

Introduction

This reference guide is aimed at Risk/Quality Managers and/or OHS Managers who are responsible for ensuring Incidents have been followed up by the respective Line Managers, and to post incidents ready for reporting

What is “posting”?

Posting means a “master” or the “official” version of the incident is created. There is only **ONE** master version for each incident created in RiskMan. This “master” version is referenced on all Incident Reports.

Role of the Risk/Quality Manager

When an incident is entered by a staff member, it is the responsibility of their Line Manager to review the incident and report their findings. It is then the responsibility of the Risk/Quality Manager to ensure they review the details of the incident and to:

- Check the **Review History** to see who else is aware of the incident
- Create a **Distribution List** if others need to be informed of the incident
- **Optional: Bookmark** the incident if you wish to enable a quick return to the incident
- Check the incident has been investigated and ensure the accuracy and completeness of the Incident
- Check for consistencies with the data e.g. Classifications, Severity Level
- Remove any inappropriate statements or unfounded allegations as organisational policy may dictate
- **Submit** any details that need immediate change

Follow-up the Incident

- If further clarifying information is required, create a distribution list to request further action/ information or assign a task through the Journals
- Update **Findings**

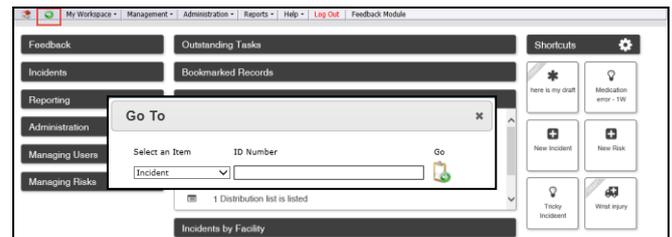
Complete & Post the Incident

- **Suggestion:** Once an action plan has been established or there is no action plan required as a result of the incident, you may wish to close the incident by entering the date into the **Closed Date** field in the “**When Did It Occur**” section of the incident. This can be done before or after posting the incident
- Ensure **Journals** are actioned as required
- **Post** the Incident once there is sufficient information for the master record. Posted incidents can then be reported on
- Modifications may be made after posting and these can be updated into the master record once received

Reviewing & Posting Unposted Incidents

If you know the ID of the Incident you can use the “Go To” function to locate the incident

1. Press the  icon on the menu or press **ALT-G**
2. Select **Item = Incident** and enter the ID
3. Press **Enter** or the **Go** button
4. If you have permission to the incident it will open

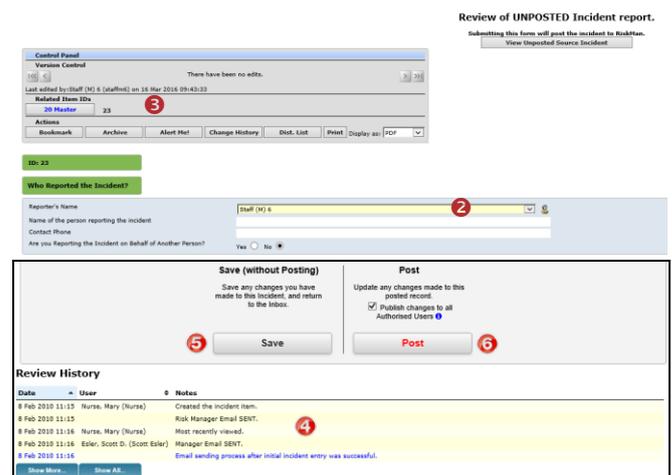


To review an unposted incident

From the menu select **Management -> Inbox -> Incidents**. This will display a list of incidents that you have permission to view e.g. via an alert



Date	Distribution Date	Reporter Name	Name	Facility	Location	Summary
13 Nov 2014		System Manager	Le	Label Hurlington	AC3	Healthy
13 Nov 2014		System Manager	off	Wards Private	Centre Block 7th Floor	off
13 Nov 2014		System Manager	off	Wards Private	Centre Block 1st Floor	off
13 Nov 2014		System Manager	off	Accia Private	Administration	off
13 Nov 2014		System Manager	off	Label Hurlington	AC3	off
13 Nov 2014		Line Manager	off	Accia Private	AC3	off
13 Nov 2014		System Manager	Smith	Label Hurlington	Centre Block 7th Floor	Resident fall in home
6 Mar 2013		Default User	Wafa is uahana	Accia Private	Columbia	Wafa appear to be water damaged
8 Feb 2013		System Manager	off	Accia Private	AC3	off
7 Nov 2013		Default User	Hopkin	Accia Private	East 2F	fall over
19 Nov 2012		System Manager	Smith	Accia Private	East Block 8th Floor	Client became aggressive when g...
1 Aug 2012		Hayden, Anne	Hayden	Accia Private	East Block 3rd Floor	Person hit the staff member while...
1 Aug 2012		Hayden, Anne	Smith	Accia Private	Centre Block 3rd Floor	Person fell walking in a stair we...
1 Aug 2012		Franklin, Louis	Jones	Accia Private	Consulting Suite	Person fell walking in a stair we...
21 Feb 2012		Aner Hayden	Smith	Accia Private	Centre Block 7th Floor	Client aggressive towards the staff...
8 Feb 2012		Default User	Smith	Accia Private	Centre Block 3rd Floor	Business office of ventilation system...
1 Aug 2012		Default User	Hopkin	Accia Private	Centre Block 3rd Floor	Business aggressive towards a staff...
3 Feb 2012		Default User	Smith	Accia Private	Centre Block 3rd Floor	Person fell in shower...
13 Jan 2011		Nurse, Mary	Smith	Accia Private	Centre Block 1st Floor	Person tripped over a loose bookin...



Review of UNPOSTED Incident report.
Submitting this form will post the incident to Riskman.
View Unposted Source Incident

There have been no alerts.

Last edited by Staff (N) 6 (staff) on 18 Mar 2016 09:43:23

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Who Reported the Incident?

Reporter's Name: Staff (N) 6

Name of the person reporting the incident

Contact Phone

Are you Reporting the Incident on Behalf of Another Person? Yes No

Save (without Posting): Save any changes you have made to this incident, and return to the Inbox.

Post: Update any changes made to this posted record. Publish changes to all Authorised Users.

Review History

Date	User	Notes
8 Feb 2010 11:16	Nurse, Mary (Nurse)	Created this incident item.
8 Feb 2010 11:15		Risk Manager Email SENT.
8 Feb 2010 11:16	Nurse, Mary (Nurse)	Most recently viewed.
8 Feb 2010 11:16	Esler, Scott D. (Scott Esler)	Manager Email SENT.
8 Feb 2010 11:16		Email sending process after initial incident entry was successful.

1. To view an incident from the Inbox page, click on the Incident **ID 1**
2. Review the incident and ensure the Line Manager has investigated and reported their findings
 - Fields displayed in **yellow 2** are **mandatory** and must be completed before saving the incident
 - If the incident involves more than one person and a linked incident has been created, click on the respective **ID 3** to view the other incidents linked with this incident. **Each linked incident needs to be reviewed and submitted separately**
 - The **Review History 4** at the bottom of the incident will indicate to you who has been notified of, edited or viewed the incident. If required create a **distribution list** to notify other users of the incident
3. If changes are made to the incident, either
 - Press **Save without posting 5**, if you want to save your changes but **not “post”** the incident. In this case the incident will remain in the “Inbox” for posting at a later stage
 - Press **Post 6** if you want to save your changes and “post” the incident ready for reporting. In this case the incident will be removed from your “Inbox” view and will be available to view and edit in the “Posted Incidents” listing
4. The changes will be visible to all authorised users and the original version of the incident will remain intact