



Incident Management System: Security Officer (SO) Incidents

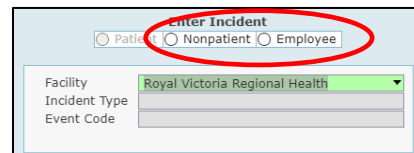
From any MT screen click on the icon  in the bottom right corner OR the cog  in the top right corner. Click Report an Issue; choose "Incident".

Population Category

Click the appropriate selection. SOs have access to Nonpatient and Employee incidents only.

SO Incident and SO Standard Work are listed in the Nonpatient category (regardless of who was affected).

Note: If an SO is injured on the job they must enter an Employee incident in addition to the relevant SO Incident (full report) or SO Standard Work (short form).



Enter Incident
 Patient Nonpatient Employee
 Facility: Royal Victoria Regional Health
 Incident Type:
 Event Code:

SO Incidents

Criteria for Entering a SO Incident (full report):

- Fall on property with harm to person
- Property Damage (i.e., vandalism)
- Investigations (i.e., theft, MVC, missing medications, calls to police)
- All calls where there is harm caused to person (i.e., staff, patient, visitor)
- Issuing a Trespass Notice to a person (i.e., to be kept on record with trespass notice)
- Workplace violence with harm (i.e., physical assault)

Choose the type of incident that occurred; and corresponding Event Code

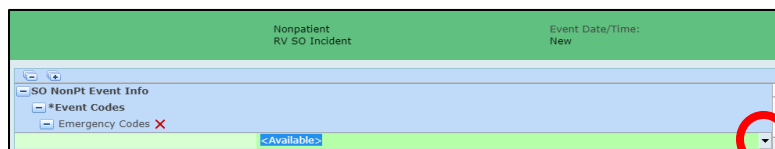
SO Incident Event Codes

Event Code
Act of Violence
Drug or Weapon Seizure
Emergency Codes
Investigate: Damage to Property
Investigate: Miscellaneous
Investigate: MVC/Parking
Investigate: Slip/Trip/Fall
Investigate: Theft
Police Involvement
Restraints Applied: Non-Med
Resulted in Injury
Safety Plans
Unusual Incident Requiring F/U
Unwanted Person: Verb/Writ TPA
Use of Mechanical Restraints

SO Standard Work Event Codes

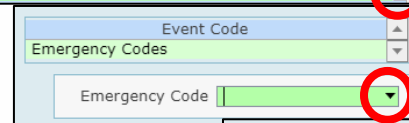
Event Code
Cautions
Heliport
Insecure Doors
Other
Safety/Fire
Smoking Warning
Staff Assist: Assist Nsg Staff
Staff Assist: Morgue
Staff Assist: Patient Escort
Staff Assist: Patient Transport
Staff Assist: Patient Watch
Staff Assist: Standby
Transfer of Care from Police
Travelling Cart

Emergency Codes event type has an additional picklist at the top of the form. Click the arrow in the <Available> field.



Nonpatient RV SO Incident Event Date/Time: New
 SO NonPt Event Info
 *Event Codes
 Emergency Codes X <Available>

Then click the arrow in the Emergency Code field



Event Code
 Emergency Codes
 Emergency Code

Select the appropriate code, click OK

Name	Mnemonic
Code Blue	RM.CBL
Code Brown	RM.CBR
Code CBRN	RM.CBRN
Code Green	RM.CGR
Code Orange	RM.COR
Code Other	RM.COTH
Code Red	RM.CRE
Code White	RM.CWH
Code Yellow	RM.CYE

Description of the Event

Explain briefly what happened.
Enter facts, not opinions.

Description of Event

Who Was Injured/Affected

You can add the names of those who were injured/affected by clicking on the drop-down arrow and choosing from the appropriate list. Note: where a name is required and unknown enter "unknown"; where a phone number is required and unknown enter all the same number (e.g., 555-555-5555)

If Patient Injured/Affected

Type patient's last name and [Enter], then select the correct patient from the list. Additional information will automatically populate.

Patient Info	
Patient Name	
Account Number	
Medical Record Number	

Account Lookup							
Name QRM							
Name	Birthdate	Account Num	Type	Date	Location	Med Rac Num	
QRM_One	01/01/2000	VE0000029/20	REG ER	21/08/2020	V.ER	V000000449	
Other Names	Reg Type	Age/Birth Sex	Address	City,Prov,Postal	Phone	Conf Comm Addr	Restrictions
	Emergency	21 M	201 Georgian Drive	Barrie, ON L4M 6M2	(555)555-5555		
Location	Temp Loc	Other Loc	VIP	Confidential	Client	Acct Status	New
Emergency							

Officer Response & Additional Officer Response

If any of these four officer responses are selected please respond to the related "Additional Officer Response" section.

Officer Response	
Police Assist (to SO)	Security Officer Arrest
<input checked="" type="radio"/> Assist Police (by SO)	Soft Restraint (Pinel/Biothane)
Caution Patient	Transfer of Care
Incident Report to Police	TPA Issued/Existing
Mechanical Restraint	Weapons

Additional Officer Respons...	
If incident was reported to Police - Police Occurrence #	
If Security Officer Arrests - Criminal Charges or TPA?	Criminal Charges TPA
If TPA was Issued	Existing TPA Verbal TPA Written TPA
If a weapon was used	Edged Weapon Firearm Improvised Weapon Weapon of Opportunity

Event Severity

Use the drop-down arrow to open up the menu for your event severity.

Name
1) Near Miss - Did not reach the patient/person/organization
2) No Harm - Resulted in no harm to patient/person/organization
3) Harm: Non Severe/Non Critical - Resulted in additional monitoring/treatment
4) Harm: Severe/Critical - Major med/surg tx or long- term harm/disability/death

Referrals

Manager/Leader referrals are automatically populated based on the location/unit/area and/or the type of incident that occurred. **NOTE: If there was harm to a patient the Security Director MUST be added in the Referrals section.** Click the + icon and either type the Director's name or use the drop-down arrow to search.

Referrals			
Referring the Security Director	IF THERE WAS HARM TO A PATIENT the Security Director MUST be added below. Note: The Security Manager will be automatically notified; you don't need to add them here.		
	*Refer To	Primary	Statement
	Bell,Andrew	<input type="radio"/>	<None>
		<input type="radio"/>	

Filing Your Incident

File by clicking SAVE in the bottom right corner. You will be prompted if any mandatory fields were missed.