Issue Resolution Pathway National Histopathology 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	Any clinical issue must be dealt with and escalated locally in line with hospital policy	
Is it a QI Data Issue?	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

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: hsesupport@openapp.ie

Phone: +353(1) 905 9214

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