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.

			A	ll My Assigned Incidents				
8-18+	0 of 3 Selected (), 0 of 3 Viewed (A) 	All Ind	idents Viewed/Worked Selected				
		Namo		Incident Type				
~	Severity	Account Number	Location	Incident Date/Time	Event Code	Referrals		
	2) No Harm	QRM,Five VD0000009/20	Cardiac & Renal	IL Not Meeting Bld Transfusion V2021-000242 07/09/2021 12:40	IL Incorrect Product Issued	Avey,Sharon Barney,Rebecca Densmore,Miranda		Home Worklist Single Me
		•		V2021-000254		Gross,Leigh	-	Summar
				13/09/2021 12:00	Characteristic (share and the)	Health,Occupational	_	

Progress Notes

	Progress Notes			
	Progress Notes	<none></none>		
-			 	

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.

Witness MANAGER USE ONLY								
=								
Staff Statement	Name	Statement						
	+ ×							
Message to Staff Witnesses		•						

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.

✓ =							
PLEASE NOTE	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				
	Ramagnano,Sharon	۲	<none></none>	-	(1)		
	Lamarche,Amanda	0	<none></none>	•	1		
	Lloyd,Delaine	0	<none></none>	•	6		

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 O	ntario.			
"Was This Incident Disclosed?	Yes	No				
	Still Investigating	N/A-Did not reach patient				
Date Disclosure Occurred		 Comment: 				
Disclosure Provided To:	Patient	SDM				
	Family	Other				
Disclosure Provided By:	Allied HealthProfessional	Most Responsible Provider	Pharmacy			
	Manager	Nurse	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	State	ement 🤇	
Avey,Sharon		0	<none></none>	· · · ·	
Densmore,Miranda	0	<none></none>	- 0		
Johnson,Gloria	0	<none></none>	▼ 6		
Manager	Stat	ement			
Avey,Sharon	<none></none>		-		
Densmore,Miranda	<none></none>				
Johnson,Gloria	<none></none>				
Kaushal,Ajay	<none></none>				
Mt,Meditech	<none></none>		-		
+ ×					
* Referral Date/Time	Comp	leted Date/Tin	ne	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 t	hey have complete	d their referral before
	adding a Final Disposition. The inci	dent \	will fall off their worklist when a Fi	inal Disposition is a	dded.
			Final Disposition		
	+ ×				
If Disposition = Rejected, enter reason					
Final Message to Submitter			Name	Mnemonic	-
			Follow-up Complete		
			Rejected	REJECT	
					J

