



# 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).



The screenshot shows the 'Enter Incident' form with three radio buttons: Patient, Nonpatient, and Employee. The 'Employee' radio button is selected and highlighted with a red circle and an arrow. Below the radio buttons, there are fields for Facility (Royal Victoria Regional Health), Incident Type, and Event Code.

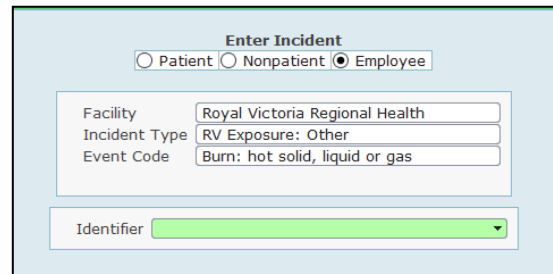
Incident types you can report under each population category.

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.



The screenshot shows the 'Enter Incident' form with the 'Employee' radio button selected. The 'Facility' field is 'Royal Victoria Regional Health', 'Incident Type' is 'RV Exposure: Other', and 'Event Code' is 'Burn: hot solid, liquid or gas'. There is an 'Identifier' dropdown menu at the bottom.

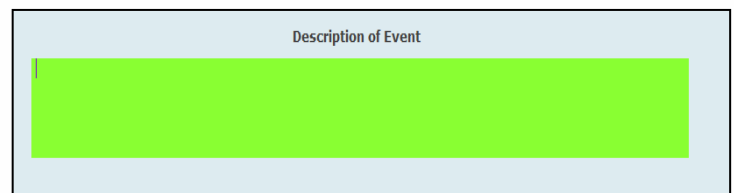
## Event Information

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:

Event Information			
*Event Date			
Event Time			
*Site	Hospital	Other (specify in commnt)	Sperling Clinic
	IOOF	Quarry Ridge	Wellington Addictions
	Off Site	Rizzardo Centre	Wellington Dialysis
*Location			
Specific Location			
Instructions for [Reported by]	If this incident was reported to you by someone else, enter that person's name in the "Reported by" field.		
Reported By			

## Description of the Event

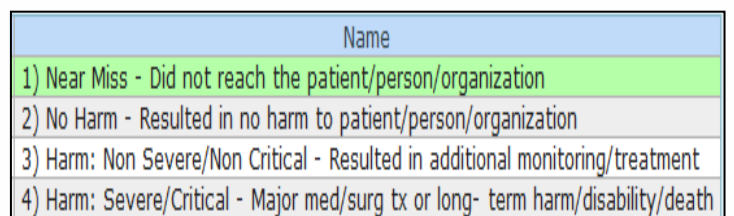
Describe what happened. Be sure to explain briefly what happened by entering facts, not opinions. **If a patient is involved in the incident please ensure patient V number is included.**



The screenshot shows a text area labeled 'Description of Event' with a large green highlight covering the input field.

## Event Severity

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



The screenshot shows a dropdown menu titled 'Name' with four options:

- 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

### 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

The screenshot shows two sections of a software interface. The top section, titled 'Individuals Notified', contains a table with four columns: 'Parties Notified', 'Manager', 'Most Responsible Provider', and 'Family'. The 'Parties Notified' column has a radio button labeled 'All' next to it. The 'Manager' column lists 'Hospital Coordinator/HSL' and 'Supervisor/Coordinator'. The 'Most Responsible Provider' column lists 'Director/VP' and 'POA/SDM'. The 'Family' column lists 'Visitor' and 'Other'. The bottom section, titled 'Manager/Other Parties Notified', is a table with columns for '\*Contact Type', '\*Name', and '\*Date/Time'. It includes a search bar and a '+ x' button.

### Cause (for Patient Incidents)

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

The screenshot shows the 'Cause' section of a software interface. It features a table with columns for '\*Specific Cause', '\*General Cause', and 'Primary'. The '\*Specific Cause' column has a red circle around its drop-down arrow. The 'Primary' column has a radio button. There are also search icons and a '+ x' button at the bottom.

### 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.

The screenshot shows the bottom right corner of a software interface. It features a 'Cancel' button and a 'Save' button, with a red arrow pointing to the 'Save' button. There are also several icons for help, refresh, and other functions.

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.