
Radiologisk afdeling

Region hovedstaden Gentofte hospital
Radiologisk afdeling

Region hovedstaden Glostrup Hospital
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