QUALITY RISK MANAGEMENT (QRM)
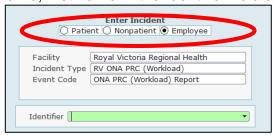## ONA PRC (Workload)

Overview
This document provides instructions on how to enter an OONA PRC (Workload) 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.
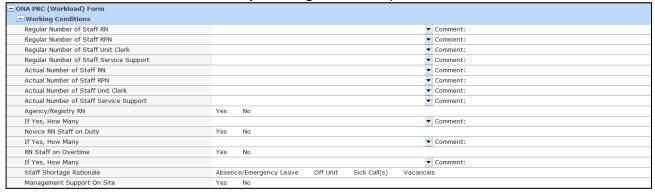
Incident Entry
From your home screen in Meditech click on the icon in the bottom right corner (triangle) or the cog in the top right corner and Report an Issue, choose "Incident". Click "Employee", choose the Incident Type "ONA PRC (Workload)" the Event Code will automatically populate. Enter your last name, first name in the Identifier field and the form will open.

ONA Workload Report Sections
Submitter shall complete all applicable sections of the form prior to submission. Where there is a drop down arrow (or F9) open the comment section to type your summary. Otherwise selections are chosen by clicking on the response, double click to deselect.

There are 5 sections of the ONA PRC (Workload) section that must be completed.
- Working Conditions
- Patient Care Factors Contributing
- Details of Occurrence
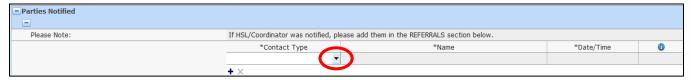- Remedy
- Recommendations

Others Involved

Where another employee was present and involved in the PRC, use the Contact type dictionary (drop-down arrow) to choose them from the Staff dictionary. This will not send an email or require the staff member to document; it is for information purposes only.
Use the **+** to add additional names if necessary.

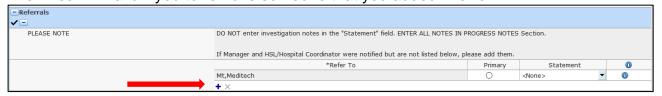| Others Involved		
Contact Type	Name	ⓘ
▾		

Parties Notified

Using the drop down menu (or F9) choose the leader/individual you notified of the workload issue, prior to submitting the PRC. This is a mandatory field, you must populate this field in order for the form to be saved.

Parties Notified			
Please Note:	If HSL/Coordinator was notified, please add them in the REFERRALS section below.		
	*Contact Type	*Name	*Date/Time	ⓘ
	▾			

Referrals

Referrals will automatically populate based on location (e.g., unit/area/dept) and incident type. If you do not see your Manager/Leader listed, add them using the **+** button.
The **X** icon will allow you to remove someone that you added in error.

Referrals			
PLEASE NOTE	DO NOT enter investigation notes in the "Statement" field. ENTER ALL NOTES IN PROGRESS NOTES Section. If Manager and HSL/Hospital Coordinator were notified but are not listed below, please add them.		
	*Refer To	Primary	Statement	ⓘ
	Mt,Meditech	○	\<None\> ▾	ⓘ

Filing Your Incident

When you have completed the form; file it by clicking SAVE. You will be prompted if any mandatory fields were missed. A pop up will display notifying you the incident has been filed; you will also receive an acknowledgement email with the incident details.

Attachments	Cancel Save ? 𝒫 🖶 🔒 ✉

When your incident has been reviewed and completed by your Manager/Leader, you will be notified by email.