

## Introduction

RiskMan is an Information Management System used to manage the Incidents that have occurred or you receive in your organisation. The Incidents that occur and Complaints/Suggestions received; assist organisations in creating an effective risk management framework.

RiskMan also allows organisations to include a

- Risk Register for proactive risk identification
- A Quality Activity Register to record and manage activities, audits
- Any other registers that an organisation may require e.g. Credentialing; Training; Personnel Records; Medico-Legal Records; Inventories

## What do you need to use RiskMan?

Access to a computer and your organisation’s Intranet. Basic computer skills including web based applications, keyboard and mouse. First time RiskMan users need to **Self Register** or have a user profile setup by their RiskMan Administrator or Manager

## How do I access RiskMan?

RiskMan is accessed via your organisation’s Intranet or via an icon on your desktop. Please consult with your RiskMan Administrator, Manager or IT Department for details on how to access RiskMan

## Logging on first time – Self Registration

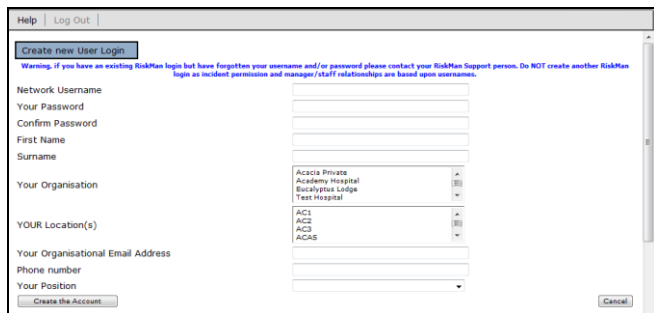
If available on the front page of RiskMan, click on “**Create New Login**” button.

**Agency staff** should consult the person in charge for incident entry assistance

**For New Users**

If you have never logged into RISKMAN.NET before, you can create a login for yourself now that will allow you to fill out an incident form immediately.

If you wish to do this please click the button.

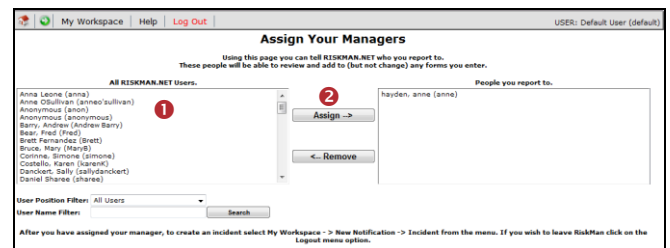


Enter your details as presented on the screen. As a suggestion, enter the same **username** and **password** that you use to connect to your network as issued by the IT Dept. Enter your organisational email address – **it is preferable to not use external email addresses.**

If you only work at specific Sites/Locations highlight as applicable (*Hold your CTRL key to select one or more*), otherwise leave blank

## To complete the process

1. Press **Create the Account**
2. Logon to RiskMan using your newly entered username and password
3. The first time you logon to RiskMan you may need to select one or more managers that you report to. If you do an **Assign Your Managers** page will open
4. Highlight your manager from the available list **1**
5. Press **Assign** **2**



6. Repeat steps 4-5 if you report to more than one manager
7. To enter an incident *select My Workspace -> New -> Incident* from your menu

*Note: Your Assign Your Managers page can also be opened from your “My Workspace -> Edit My Managers” menu option. You will also have the option to change the manager you report to before submitting a new incident*

## When do I enter incidents?

As soon as reasonably possible after the incident has been attended to.

## What if I forget my username & password?

**DO NOT** create a new Username. If you have an organisational email address, click the “**Forgotten Password**” button under the **User Login** section. Enter your username or email and click “**Recover Password**”. Your password will be confirmed by email in a few minutes. If you don’t receive a confirmation or do not have an email account, contact your Manager or RiskMan Administrator

**USER LOGIN**

**Username**

**Password**

Forgotten Password?

**Can I retrieve a partially entered Incident that I have not saved?**

The **auto-save** function (if turned on in your organisation) means that if you navigate away from a **new** Incident that you have not saved e.g. you press the back button on your IE or you close RiskMan; the information that you started entering will be available\* next time you try to enter a new Incident.

*\* Note: While most fields are able to be recovered, there are some fields which are not able to be recovered, such as Classifications and Contributing Factors*

**To re-open a partially saved notification**

1. On navigating to the *My Workspace* -> *New* -> *Incident* page the following message will display



2. Press **Reopen** if you wish to continue with the notification you started entering or press **Discard** if you wish to enter a new one

*Note: The AutoSave function applies to new forms only, and does not apply to existing forms being modified.*

**What does this  icon mean on the menu?**

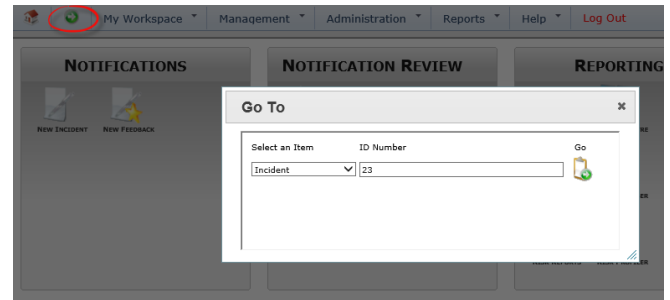
This icon, as well as the shortcut **ALT-H**, allows you to go to navigate to your Home page. The Home page provides you with an icon view of your access to RiskMan. Click on an icon to open the respective page



**What does this  icon mean on the menu?**

This icon, as well as the shortcut **ALT-G**, allows you to open a Search window to enable you to locate Incidents (or Risks, Quality Activities, etc, depending on your Register access) you have permission to, if you know the ID of the item.

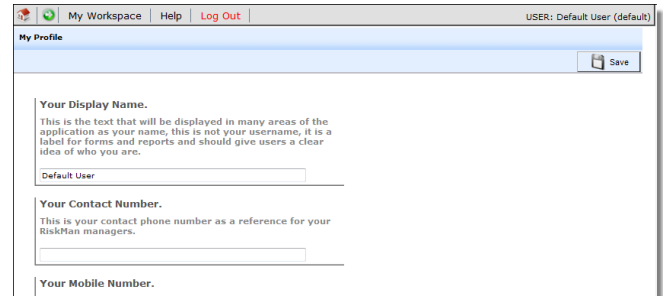
Select an item and enter the respective **ID**. Press the **Go** icon or press **Enter**. If you have permission to the notification it will open for you to view



**How do I update my personal details?**

Your details e.g. name, password, contact phone number can be updated by selecting **“My Details”** from your **“My Workspace”** menu. Update your details as required and press **Save**

*Note: You will not be able to update your username (login)*



**What if I need to modify the notification?**

You can obtain a list of all your reported incidents by selecting the **“Review My”** option from your **“My Workspace”** menu. Click on the respective **ID** to open the notification and make any changes as required. Press the **Submit** button at the bottom of the respective notification to save your changes

## **What if there is more than one person involved in the incident?**

If an incident involves more than one person e.g. Client is aggressive towards a staff member, a linked incident can be created immediately after the first incident has been submitted.

### **After submitting the first incident**

1. On the **Confirmation** page, press the “**Click here to create a related ‘Grouped Incident’**” button
2. A copy of the incident will display except for the “**Who or What Was Affected**” section and some other fields on the form
3. Modify the incident as required and press **Submit** to save the changes
4. Repeat steps 1-4, if there are more people involved in the incident and additional incidents need to be created

### **If you wish to create a linked incident later**

1. On your Entered Incident listing page (accessed from the *My Workspace -> Review My -> Incident* menu), check mark the incident you wish to link from



2. Press the **Clone and Link** icon

## **How do I monitor the progress of my entered incidents?**

Open the notification by clicking on the **ID** of the notification from your respective *My Workspace -> Review My -> Incident* menu


Scroll to the bottom of the review page. The “**Review History**” section displays details of who has viewed, modified or been notified of the notification.

The original version (the one you entered) of the notification will remain intact. Any changes will be reflected in the current version of the notification

## **Who do I contact if I need help?**


First try asking the person in charge in your area or other staff members with RiskMan experience. To send an email to your internal RiskMan Help Desk, select the appropriate option under the **Help** menu in RiskMan

## Entering an Incident

- Access to the Incident Entry page is via the menu option – *My Workspace* -> *New* -> *Incident*
- Move between data fields using the **mouse**, **TAB** or **SHIFT TAB** keys
- **DO NOT** enter data with **CAPS LOCK** on.
- Complete all fields/buttons that are displayed **YELLOW**. The incident cannot be saved unless these fields are completed
- **Tool tips** may appear when you hover your mouse over some of the fields to assist you with entering the incident
- **Policy Links**  may appear next to specific fields providing you with additional information that may assist you in entering the incident
- **Be objective**. Rather than using real names use generic titles e.g. Nurse found, Doctor said; Client did
- Field contents can be deleted by highlighting the contents in a field and pressing the **DELETE** key
- Press **Submit** after you have completed the incident

**Incident Entry**  
Submit this form to record the incident.  
You will be able to modify this page once it is submitted.

**Who or What Was Affected?**

Incident Involved: Patient  Medical Record #

First Name

Surname

Date of Birth  Age

Gender

Street

Suburb/City

Postcode

Admission Diagnosis

Patient Status

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**When Did It Happen?**

Incident Date: 7 May 2010 Incident Time:

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**What Happened?**

Summary

Details

Reporter's Name: Default User Reporter's Position: ANUM

Contact Phone

Steps Taken By

Steps Taken

Seen By  Seen By Name

Treatment Given

Investigations/Findings

Investigated By

Controls Implemented

Transfer Required

Deceased? Yes  No

Next Of Kin Notified Yes  No

Outcome

Personnel Involved

Treating Doctor  Treating Doctor Position

Admitting Doctor  Admitting Doctor Position

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**How is it Classified?**

Site

Location

Program

Contributing Factors

Classifications

Classification

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Current Managers: hayden, anne (anne)

**Who or What Was Affected:** Enter the details of who or what was involved in the Incident. Depending on what is selected in the **Incident Involved** list, related fields may be shown as required e.g. if **Incident Involved = Staff Member** a **"For Staff"** section may display. If your RiskMan is linked to your Patient/Client Master Database, on entering an incident for the patient/client enter their **UR/Medical Record No** and press **Fetch** to retrieve their details and incident history

**When Did It Happen:** Specify the approximate date and time the incident occurred or when you discovered the event e.g. hazard, property

**What Happened:** Describe what happened (be objective), who reported the incident, action taken or treatment given (if applicable) immediately after the incident, and the outcome (severity) of the incident

**Incident Follow-up:** For information only - The investigations and Controls Implemented entered by your Line Manager after investigation of the incident (*Note: This information may not be available on your Incident Entry/Review page*)

**Personnel Involved:** If required detail any witnesses or others involved in the incident

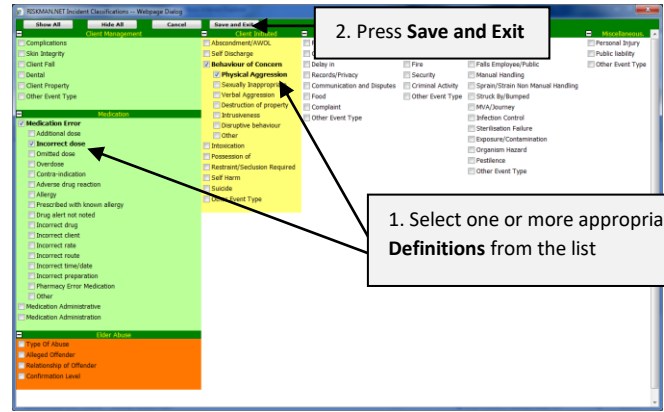
**How is it Classified:** In which area of the organisation did the incident occur; were there any contributing factors; what type of incident has occurred (classify the incident)

Press **Submit** to save the Incident. Your nominated manager/s will be notified of the incident

If no manager is selected or you wish to change the manager you report to, click this button and select your new manager. Once selected your new manager will be displayed

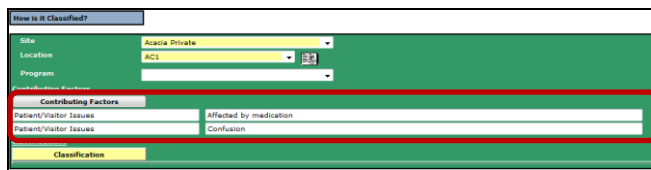
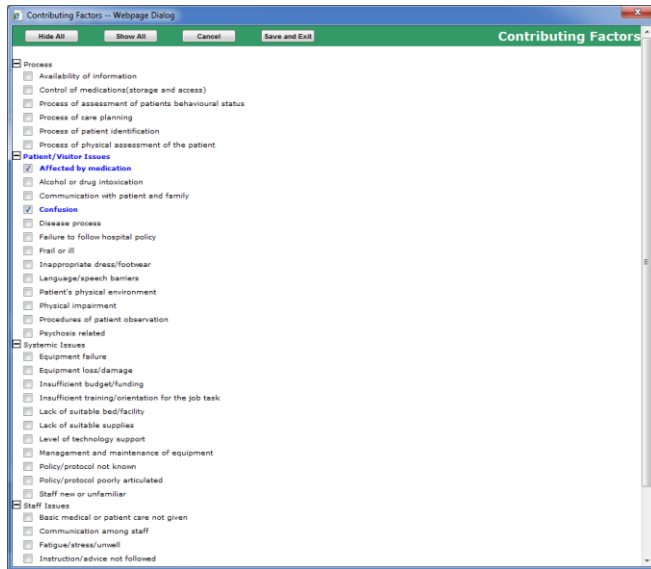
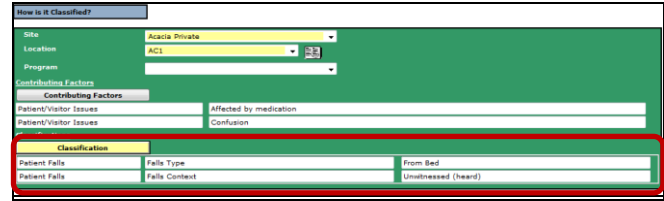
**Outcome/Severity Rating**

Select the outcome/severity rating of the incident by clicking into the **Outcome** field. If you have a descriptor document associated with your Outcome/Severity, a pop-up interactive matrix may display with a description of your organisation’s Outcome/Severity Ratings. If this occurs, click on the cell that best describes the outcome of the incident. The matrix will close and the respective rating will be auto-populated into the **Outcome/Severity** field



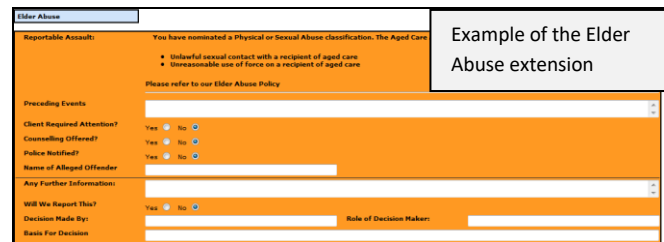
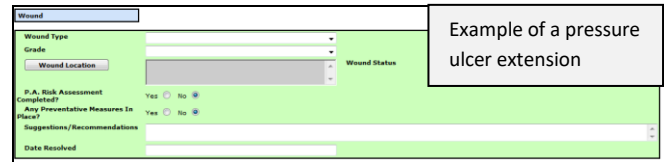
**Contributing Factors**

By clicking on the **Contributing Factors** button a pop-up list of possible factors will display. If contributing factors are known, select the appropriate factors from the list. You can select more than one factor



**Incident Field Extensions**

Depending on the customisations that have been setup in your organisation’s RiskMan, various extension fields may display on the Incident Entry form based on selections from the Classifications or a field on the Incident. Where applicable enter or select appropriate details (*refer to the examples below of extensions that may or may not be included in your RiskMan*)



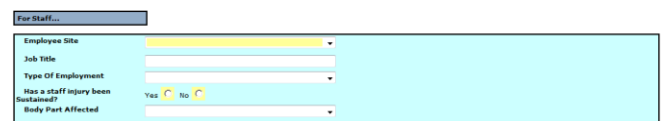
**Classifications**

The Classifications allow you to describe the type of incident that has occurred eg. behaviour of concern, elder abuse, fall, equipment failure, pressure ulcer, medication errors.

1. To select one or more classifications that best describe the incident click on the **Classifications** button on the Incident Entry form
2. The **RiskCat** classification page will open.
3. Select one or more appropriate classifications that best describes the incident from the lowest classification level (*the list will be grouped up to 3 levels - Supergroup, Class & Defintion*)

**Staff Incidents**

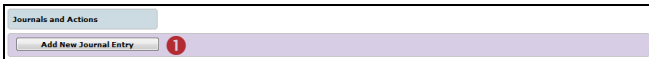
If an incident involves a staff member a specific **For Staff** section will be displayed. Where applicable enter or select appropriate details



## What is a Journal?

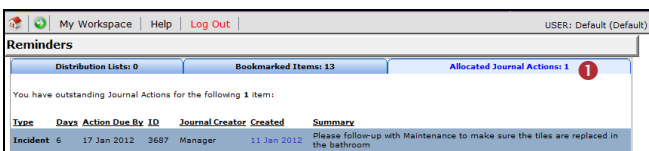
A Journal is an on-going diary of events and allocated tasks. It can be used to include progress/file notes; view assigned tasks.

1. In the Journal section, press the **Add new Journal Entry** <sup>1</sup>
2. Select a **Journal Type** <sup>2</sup>
3. Enter a **Description** <sup>3</sup>
4. Press **Add Entry** <sup>4</sup>



## How can I view a list of outstanding tasks assigned to me from an Incident notification?

If you have been assigned a task via the Journals on an Incident, all your un-actioned Journals will be listed in your **Allocated Journal Actions** <sup>1</sup> list under the *My Workspace* -> *Reminders & Alerts* page

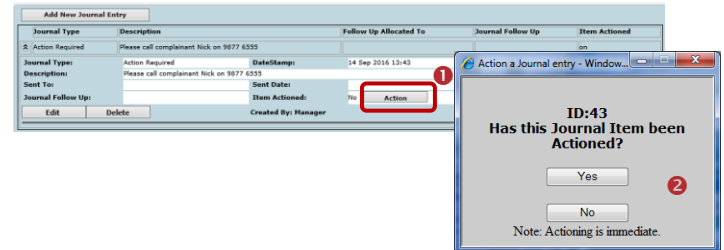


1. Click on the **Created** date link to open the Incident
2. Once you have actioned the Journal it will be removed from this list

## How do I action a Journal?

If a Journal is assigned to you, to ensure the creator of the journal knows that you have completed the task, the Journal should be **actioned**

1. Press the **Action** <sup>1</sup> button next to the respective Journal
2. A pop-up will appear asking if the journal item has been actioned. Select yes. <sup>2</sup>
3. Press **Post** or **Save without Posting** to update your changes



## Can I attach a file to an Incident?

Relevant files of any description can be attached to an Incident via the **Documents** section e.g. documents, photos

1. In the **Documents** section, press the **Add Document** <sup>1</sup> button
2. Enter a **description** <sup>2</sup> of the file
3. Press **Browse** <sup>3</sup> to locate the file
4. Once selected press **Add** <sup>4</sup>
5. A pop-up will appear asking if you want to add another document or return to the form

