

Incident Reporting & Management



Training Objectives

1. Completing and submitting an incident form:
 - a. for an employee (Employee Incident)
 - b. for a patient/person involved incident (Non-Employee Incident)
 - c. for an incident involving equipment/medical device (Non-Employee Incident)
2. Understanding of incident reporting and management of incidents
3. Accessing support and additional resources

Incident Reporting System (RL6)


- The incident reporting system (RL6) is a web-based tool used to document incidents, risks and hazards. It is an easy to use, icon based structure much like a smartphone.
- All employees of SMGH are assigned a Windows Username and Password. You will need this information to log in to the Incident Reporting System.
- Students and Contractors must seek assistance from their Supervisor or Clinical Instructor to submit an incident report.



What is an Incident

An incident is any event (or a potential event), hazard or staff injury which is not consistent with the routine care of a patient or the normal operation of the hospital.

There are many different incident types that would cover a variety of events involving patients, visitors, equipment, staff and facilities.



Why Submit an Incident

- Submitting an incident ensures that an investigation and follow up actions are initiated as soon as possible, and provide a place to document all investigations and actions taken. Each Manager or delegate, is notified via email of an incident created within their area. For employee incidents Occupational Health and Safety is also notified.
- In addition to documenting details of the incident and outcomes, the incident reporting system is used to identify trends within our organization. This can provide an area of focus for improvement of patient and staff safety.

When to submit an incident

When a Staff discovers an incident, discrepancy, is injured or recognizes a hazard in the workplace they are expected to provide necessary patient care as appropriate. (for staff injury this may mean going to Occupation Health to seek first aid during business hours or the Emergency Department if the injury is serious). To ensure an investigation is initiated, create an incident report in RL6.

The expectation is that you submit the incident by the end of your shift.

Examples of non-employee incidents:

1. Airway Management: ventilator failure, over-sedation requiring interventions to maintain airway.
2. Care/Service/Coordination: failure to follow an order, process an order, failure to respond to patient condition
3. Diagnosis/treatment: delayed or incomplete treatment, no order for treatment.
4. Surgery/Procedure: consent issue, count discrepancy, tissue trauma from procedure, break sterile technique, equipment issue, delayed procedure.

Examples of Employee Incidents:






1. Sprain or strain when caring for a patient
2. Needlestick or sharps injury
3. Chemical spill

Logging into the System

Open the SMGH Intranet by clicking on Internet Explorer on any computer



Open Incident Reporting System under Quick Link:

-  SMGH Accessibility Plan
-  Interprofessional Colleges
-  Porter Portal
-  Communications
-  Incident Reporting System



Logging into the System

You will need a Windows Username and Password to Log in to the Incident Reporting System

If you know your SMGH windows username and password, enter it in the login screen, and click Login.

If you **do not** know your Windows username and password, see below for instructions (students must request assistance from their Supervisor or Clinical Instructor)



St. Mary's
GENERAL HOSPITAL

St. Mary's General Hospital

User Name:

Password:

Login

Submit Anonymously

Instructions for obtaining your Windows Username and Password

- Your username is the first letter of your first name followed by first 7 characters of your last name (e.g. sbell).
- If you don't know your password you can follow this link to change your password now.
<https://access.smgh.ca/passwd/> or contact the Helpdesk at ext. 5617

Definitions of Person Classification in RL6.

Non-Employee Incidents	
In-patient	Person registered as a patient (admitted inpatient) and occupying a bed
Out-Patient	Person registered, not occupying a bed. Any patients attending Emergency, diagnostics or clinics.
Visitor	Person visiting a patient or a representative of the organization. Not staff or a patient.
Location/Person Not Applicable	Incident occurring that is not person/patient specific. For example equipment issues, narcotic discrepancy, pyxis issues, property damage.

Employee Incidents	
Employee	Full-time, part-time worker that is paid by the hospital
Physician	
Student	

Scenarios

1. Physician ordered Septra Double Strength tab po bid x 5d on Sept 25. Transcribed by pharmacy with stop date of Oct 28/16 (should have been Sept 30 after am dose). Transcription mistake not caught on MAR to MAR check. Patient received extra doses until pharmacist noticed order still active on patient's profile. Patient's Serum creatinine has been elevated so extended length of Septra may have contributed to worsening renal function. Reported error to Physician who is taking care of patient and order received to stop Septra
2. The sharps container in room 7 is full and removed from the room however the only sharps container available is the one with the flap. This flap container is not appropriate for this service.

When entering the above into RL6, items to consider:

- What General Incident Type will you choose?
- What Classification of person affected?
- What severity Level?
- How much information will your Manager/Supervisor require so they can follow-up with this event?
- What other department/unit will also need to follow up with this incident?
- For privacy, do not enter patient or staff names into the detailed description in the incident (free text box). Staff can be identified as witnesses in the appropriate section and patient name should only be entered in the “person affected” page.

Completing & Submitting an Incident Form: Employee (use for Employees only or Workplace hazard)

Incidents are events or hazards that impact your ability to do your job safely.

Examples include:

- Fall/Slip/Trip
- Exposure to Blood/Body Fluid
- Exposure to Hazardous Materials

Select the Employee Incident/Hazard icon
Use the drop down menu for "Classification of Person Affected" to select either:

- **Employee**
- **Physician**



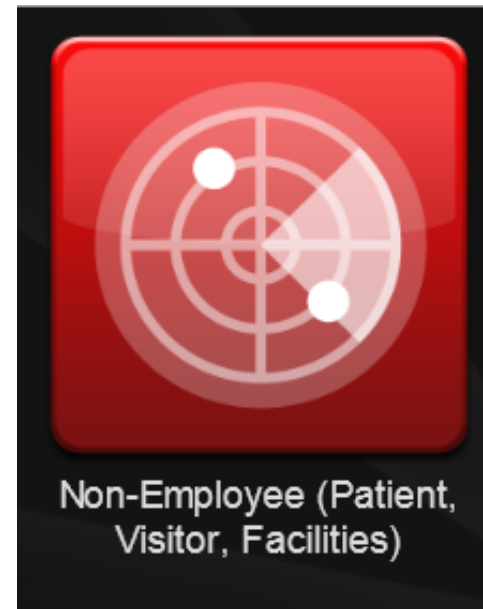
Completing and Submitting an Incident Form: Non-employee Incident

Patient/Non-employee events are incidents that impact or could potentially impact upon the safety of the patient or person involved.

Examples include:

- Patient Fall
- Visitor incident
- Medication/Fluid error
- Lab Specimen
- Equipment Issues

Select the Non-employee (Patient, Visitor...) Incident icon



Completing and Submitting an Incident Form:

Completing the Incident Form

- Complete all the required fields, marked by the green asterisk (*).
- Navigate the form through:
 - a. Table of Contents
 - b. Scroll Bar

Table of Contents

- Quick Submission
- When and Where Event Occ...
- Person Affected Details
- Parties Involved / Notified / W...

File Status

5 of 34 total fields completed.

5 of 16 mandatory fields completed.

General Hospital

File State: Incomplete
Owner: Risk RM Administrator 8
Entered Date: 09-09-2014

Quick Submission

General information about the event

General Event Type * Fall

Specific Event Type * From Toilet/Commode

Type of Person Affected * In-Patient

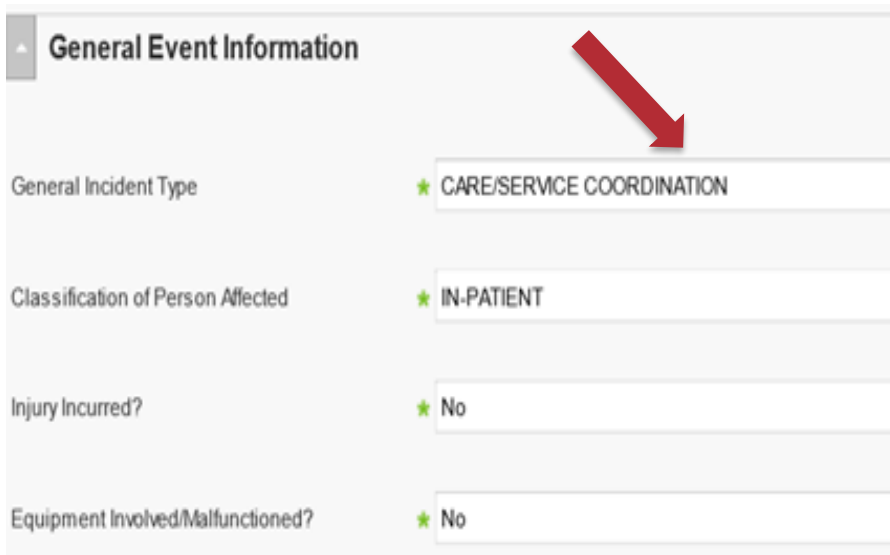
Severity Level (Reported) * D. No Harm - Reached Patient Monitoring Required

Injury Incurred? * No

Equipment Involved/Malfunctioned? *

Brief Factual Description

Navigating the Form, Part 1 General Event Information



The screenshot shows a form titled "General Event Information" with four fields. A red arrow points to the "General Incident Type" field, which is currently set to "CARE/SERVICE COORDINATION".

Field	Value
General Incident Type	CARE/SERVICE COORDINATION
Classification of Person Affected	IN-PATIENT
Injury Incurred?	No
Equipment Involved/Malfunctioned?	No

1. For General Incident Type select the type that best defines the event.
2. For person affected, choosing inpatient, outpatient or visitor, you will see a "person affected page" with these selections. If no person involved, select PERSONLOCATION NOT APPLICABLE. With this selection you will NOT see a person affected page.
3. If yes to injury, you will see an injury page further along to describe the patient/visitor injury
4. If yes to equipment, you will see an equipment page further along to describe the equipment.

Completing and Submitting an Incident Form: No person involved.

Completing the Incident Form but select

“location/person/not applicable” which will hide the “Person Page”.



Classification of Person Affected



LOCATION/PERSON NOT APPLICABLE



Use this category for “classification of person affected” when no patient/person involved in the incident.

Some examples of when to use Location/Person not applicable:

- Equipment: Pyxis issues, any equipment malfunction/issues or improper storage
- Damaged or unusable medications, missing narcotics, improper disposal of medications
- Sterilization or disinfection issues.
- Cleanliness of facility
- Theft

Detailed Description of Incident



Detailed Description of incident. *

What should you include in your Description of the incident?

When documenting the incident in RL6, only factual and objective information relating to the incident should be included, without personal opinion or attribution of blame. For privacy do not include patient identifiers (patient names) in the write up of events.

For patient events – no reference to the completion of an RL6 report shall be noted in the patient notes or health record.

Severity Levels

All adverse events must be assigned a severity level based on your initial assessment of the incident . For Employee incidents there are harm levels 1-4 and for non-employee incidents the levels are 0-9 (as below)

HARM LEVEL 0: *Near Miss*

Circumstances with the capacity to cause individual harm and impact organization operations but was detected and corrected.

HARM LEVEL 1: *No Harm*

No injury or harm/impact to organization.

HARM LEVEL 2: *Minor Harm*

Injury/harm/impact to organization operations, resulting in impairment or lasting discomfort (e.g. minimal discomfort resulting in minor first aid for abrasion) to an individual, or disruption of organization operations.

HARM LEVEL 3: *Moderate Harm*

Some discomfort, temporary impairment, moderate clinical intervention (e.g. sutures).

HARM LEVEL 4: *Permanent Harm*

May have resulted in severe discomfort, permanent impairment (e.g. prolonged length of stay in hospital, extensive medical care/follow-up).

HARM LEVEL 5: *Sentinel (Critical Injury/Death)*


Requires major clinical intervention (e.g. surgery, CPR, death) or major intervention to support or shut down organization operations.

Levels of Harm, near miss reporting

The reporting of near misses helps us identify potential harm to patients or staff (for example blocked hallways, cords across the floor, improperly stored oxygen cylinders, oral medications with “look alike” containers, ice buildup in the parking lot of the cardiac rehab location). These can be reported as unsafe conditions or hazards in the workplace.

These unsafe conditions and near miss reporting are important as they help us to identify situations and trends of potential harm and correct the situation before they become an incident that reaches the patient or staff.


Navigating the form, Person Affected (Tip for Non-Employee incidents for quickly filling out Person Affected page)

Person Affected (Last Name) 

Patient Search

 HO#
Last Name
First Name
[Search](#) [Clear Fields](#)

Patient Search

 HO#
Last Name
First Name
[Search](#) [Clear Fields](#)

HO#	First Name	Last Name	Gender	Account #	DOB
<input checked="" type="radio"/> H0499367	BETSY	MOO	Female	OP004252/02	01-01-1901

Per Page: 50 < 1 >

[View Detail](#) | [Accept](#) | [Cancel](#)

Person Affected: The easy and quick way to fill out this screen is to use the search feature.

- Click on the search icon – magnifying glass. This will open up a search dialogue box and enter the H0 (number 0 not letter O and you don't have to enter names)
- Click on Search
- Select the patient that comes in the search feature by selecting the patient as per the below
- Click on Accept.

Navigating the form, Person Affected Continued (Quick tip)

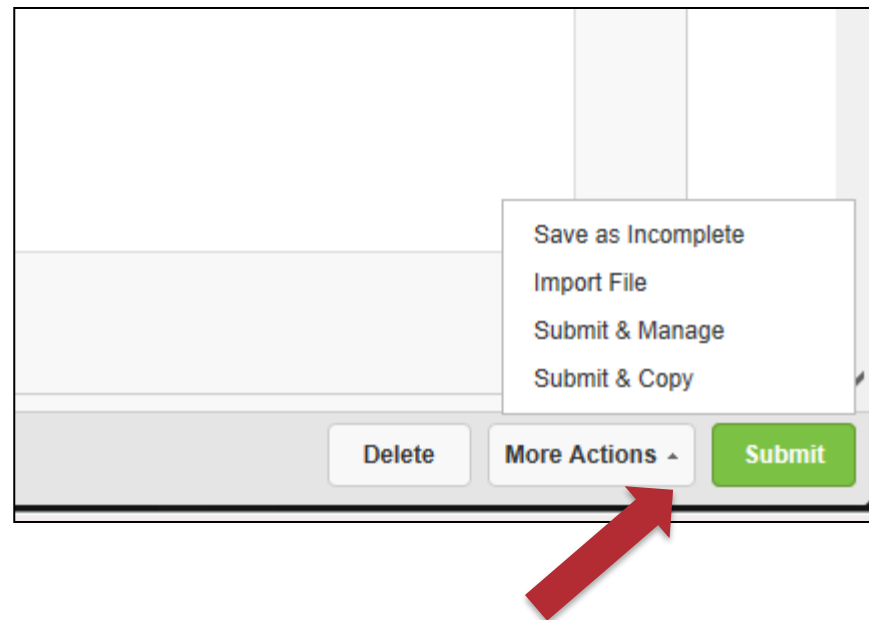
Person Affected	
Person Affected (Last Name)	<input type="text" value="MOO"/>
Person Affected (First Name)	<input type="text" value="BETSY"/>
H0# (not letter O, use search feature)	<input type="text" value="H0499367"/>
Title	<input type="text"/>
Sex	<input type="text" value="Female"/>
DOB	<input type="text" value="01-01-1901"/>
Age	<input type="text" value="116 years"/>
Street1	<input type="text" value="23 WEST 4TH ST"/>
Street2	<input type="text" value="P.O. BOX 2259"/>

This will populate your whole Person Affected section (for inpatients and outpatients)

Completing and Submitting an Incident Form

Submitting or Saving an incident form

- Once all fields are complete, click the “Submit” icon.
TIP: Hover over the More Actions button for additional options:
 - *Save as Incomplete*: select this option if you need to come back to the file at a later time
 - *Submit & Copy*: select this option if you wish to use the same details for a separate event



Note: Please ensure you logout of your account once you have submitted the incident form. Your Supervisor/Manager, Occupational Health, Health and Safety or your Quality & Risk may contact you for follow-up and prevention.

What Happens once the Incident form is submitted?

Your manager, supervisor or delegate, Occupational Health and Health and Safety will get an email alert that an incident has occurred in their area of responsibility. The incident is acknowledged by the manager/delegate and prioritized depending on the level of reported severity for investigation and follow-up.

For high severity incidents, the entire senior team will receive an email alert along with your manager/supervisor/delegate or Occupational Health, Health and Safety.

Each incident requires acknowledgement and follow up by the manager/delegate, Occupational Health and Health and Safety and the manager/delegate of the "other service/department involved" that you have identified.

Reporting and Disclosure (for incidents involving Patients)

When an incident is discovered that has affected the patient, provide care to the patient as needed, report to the most responsible physician, your manager or other staff as required.

For incidents that have harmed the patient or require further patient monitoring and follow-up, refer to the Disclosure of Harm Policy for guidance on informing the patient/family.

Link to the policy/procedure manual:

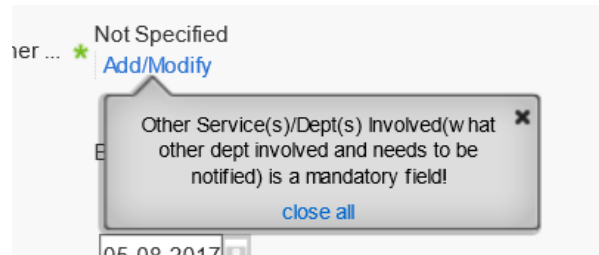
<http://intranet.smgh.ca/default.aspx?cid=4111&lang=1>

To assist with patient/family concerns regarding an incident and disclosure, please contact the Patient Experience Coordinator. The Patient Experience Coordinator can assist with facilitating responses to patient/family concerns.

Patient Experience Coordinator
patientrelations@smgh.ca
Ext. 6867

Tips for Reporting Incidents

- Ensure all Mandatory fields (**Green ***) are completed. If they are not completed you will be directed back to the mandatory field left blank as per the below error message (example).



- If you receive the above error message, fill in the mandatory field required and submit again.
- Clicking on a field will give you a description/definition of what information is required for that section.
- Once your report has been successfully submitted, a confirmation message will appear giving you the incident number assigned to the file.
- If RL6 is not available due to SMGH internet outage, please use the downtime form found on the intranet with all the other downtime forms

Final Note

Each incident entered requires a follow up investigation and actions to prevent future occurrence.

Countermeasures are implemented to keep you and your patients safe and provide a hazard free workplace.

Everyone's Safety is our Priority!

Accessing Support and Additional Resources

Having trouble logging in?

Contact:

IT Helpdesk ext.
5617

Having trouble navigating the site?

See Quick Tip Sheets
online or at nursing
station

Policies and Procedures:

<http://intranet.smgh.ca/default.aspx?cid=4111&lang=1>

Short Quiz

Your patient trips on the way to the bathroom while you are in the room. You see him losing his balance and rush to his aid to try and steady him to prevent the fall. You are not successful in preventing the fall and he strikes his arm on the end of the bed, causing a skin tear. You obtain assistance to help your patient get off the floor, assess him for injuries and clean the wound and apply a dressing.

By the end of your shift you notice your back is painful as you twisted trying to prevent your patient from losing his balance.

Is this a:

- Patient (non employee incident)
- Employee incident
- Both Employee incident and patient (non-employee incident) **correct**

This incident should be:

- Entered into RL6 by the end of your shift **correct**
- Entered into RL6 on your next shift or when you have time
- The fall documented in Nursing Notes only. You hope your back feels better by your next scheduled shift.