

Health Quality Reporting System

Information for Suppliers

The Health Quality Reporting System (HQRS) a component of the HealthShare Supply Chain Information System (SCIS) is a secure state wide system utilised by NSW Health Public Health Organisations for the lodgement of contract and non-contract clinical product and services quality concerns / reports. The HQRS may be utilised to initiate messages to Suppliers, the HealthShare Contract Management Team and to submit official **Medical Device Incident Forms** to the Therapeutic Goods Administration.

An HQRS user may trigger system messages to specific Suppliers to call their attention regarding product quality concerns, either for immediate action or for information only. In both instances, a Supplier's response or action taken to address the concern may be recorded by the HQRS user progressively, until the issue has been appropriately addressed.

Conditions of Access

- Access to HQRS is limited to NSW Health employees nominated by Local Health Districts. These are predominantly the Clinical Product Specialists and Biomedical Engineers who are involved in the clinical product procurement processes.
- Before any nominated employee is granted access to HQRS, they are required to complete an accreditation training provided by HealthShare. In this training it is reinforced that outcomes and reports entered onto HQRS must be the result of carefully adhered to procedures, are factual, document supported and substantiated.
- HQRS entries are accessible across the state only by accredited system users. Information held in this system is for internal NSW Health use only.
- HQRS users reviewing information do so as a guide / reference only and are subject to further discussion / consultation with the entry owner.
- HQRS users are required to inform Suppliers that outcomes of quality reports entered onto the system are accessible to other accredited system users.

For additional information on the Supply Chain Information System including the HQRS please contact:

The Catalogue & Data Management Team

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