

QUALITY RISK MANAGEMENT (QRM)

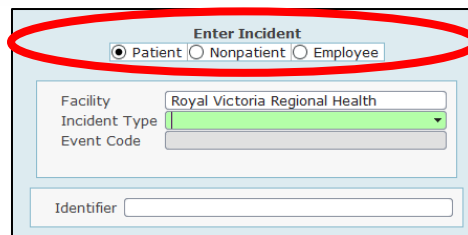
Provider Data Quality Incident Entry

Overview

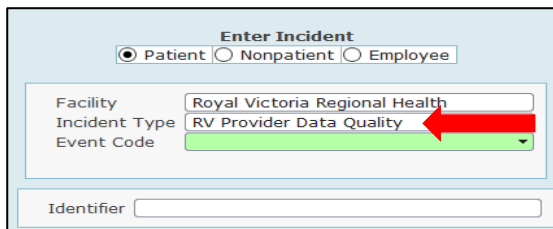
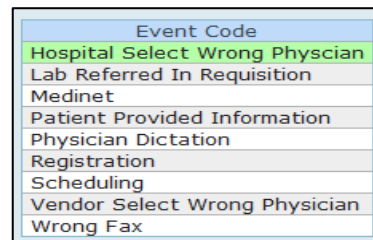
This document provides instructions on how to enter a Provider Data Quality (PDQ) incident using the Incident Management System. This tip sheet is supplemental to the QRM Incident Management manual, located on the CARE4 website www.care-4.ca > Training > Resources > Administrative Training Materials > QRM.

Incident Entry

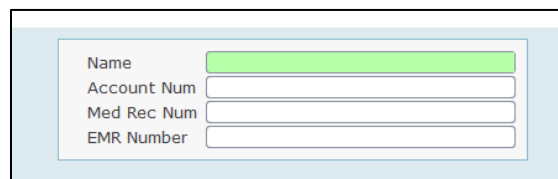
From your home screen in Meditech click on the icon in the bottom right corner (triangle) or the cog in the top right corner and *Report An Issue*, choose "Incident". Click the appropriate category for the person affected; for PDQ incidents choose "Patient".



Choose the type of incident that occurred; for this example we have chosen "Provider Data Quality". Then choose the event code, event code is a more specific description of the incident type.

Identifier is the patient who the incident is being entered on. Click on the drop down arrow or F9 and the following options will be available for you to search by. A result list will appear below, click on the patient who was affected.



| Name | Birthdate | Account Num | Type | Date | Location | Med Rec Num |
|-----------|------------|--------------|---------|------------|------------|-------------|
| QRM, Five | 05/05/1992 | VD0000009/20 | REG CLI | 21/08/2020 | V.CARDIOVE | V000000453 |
| QRM, One | 01/01/2000 | VE0000029/20 | REG ER | 21/08/2020 | V.ER | V000000449 |

Click on the + beside “Reference: “Error Definitions” to open a reference chart to the Error Definition you entered under “Event Code.

In the following sections you can either use the drop down arrows to open the associated menu OR click on the response in the row to select it, another click will deselect it.

| Reference: Error Definitions | | | | | | | |
|--|--|-----------|-----------|--------|---------------------------------|-------|--------------------------|
| RV Provider Data Quality | | | | | | | |
| Indicate # of Accounts Affected | | | | | | | Comment: |
| Incorrect Physician Mnemonic | | | | | | | Comment: |
| Intended Physician | | | | | | | Comment: |
| Please Enter Mnemonics If Not In Provider Dictionary | | | | | | | |
| What Field Is The Error In? | Admitting | Attending | Copies To | Family | Ordering | Other | Primary |
| | <input type="radio"/> All | | | | | | |
| What Type Of Report Has Been Affected? Select | Cardio | | | | Hospital Transcriptionist Error | | Professional Staff Error |
| All That Apply | <input type="radio"/> All Diagnostic Imaging | | | | Lab | | Vendor Error |
| Spoke With Patient | Yes | No | | | | | |
| Please Provide Further Information | | | | | | | |

Note: “ALL” button beside a list of options, will select all the options, rather than clicking each individually.

Referrals

Primary manager referrals are automatically populated based on the location/unit/area where the incident occurred or the type of incident that occurred. If you do not see your manager listed in the Referrals section, you must add them. All PDQ incidents will go to the Privacy Office for final review and completion.

Click the + icon and use the drop down arrow (or F9) to search your Manager/Leader name.

Note: Where applicable you can refer the designated individual who is assigned Provider Data Incidents in other departments.

| Referrals | | | |
|-----------|----------|-----------------------|-----------|
| | Refer To | Primary | Statement |
| | | <input type="radio"/> | |

Filing Your Incident

When you have completed all sections of your incident; you can file it by clicking SAVE in the bottom right corner. You will be prompted if any mandatory fields were missed. A pop up will display notifying you that the incident has been filed as well as the incident number; you will also receive an email thanking you for submitting the incident and it will include the incident details.

Attachments ? ? ? ?

When your incident has been reviewed and completed, you will receive a final email indicating the incident has been completed and filed.