

# Incident Management System: Managing an Incident for Managers Only

*\*For Employee Related Incidents, please refer to the "Managing an Employee Incident" tip sheet*

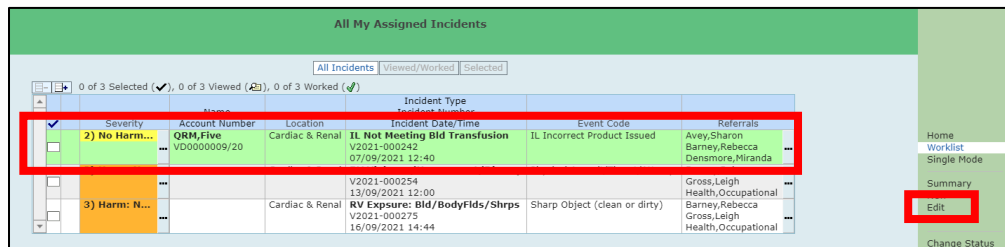
## From your Home Screen

Follow the pathway to open your worklist.



## Worklist

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



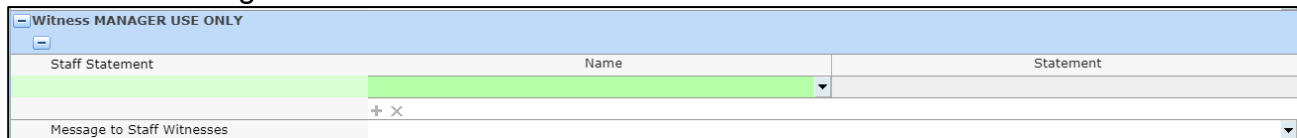
## Progress Notes



Enter your progress notes in the documentation section by clicking the drop-down arrow. Once completed <Entered> will appear in the field.

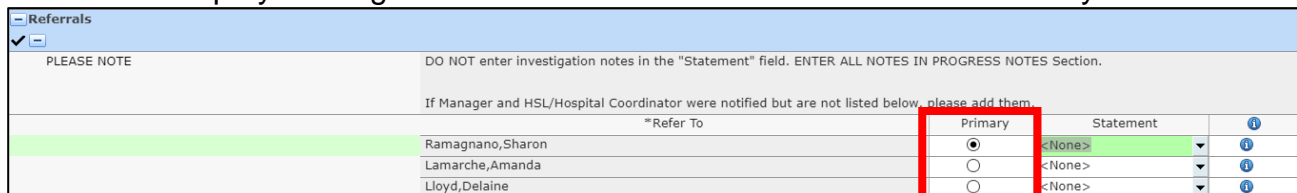
## Witness Statement

Witness section has been added to the form which allows managers to request staff involved to provide a statement regarding the incident. In the message to staff field, enter a custom message that will be emailed to the staff.



## Referrals

Manager/Leader referrals are automatically populated based on the location/unit/area where the incident occurred and/or the type of incident that occurred. For incidents that you have been referred on, please add additional leaders who may also need to be aware and/or follow up by clicking the + icon and search their name in the dictionary.



Here you can set the primary referral – this is the leader responsible for managing the incident and setting the final disposition as Follow-up Complete.

## Disclosure

This section appears on all patient incident forms. If disclosure has not yet been decided, choose still investigating.




- Disclosure			
Disclosure	It is the Hospital policy to disclose harm after a patient safety incident in compliance with the Canadian Patient Safety Institute's Canadian disclosure guidelines, College of Physicians and Surgeons of Ontario, and College of Nurses of Ontario.		
*Was This Incident Disclosed?	Yes	No	
Date Disclosure Occurred	Still Investigating	N/A-Did not reach patient	Comment:
Disclosure Provided To:	Patient	SDM	
	Family	Other	
Disclosure Provided By:	Allied Health/Professional Manager	Most Responsible Provider Nurse	Pharmacy Privacy Office

Incidents should not be marked as "Follow-up Complete" with the disclosure marked as "Still Investigating".

## Completing your Referral

1. Click the "i" beside your name.

2. Click in the Completed Date/Time field, enter the date & time you completed your involvement. Shortcut reminder: you can enter "t n" and click enter.

*Refer To	Primary	Statement	
Avey, Sharon	<input type="radio"/>	<None>	
Densmore, Miranda	<input type="radio"/>	<None>	
Johnson, Gloria	<input type="radio"/>	<None>	

Manager	Statement
Avey, Sharon	<None>
Densmore, Miranda	<None>
Johnson, Gloria	<None>
Kaushal, Ajay	<None>
Mt, Meditech	<None>

* Referral Date/Time	Completed Date/Time	Auto-Referred
28/05/2021 13:12		Yes

## Corrective Action & Reportable Sections


This is where you can document the actions taken or departments/agencies notified. Click NEW and the associated list of actions or departments/agencies will be displayed.

## Final Disposition

Final disposition should only be set, by the primary referral, once all other parties in the referral section have entered a statement or completed their review. To complete an incident, choose one of the options from the drop-down menu. If you choose rejected, enter the reason in the comment box below.

*Final Message to Submitter:* you can enter a custom message in this text box, which will be included in the email sent to the person who submitted the incident. It is suggested you add your name so they are aware of who the message is from; as emails are sent from "Partners4Health".

Once complete the incident will be filed and removed from the Incident Desktop.

- Final Disposition	
REMINDER:	If additional manager(s) are listed in the Referrals section please ensure they have completed their referral before adding a Final Disposition. The incident will fall off their worklist when a Final Disposition is added.
	Final Disposition
	
If Disposition = Rejected, enter reason	
Final Message to Submitter	

	Name	Mnemonic
<input type="checkbox"/>	Follow-up Complete	F
<input type="checkbox"/>	Rejected	REJECT