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
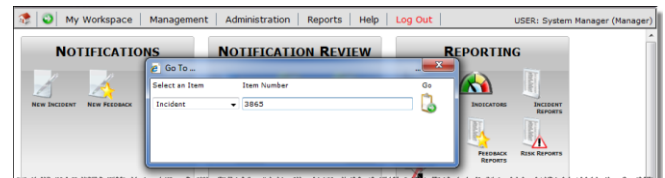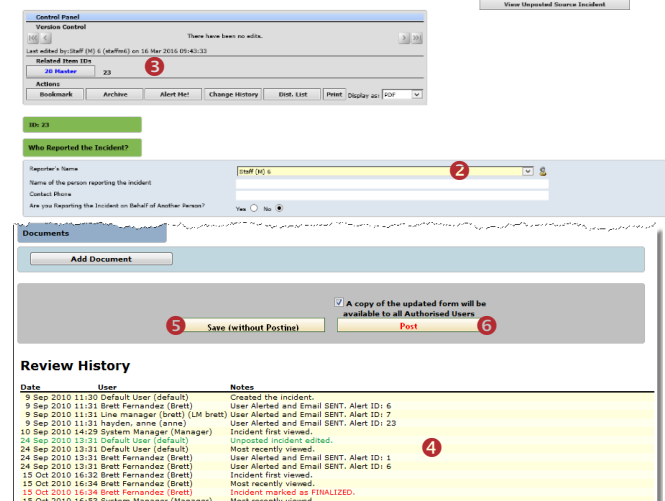

To review an unposted incident

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
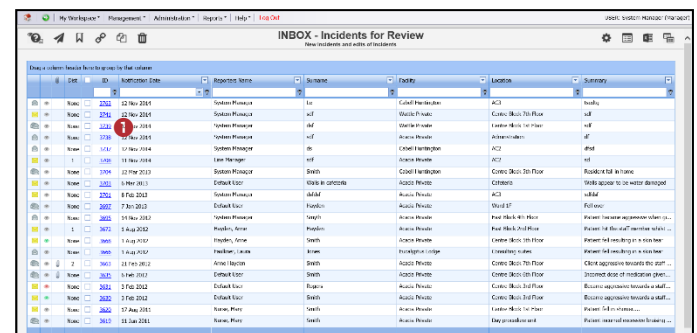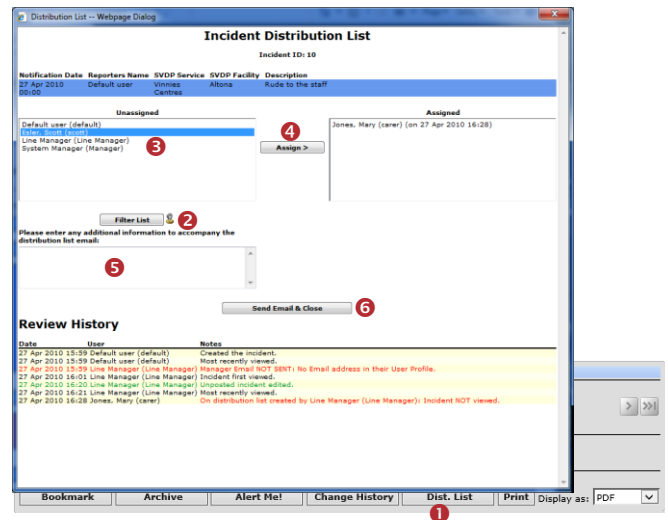
1. To view an incident from the Inbox page, click on the Incident **ID** ❶

2. Review the incident and ensure the Line Manager has investigated and reported their findings

   - Fields displayed in **yellow** ❷ 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** ❸ to view the other incidents linked with this incident. **Each linked incident needs to be reviewed and submitted separately**

   - The **Review History** ❹ 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** ❺, 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** ❻ 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

How do I let others know of the incident?

If, after reading the incident and looking at the **Review History**, you think other users within your organisation should be notified of the incident, you can create a Distribution List

To create a distribution list

1. Click on the **Dist List** ❶ button

2. Search for the users using the **Filter List** ❷ option

3. Highlight the user in the **Unassigned List** ❸ and press **Assign** ❹

4. Repeat steps 2-3 if more users are to be notified

5. **Recommended:** Enter a **comment** ❺ explaining why the selected users are being distributed the incident. These comments will appear on the email that is sent to the nominated users and can also be accessed from the Review History of the Incident
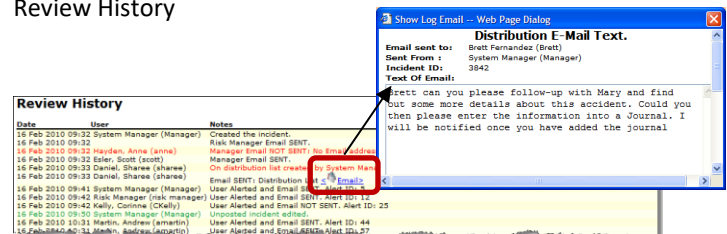
6. Press **Send Email & Close** ❻

*Note: If there are already users in the Assigned list when you are creating a Distribution list, it means that the users have not yet read the incident – **do not delete** them from the list, as this could negate their permissions to the incident. Only the newly added users will receive the email*

Can I view the comments sent in a Distribution List?

The Comments sent on any distribution list can be viewed from the **Review History** of the Incident

To view the comments click on the **<Email>** link in the Review History

What happens when you are distributed an Incident?

1. If you have an email address in your User profile you will be sent an email notification with a **link** to the incident

2. If you have unread distributed incidents

   - An **Incident For Review** message will appear at the top of your RiskMan system *(see example below)*
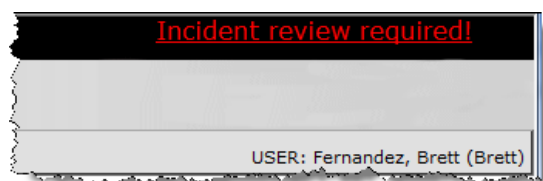

   - When you click on the link it will take you to the **Assigned Incident - Unviewed** Listing page. You can open the incident from this page by clicking on the Incident **ID**

- Once you have read all your distributed incidents the "Incident review required" message will disappear
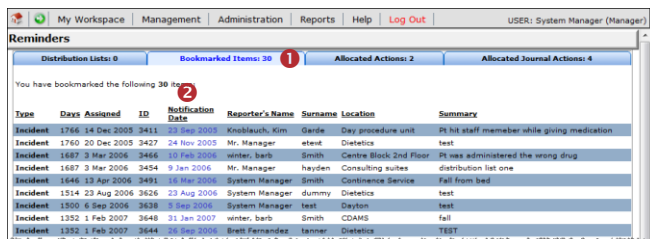
What is the "Bookmark" function?

Bookmarking places the incident into your "Bookmark Items" list available on your *My Workspace -> Reminders & Alerts* page. You may wish to bookmark (flag) the incident as one you would like to follow-up later - you may be waiting on the Line Manger to investigate the incident.

To bookmark an incident click on the **Bookmark** ❶ button
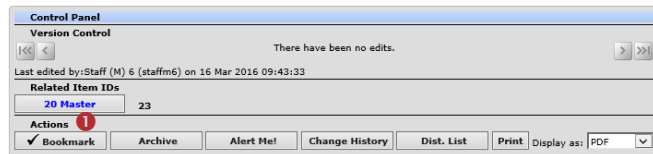
How do I view my bookmarked incidents?

All your bookmarked Incidents will be listed in your **Bookmarked Items** ❶ list under the *My Workspace -> Reminders & Alerts* page


1. To open the incident click the **Notification Date** ❷ link
2. To remove the bookmark, click the **Bookmark** button on the **Control Panel**

What does the "Alert Me" function do?

The "Alert Me" function, when activated, will notify you of any changes to the incident (except changes to the Journals and Documents).

1. To setup a Personal Alert click on the **Alert Me** ❶ button
2. Select if you want the Personal Alert to be based on changes to **unposted** and/or **posted** incidents ❷
3. Select the **duration** ❸ of the Personal Alert
4. Press **Save** ❹
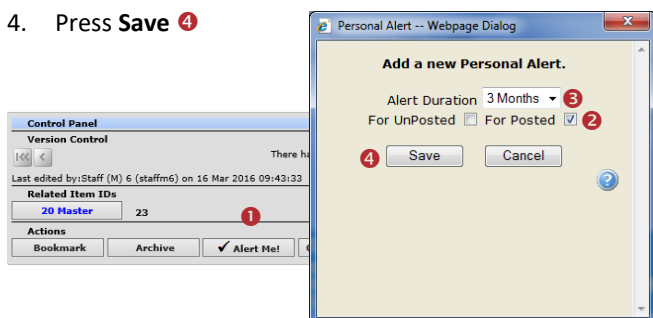
Can I print a copy of the incident?

A copy of the current version of the incident can be printed from an opened incident in different formats e.g. PDF

1. In the Control Panel, select an **output format** ❶
2. Press **Print** ❷
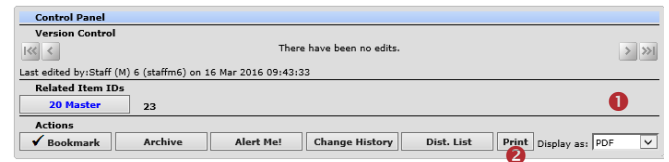
How do I add a Progress/File Notes or assign a task?

Journals are used add progress/file notes and can also be used to assign a task or action or another RiskMan User. When you assign an action or task, the assigned user will be sent an email notification with details of the task and a link to the Incident

To add a Journal

1. Press **Add New Journal Entry** ❶
2. Select a **Journal Type** from the list ❷
3. Enter a **description** ❸
4. If you are assigning a task
   - Enter a **due date** or select the date using the date picker in the **Followed up Date** field ❹
   - **Assign** a user in the **Follow-up allocated to** field ❹ - press the Filter button and search for the user. You will need to select the user from the Follow-up Allocated To field once you have used the filter option
5. Press **Add Entry** ❺
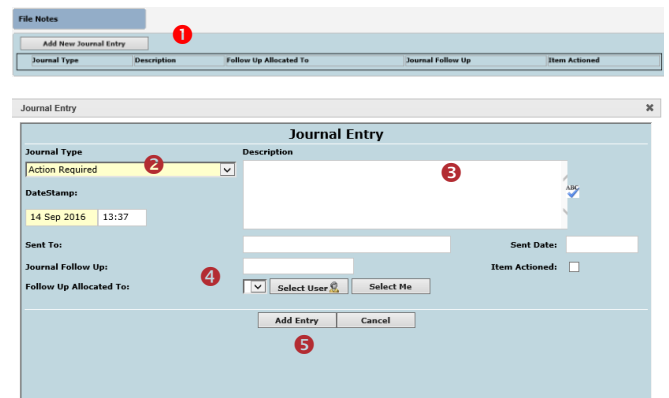
6. If the journal is **not** allocated to a user, it will automatically be actioned once the incident is saved

7. If the Journal **is** allocated to a user, once the incident is submitted an email notification will be sent to the allocated user with details of the Journal and a link to the incident

8. If the Journal is not actioned by the due date then an email reminder will be sent to the allocated user as well as yourself

How can I view a list of outstanding tasks assigned to me?

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

1. Click on the **Created** ❷ date link to open the Incident

2. Once you have actioned the Journal it will be removed from this list
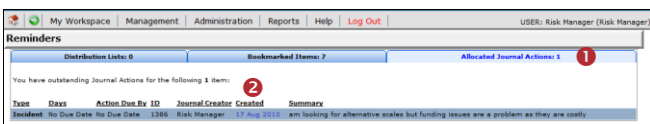
How do I action a Journal?

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** ❶ button next to the respective Journal

2. A pop-up will appear asking if the journal item has been actioned. Select yes. ❷

3. Press **Post** or **Save without Posting** to update your changes
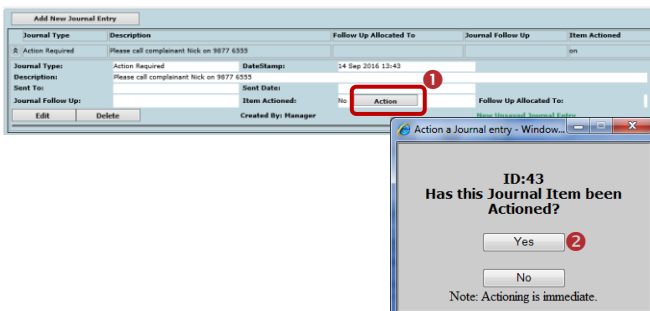

Can I attach a file to an Incident?

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

1. Press the **Add Document** ❶ button

2. Enter a **description** ❷ of the file

3. Press **Browse** ❸ to locate the file

4. Once selected press **Add** ❹

5. Repeat steps 1-4 if more files need to be attached

6. Press **Close** ❺
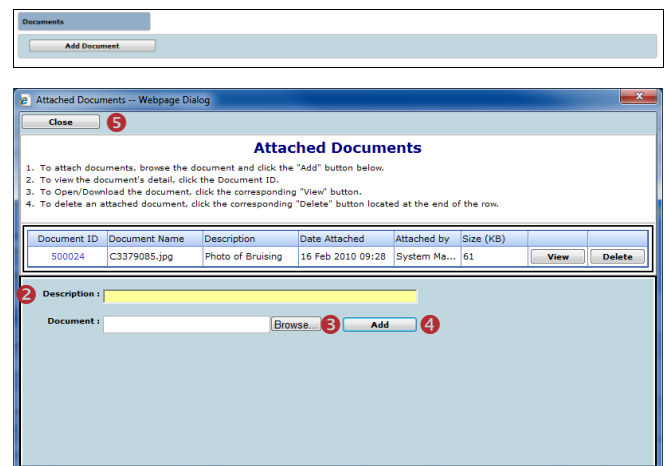
To view an attached document

1. Click on the **View** ❶ button next to the document you wish to view

2. The **Document Review History** ❷ (viewed by clicking on the 🔍 icon next to the respective document) will display in the Document Details pop-up window
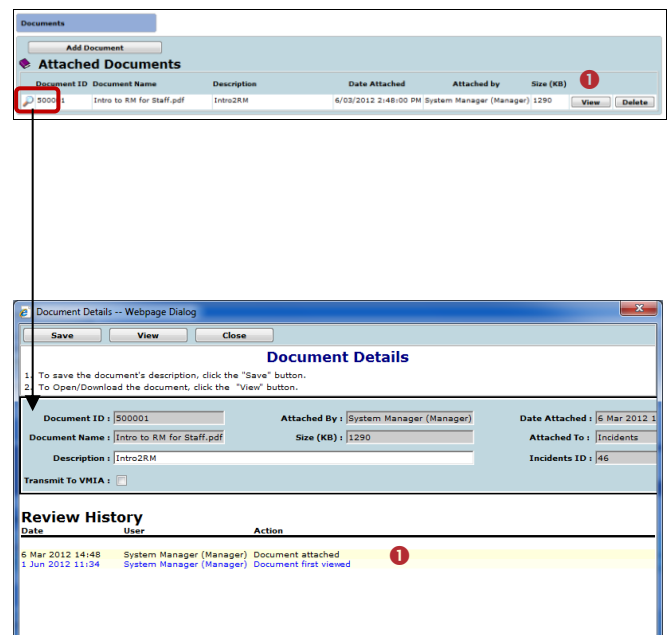
How do I know which incidents I have viewed and those modified since I last viewed them?

Next to each incident on your incident list there is a coloured eye which represents your viewing status of your incidents

- You have viewed the incident and there have been no modifications

- There have been modifications (including journals) since you last viewed the incident

- You have not yet viewed this incident

To view the Review History of an Unposted Incident

1. The **Review History** will display if you click on the eye. This information will enable you to see if there were amendments made to the Incident and Journals that you were perhaps waiting on

2. It is suggested that you perform a full review of the incident by clicking on the **ID**
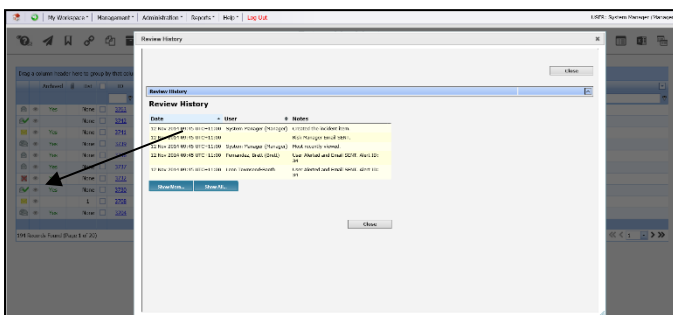
To view the Review History of a Posted Incident

1. In addition to the Review History, a list of changes that have been made after posting will display

   Note: Not all the changes will be listed here - the following are not listed Journals; Documents; Classifications; fields from sub-forms.

2. If you wish to accept the changes and re-post the incident without having to open it, press the **Quick Post – Accept All Changes** button *(see example below).* The incident will be removed from your Inbox page and will be available on your Posted Incidents page

   Note: Accepting the changes means that only the changes displayed in the Quick Post list will be updated into the Posted record. It is recommended that you open the Incident to before re-posting
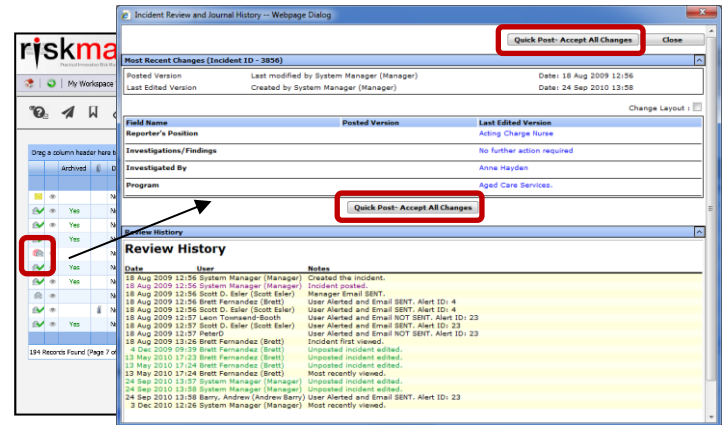

How do I view the changes that have been made to the incident?

Each time a change is made to an incident another version of the incident is created; this ensures the original version is kept intact. The incident you are viewing is always the most current version

1. Open the Incident from the Inbox page and click on the **Change History** ❶ button in the Control

2. The **Incident Edit History** window will open displaying the changes **by version** or **by field** ❷. You will only be able to view the changes on fields that you have permission to view in the Incident

   Note: The Incident Edit History will not display any changes to Journals or Document as there is no history. Only the current versions of the Journals and Documents are available on any version of an Incident
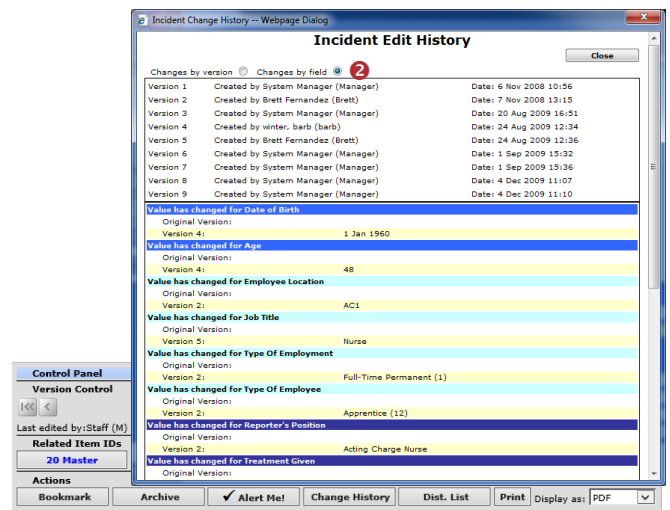
Reviewing & Posting Edited Posted Incidents

After an incident has been posted, it can be edited by staff within the organisation that have permission to the incident e.g. further investigations has revealed that the Severity Rating has changed. Changes made after an incident has been posted will be displayed in a red box underneath the modified field. It will be your responsibility to accept these changes if they are to be included in the master incident, or not accept them if you feel that the change should not be part of the master version of the incident

1. If you wish to view changes from the Inbox, click on the Status eye (as described on the previous page) next to the edited posted incident (denoted by the icon)

2. Because not all changes are displayed on this page it is strongly recommended that you open the Incident to review all the changes by clicking on the Incident **ID** ❶

A **red icon** indicates the incident has been edited after posting
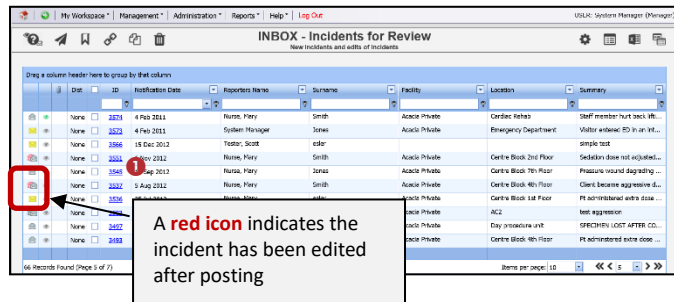
3. All changes will appear in a **red box** ❷ under the field (or group of fields) that has been modified

4. If you with to **accept changes on an individual field** press the respective **Accept** ❸ or **Accept Block** button

   - Those changes not accepted will not be included in the master version of the incident but will remain in the unposted version of that incident

5. Alternatively, if you wish to **accept all changes** in the incident press the **Accept All Changes** ❹ button

6. Press **Update the Posted record** ❺ to save the changes

   - The incident will be removed be removed from the Inbox view and the updated changes will be available to view in the "Posted Incidents" listing
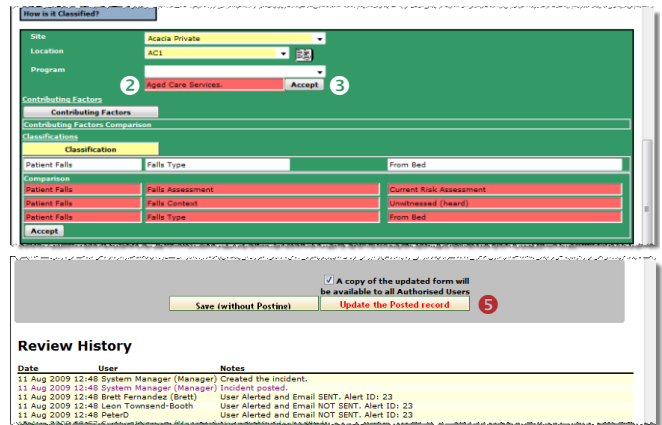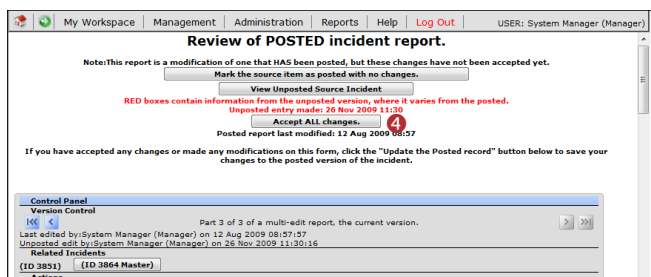

How do I access Posted Incidents?

Posted incidents are accessible by selecting

- *Management -> Enquiry -> Posted Incidents* or

- By accessing the **Selection Settings** menu and selecting **Posted Incidents** ❶ from the **Display** listing on any Incident Listing page (*see example below)* and pressing **Apply Settings** ❷
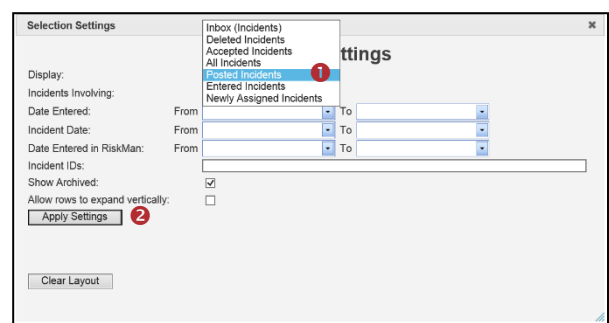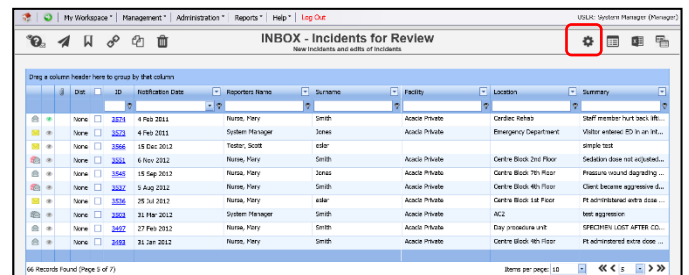
1. To view and edit a posted incident, click on the Incident ID, make changes as required and press the **Update the Posted record** ❶ button at the bottom of the incident to save your changes

   - The posted incident will be updated directly and a copy of the changes will be made available to the equivalent unposted version. The incident will not re-appear in the Inbox view

2. To return to the **Posted Incidents** page

• Click on the **Selection Page** ❷ button Incident or select *Management -> Enquiry -> Posted Incidents* from the menu
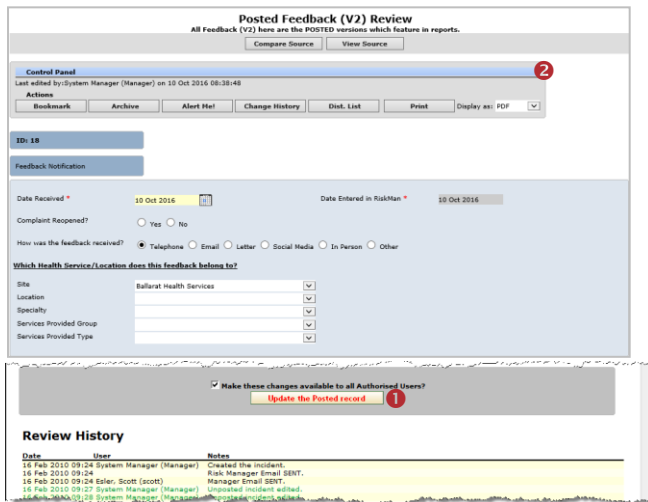
Features of the Posted Incidents page

Compare Source

This feature allows you to view the current posted version of the incident notification and compare it to all the unposted versions.

If there is a difference between the current posted version and the compared unposted version, the details will appear in a **red box** under the respective field.

Updates can be made from any view by pressing the **Accept** button next to the field that you wish to modify. On saving the incident, the posted version will be updated directly

View Source

This feature allows you to view the unposted versions of the incident notification.

Updates can only be made to the **current** unposted version of the incident. Any updates will force the incident to return to the **Inbox** view and requires the modifications to be **accepted** and the incident to be re-posted

Note: This function is not commonly used

Can I delete an Incident?

Deleting incidents can be done if

• There are duplicate incidents i.e. more than one person has entered the same incident; or

• If the incident being entered is not an incident as per your organizational definition e.g. a staff grievance; Maintenance request.

Before deleting an incident it is suggested that you

• Enter a Journal providing a reason why you are deleting the incident and perhaps communicate this to the person who entered the incident.

• If you have a duplicate incident you may like to reference the ID of the deleted incident and copy the "Details" of the deleted incident into a Journal of the Incident you are keeping (to ensure you capture both versions of the incident description)

Deleted incidents are flagged as deleted and can be restored if required. All users with permission to the incident can still view the deleted incident but cannot edit it

To delete Incidents

1. With either the **Incident Inbox** or **Posted Incidents** page open, check the **record selector** ❶ next to the incident/s that you wish to delete

2. Press the **Delete** ❷ icon. The incident/s will be flagged as deleted and will be available in the **Deleted Incident Reports** list if they need to be restored
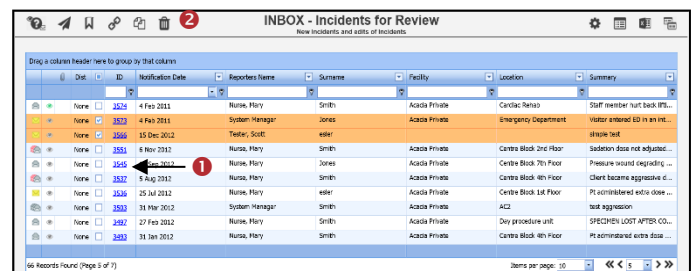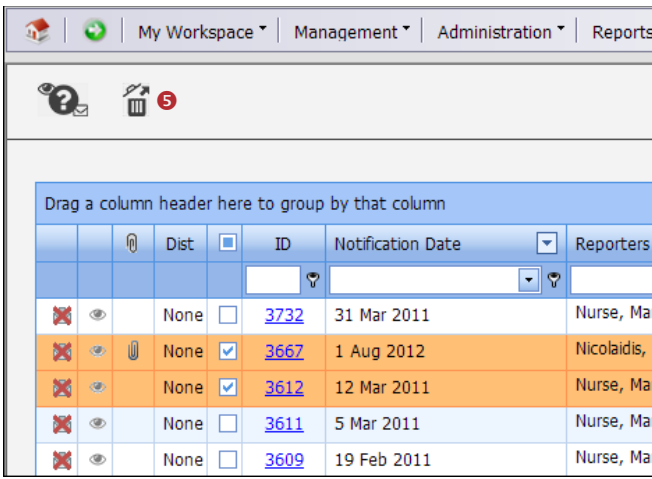

How do I restore a Deleted Incident?

Deleted Incidents are located in the "**Deleted Incidents**" page.

1. From any Incident Listing page, enter Selection Settings via the [⚙] icon ❶, select **Display = Deleted Incidents** ❷ and press **Apply Settings** ❸
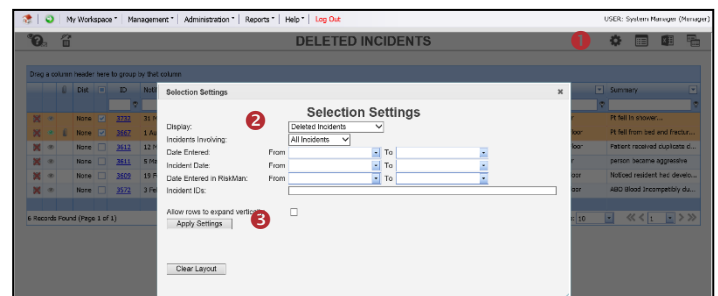

2. Check the **record selector** ❹ next to the incident/s (you can select more than one) that you wish to restore

3. Press the **Restore** ❺ icon. The incident will be restored to the "Inbox" (and posted version, if applicable) view

What is a Linked record?

A linked record is when one or more records that have been linked together for a specific reason e.g. multiple staff have been affected by one or the same incident or a complaint / compliment has been received by the same person; or one person has provided multiple complaints over a period of time.

Linked records can be created 3 ways

1. After the first record is submitted, by clicking on the **"Click here to create a linked record"** button after a new record notification has been saved

2. From the "list" page by checking the record you wish to link from, and pressing the **"Make Linked"** button which will open a copy of the selected record

3. If the record notifications were entered separately they can be linked together using the **"Link records"** function on the "Inbox" list page

How can I tell if a record has been linked?

On opening the record from the **Inbox** or **Posted record** page, the ID's of the linked records will display in the Control Panel under the **Related** heading.

How do I create a new linked record from an existing record?

If you need to create a linked record from an existing record

1. Within the Listing page (e.g. Feedback Inbox) click on the **Record Selector** ❶ next to the record you wish to create a link with

2. Press the **Clone and Link** ❷ icon
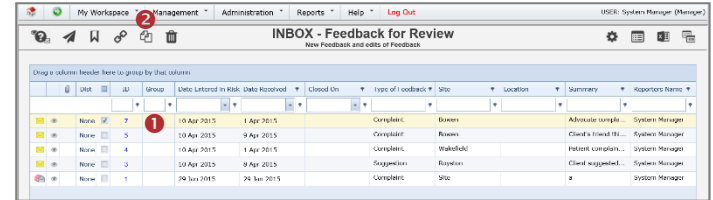
3. A copy of the record notification will open. Make any changes to the record as required and press **Save**

4. If you then need to create another linked record press the **"Click here to create a related 'Linked record"** button on the **record s**aved** page

Note: The content of the fields copied when creating a linked record can be modified. Please contact RiskMan support – support@riskman.net.au if changes are required

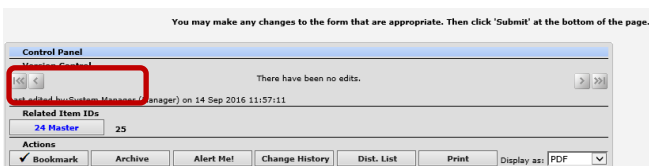## How do I link 2 or more records together?

If you find that 2 or more records should have been linked but were not
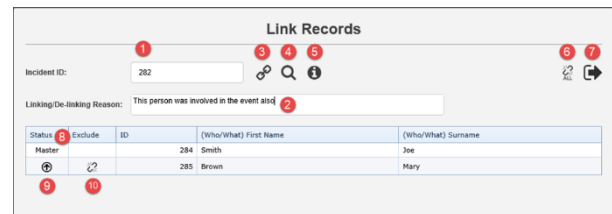
1. Add the ID of a record you wish to link

2. **New**: Enter the reason you are linking/de-linking this new record. The reason will be recorded in the Review History of the master record. Another Review History entry will be made in the master record while performing actions like linking, de-linking, changing the master record, and dissolving the group.
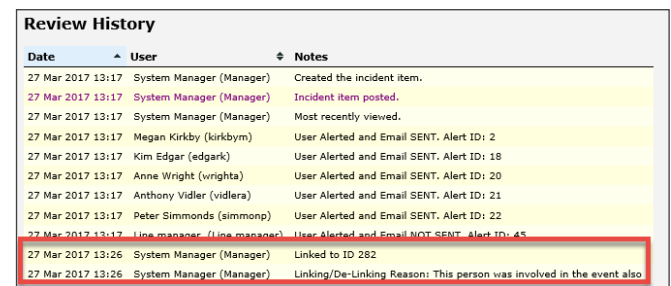

3. Click to link the record you entered in ❶

4. **New**: Search tool helps you find a record so that you don't necessarily need to know its ID number:

5. This info icon will display a tool tip, providing the user with advice on using the tool:

6. De-link all records (previously the "Dissolve Group" button)

7. Click to exit the dialog

8. **New**: The Master record will now always be the first one listed

9. Click to promote a record to be the Master record

10. Click to de-link the selected record

What happens if I go on Leave?

Refer to the **Personal Delegates Guide** accessible via the menu *Help -> RiskMan Quick Guides -> Personal Delegates Guide*