## Issue Resolution Pathway National Radiology QI Programme







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 YES	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;

- 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

## Email: hsesupport@openapp.ie Phone: + 353(1) 905 9214

## Contact RCPI for queries relating to;

- Interpretation and analysis of NQAIS reports
- The NQAIS targets as seen in NQAIS reports
- Recommendations in the programme specific QI Guidelines or National Data Reports
- The content of mapping tables (as opposed to editing mapping tables)
- Understanding Key Quality Indicator (KQI) exports in excel or SPSS
- Advice on possible further QI activities using QI data
- Arranging training for new staff

Email: sqiprogrammes@rcpi.ie Phone: + 353(1) 863 9700