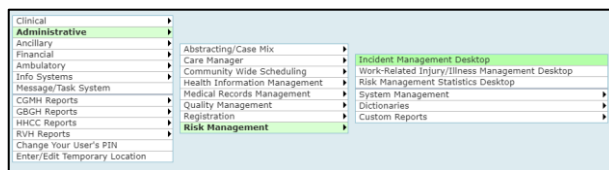# Incident Management System: Managing an Employee Incident
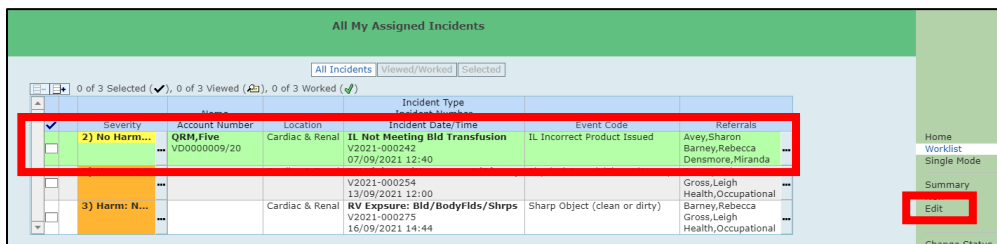
From your Home Screen
Follow the pathway to open your worklist.

Worklist
Click on the incident you want to view, click edit. Review entered documentation to ensure accuracy.

Progress Notes

- To meet legislative compliance as a leader, you must document any actions taken to prevent this type of incident from recurring by the same employee or others.
- Enter your progress notes in the documentation section by clicking the drop-down arrow. Once completed <Entered> will appear in the field.
- Do not include information about the workers' health or wellness, only document corrective or preventative actions related to the incident.
- Examples of corrective or preventative action could include the following but must include specifics:
    - immediate education to worker /team "reminded employee to use patient handling equipment", "discussed violence prevention strategies" "huddled with my team to educate about XXX practice"
    - immediate change to workspace "bundled cords under desk"
    - repair or removal of equipment "equipment repair complete"
    - immediate or long term change to process "change in work process to identify need for PPE when transfer to imaging"
    - notification to another department
    - ordering new or additional equipment

Investigators
- **IMPORTANT:** Manager/Leader referrals are automatically populated based on the **location/unit/area** where the incident occurred and/or the type of incident that occurred, **not** based who the workers leader is.
- After hours incident reports:
    - If the HSL has relevant information (i.e., follow up, investigation, etc.) they will email it to the worker's leader, Occupation Health and Wellness (RVHOHW@rvh.on.ca) and Workplace Safety (workplacesafety@rvh.on.ca). The receiver of this information should copy and paste it into the progress note section of the incident report.

- o If additional information is required from the HSL, they can be added as a referral by Workplace Safety, Occupational Health or another leader.
- For incidents that occur outside of the worker's home department, please ensure the worker's leader has been manually added in the investigator section (e.g. an EVS aide that is injured on a unit. The leader of the unit will automatically be populated, however the EVS leaders must be manually added).
- The investigator listed as the Primary Referral is the leader responsible for managing the incident investigation.
- For incidents that you have been referred on, you are able to add additional leaders who may also need to be aware and/or follow up on the incident. To add an investigator, click the + icon and search their name in the dictionary.
- Always **use Progress Notes** to document your follow up, **do not** use the **statement section.**

Completing your Referral

1. Click the "i" beside your name.

2. After you have completed your investigation and documented in the Progress Notes, click in the Completed Date/Time field and enter the date & time you completed your involvement. Shortcut reminder: you can enter "t n" and click enter.

3. Once you have entered a completed date and time for your referral, the incident will be removed from your worklist.

Final Disposition
For all employee related incidents, the Final Disposition will be completed by Workplace Safety once Workplace Safety confirms that adequate investigation and documentation is complete to mitigate future risk.