## **Issue Resolution Pathway** National Histonathology OI Program







Initial Query	Clinical Issue	QI Data Issue
Local internal review of QI Data identifies a potential quality and / or risk issue Is it a Clinical Issue? NO Is it a QI Data Issue?	Any clinical issue must be dealt with and escalated locally in line with HSE policy	Some queries can be dealt with by RCPI, others you should contact OpenApp's support desk to resolve. The guide below outlines who to send the query to;
Contact NQAIS SUPPORT (OPEN APP) for technical assistance on the following;	Contact R	CPI for queries relating to;
Use of NQAIS system Accessing NQAIS – logging in and reset of passwords Unexpected errors or delays when using NQAIS Using the encryption tool –(Histopathology only) Data transfer issues from "Local Data" to Signed-Off Data Editing mapping tables Uploading of QI data and sign off or local QI data Creating Key Quality Indicator exports and/or reports quarterly Changing email addresses in NQAIS	<ul> <li>The NQAIS ta</li> <li>Recommenda QI Guidelines</li> <li>The content of to editing ma</li> <li>Understandin exports in ex</li> <li>Advice on po QI data</li> <li>Arranging tra</li> </ul>	n and analysis of NQAIS reports argets as seen in NQAIS reports ations in the programme specific s or National Data Reports of mapping tables (as opposed apping tables) ng Key Quality Indicator (KQI) cel or SPSS ssible further QI activities using ining for new staff
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