<table>
<thead>
<tr>
<th>Initial Query</th>
<th>Clinical Issue</th>
<th>QI Data Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local internal review of QI Data identifies a potential quality and / or risk issue</td>
<td>Any clinical issue must be dealt with and escalated locally in line with HSE policy</td>
<td>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;</td>
</tr>
<tr>
<td>Is it a Clinical Issue?</td>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is it a QI Data Issue?</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

**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

Version 1 of Revised IRP (Circulated March 2020)