Incident Management System

Process for Entering an Incident

From any screen in Meditech 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 (e.g., person affected).

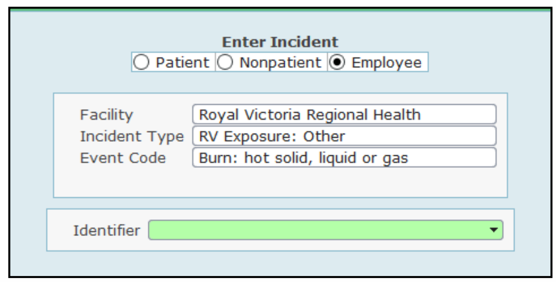
Incident types you can report under each population category.

Patient	Non-Patient	Employee
Fall	Physician/Student/Contractor Incidents	Workplace Injury/Illness
Medication/Fluid	Security Only	Workplace Hazard
Safety/Security	Visitor Fall	Workload Forms

Incident Type

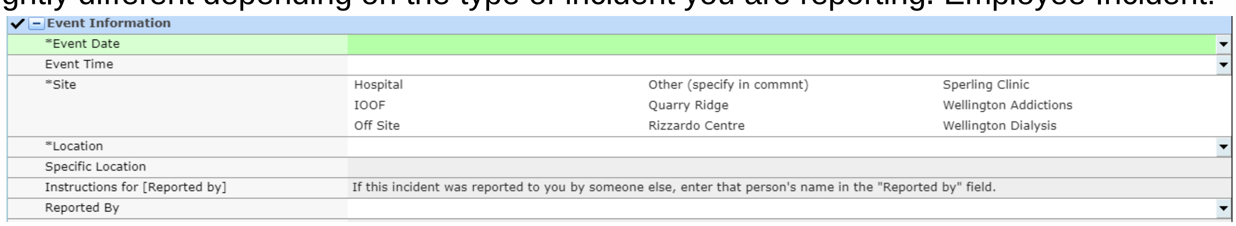
Choose the type of incident that occurred; and the corresponding Event Code (a more specific description of the incident type).

In the Identifier field enter “last name, first name”, verify and select the correct name for who has been affected by the incident.



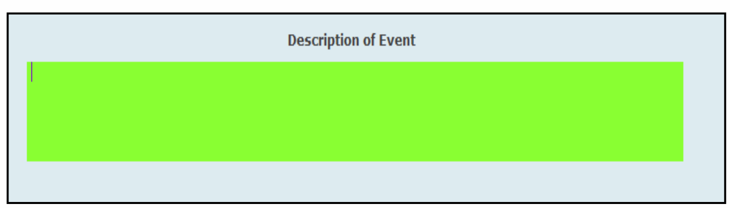
Event Information

Complete the event date, time, location, and specific location information. This section looks slightly different depending on the type of incident you are reporting. Employee Incident:



Description of the Event

Describe what happened. Be sure to explain briefly what happened by entering facts, not opinions. **If a patient is involved in the incident please ensure patient V number is included.**



Event Severity

Use the drop-down arrow to open up the menu and select the 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

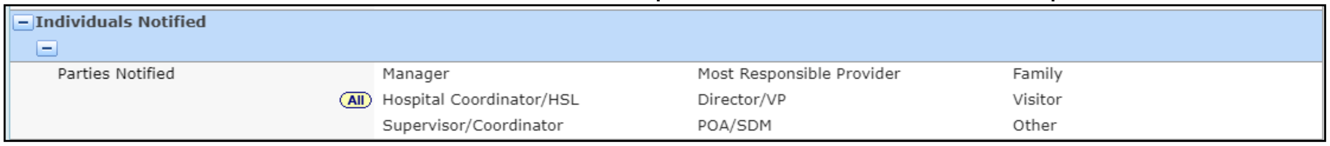
CARE4

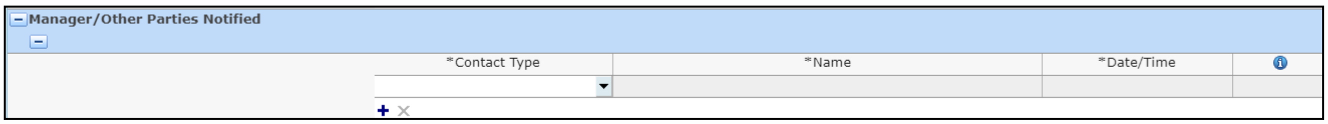
Individuals Involved/Witnesses

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

Individuals Notified/Other Parties Notified

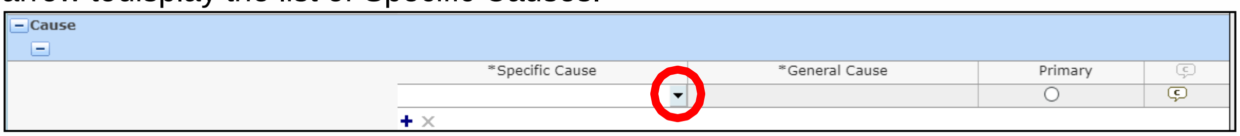
Who was notified of the incident; choose from predefined selection and/or picklist





Cause (for Patient Incidents)

Indicate in this section the reason that the patient incident occurred. Select the drop-down arrow todisplay the list of Specific Causes.



Filing Your Incident

When you have completed all sections of your incident; file it by clicking SAVE in the bottom right corner. You will be prompted to complete any missed mandatory fields. A display will popup notifying you that the incident has been filed with the incident number.

Manager/Leader referrals are automatically populated based on the location/unit/area where the incident occurred and/or the type of incident that occurred. Upon saving your incident, email notification will be automatically sent to the appropriate individuals

You will also receive an email which will include the incident details. When a patient or non-patient incident has been reviewed and completed, you will receive a final email indicating that follow-up has been completed and the incident has been closed.