RISKMAN GUIDE TO REPORTING INCIDENTS (Network logins)

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 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

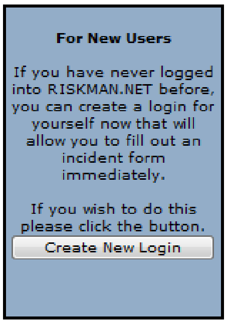
How do I access RiskMan?

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 the **"Create New Login"** button.

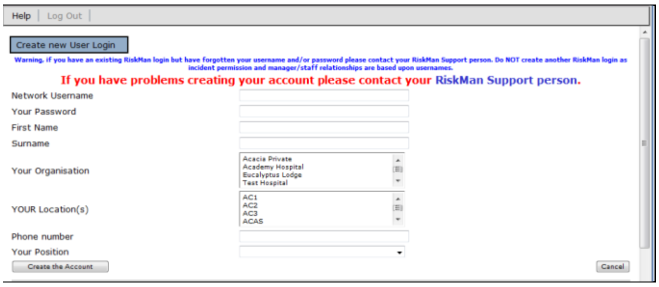
Agency Staff should consult the person in charge for Incident entry assistance.



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.



Warning, if you have an existing RiskMan login but have forgotten your username and/or password please contact your RiskMan Support person. Do NOT create another RiskMan login as incident permission and manager/staff relationships are based upon usernames.

If you have problems creating your account please contact your RiskMan Support person.

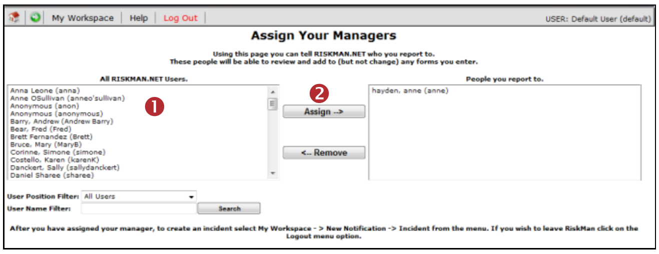
Network Username
Your Password
First Name
Surname
Your Organisation: Acacia Private, Academy Hospital, Eucalyptus Lodge, Test Hospital
YOUR Location(s): AC1, AC2, AC3, ACAS
Phone number
Your Position

Enter your details as presented on the screen. Your **Username** and **password** need to be the same as your **Network Logon** and **Password** ie. The one used to logon to your PC/Laptop

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 ❶
5. Press **Assign** ❷



Assign Your Managers

Using this page you can tell RISKMAN.NET who you report to.
These people will be able to review and add to (but not change) any forms you enter.

All RISKMAN.NET Users.

Anna Leone (anna)
Anne OSullivan (anneo'sullivan)
Anonymous (anon)
Anonymous (anonymous)
Barry, Andrew (Andrew Barry)
Bear, Fred (Fred)
Brett Fernandez (Brett)
Bruce, Mary (MaryB)
Corinne, Simone (simone)
Costello, Karen (karenK)
Danckert, Sally (sallydanckert)
Daniel Sharee (sharee)

People you report to.

hayden, anne (anne)

User Position Filter: All Users
User Name Filter:

After you have assigned your manager, to create an incident select My Workspace - > New Notification -> Incident from the menu. If you wish to leave RiskMan click on the Logout menu option.

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?

Your username and password for RiskMan is the same as your network logon and password. If you have forgotten either of these you will need to inform your manager and/or contact your IT Department who will be able to assist you

Navigating around the Screen?

Use the **TAB** key, **mouse pointer** or the **scroll bar** at the right of the screen. The scroll wheel on your mouse **will not** function on the Incident Entry pages but can be used on all other pages within RiskMan.

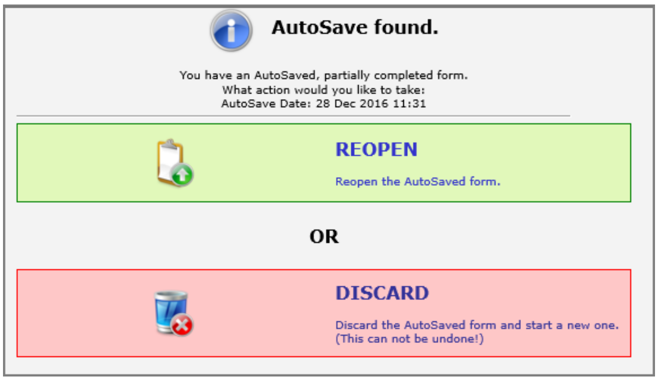
Can I retrieve a partially entered Incident that I have not saved?

The **auto-save** function *(if turned on in your organisation)* means that if you navigate away from a **new** Incident Notification 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



AutoSave found.

You have an AutoSaved, partially completed form.
What action would you like to take:
AutoSave Date: 28 Dec 2016 11:31

REOPEN
Reopen the AutoSaved form.

OR

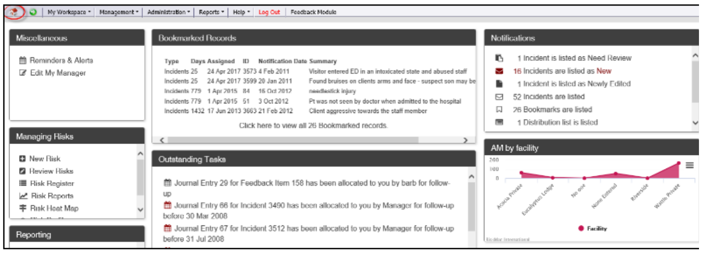
DISCARD
Discard the AutoSaved form and start a new one.
(This can not be undone!)

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

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


My Workspace
Management
Administration
Reports
Help
Log Out
Feedback Module
Miscellaneous
Reminders & Alerts
Edit My Manager
Managing Risks
New Risk
Review Risks
Risk Register
Risk Reports
Risk Heat Map
Reporting
Bookmarked Records
Notifications
Outstanding Tasks
AM by facility
200
100
0
Acacia Private
Eucalyptus Lodge
No one
None Entered
Riverside
Wattle Private
Facility

Type	Days Assigned	ID	Notification Date	Summary
Incidents 25	24 Apr 2017	3573	4 Feb 2011	Visitor entered ED in an intoxicated state and abused staff
Incidents 25	24 Apr 2017	3599	20 Jan 2011	Found bruises on clients arms and face - suspect son may be
Incidents 779	1 Apr 2015	84	16 Oct 2012	needlestick injury
Incidents 779	1 Apr 2015	51	3 Oct 2012	Pt was not seen by doctor when admitted to the hospital
Incidents 1432	17 Jun 2013	3663	21 Feb 2012	Client aggressive towards the staff member

Click here to view all 26 Bookmarked records.

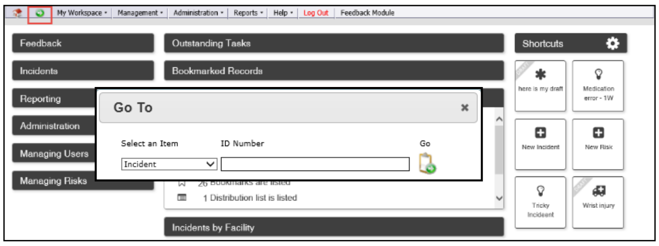
1 Incident is listed as Need Review
16 Incidents are listed as New
1 Incident is listed as Newly Edited
52 Incidents are listed
26 Bookmarks are listed
1 Distribution list is listed

Journal Entry 29 for Feedback Item 158 has been allocated to you by barb for follow-up
Journal Entry 66 for Incident 3490 has been allocated to you by Manager for follow-up before 30 Mar 2008
Journal Entry 67 for Incident 3512 has been allocated to you by Manager for follow-up before 31 Jul 2008

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 'incident' 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


My Workspace
Management
Administration
Reports
Help
Log Out
Feedback Module
Feedback
Incidents
Reporting
Administration
Managing Users
Managing Risks
Outstanding Tasks
Bookmarked Records
Incidents by Facility
Shortcuts
here is my draft
Medication error - 1W
New Incident
New Risk
Tricky Incideent
Wrist injury
Go To
Go

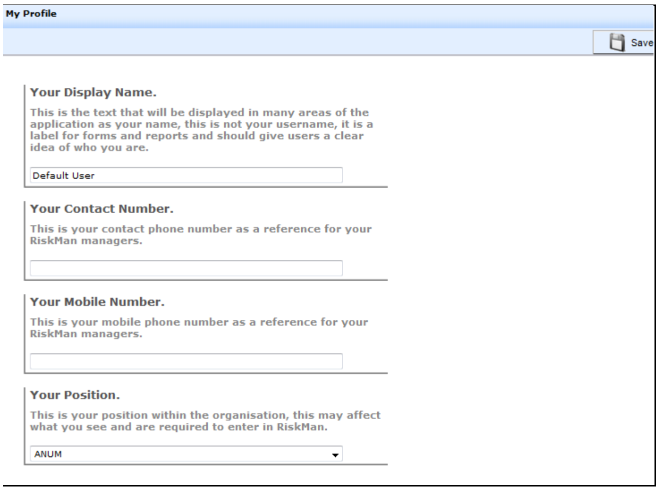
Select an Item: Incident
ID Number:

26 Bookmarks are listed
1 Distribution list is listed

How do I update my personal details?

Your details e.g. name, position, contact phone number *(this will depend on what areas of your profile you have been permitted to change)* can be updated by selecting *My Workspace -> My Details* from the menu. Update your details as required and press **Save**

Note: *You will **not** be able to update your username (logon), password or email address as these are setup via your IT Dept*


My Profile
Save

Your Display Name.
This is the text that will be displayed in many areas of the application as your name, this is not your username, it is a label for forms and reports and should give users a clear idea of who you are.
Default User

Your Contact Number.
This is your contact phone number as a reference for your RiskMan managers.

Your Mobile Number.
This is your mobile phone number as a reference for your RiskMan managers.

Your Position.
This is your position within the organisation, this may affect what you see and are required to enter in RiskMan.
ANUM

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.

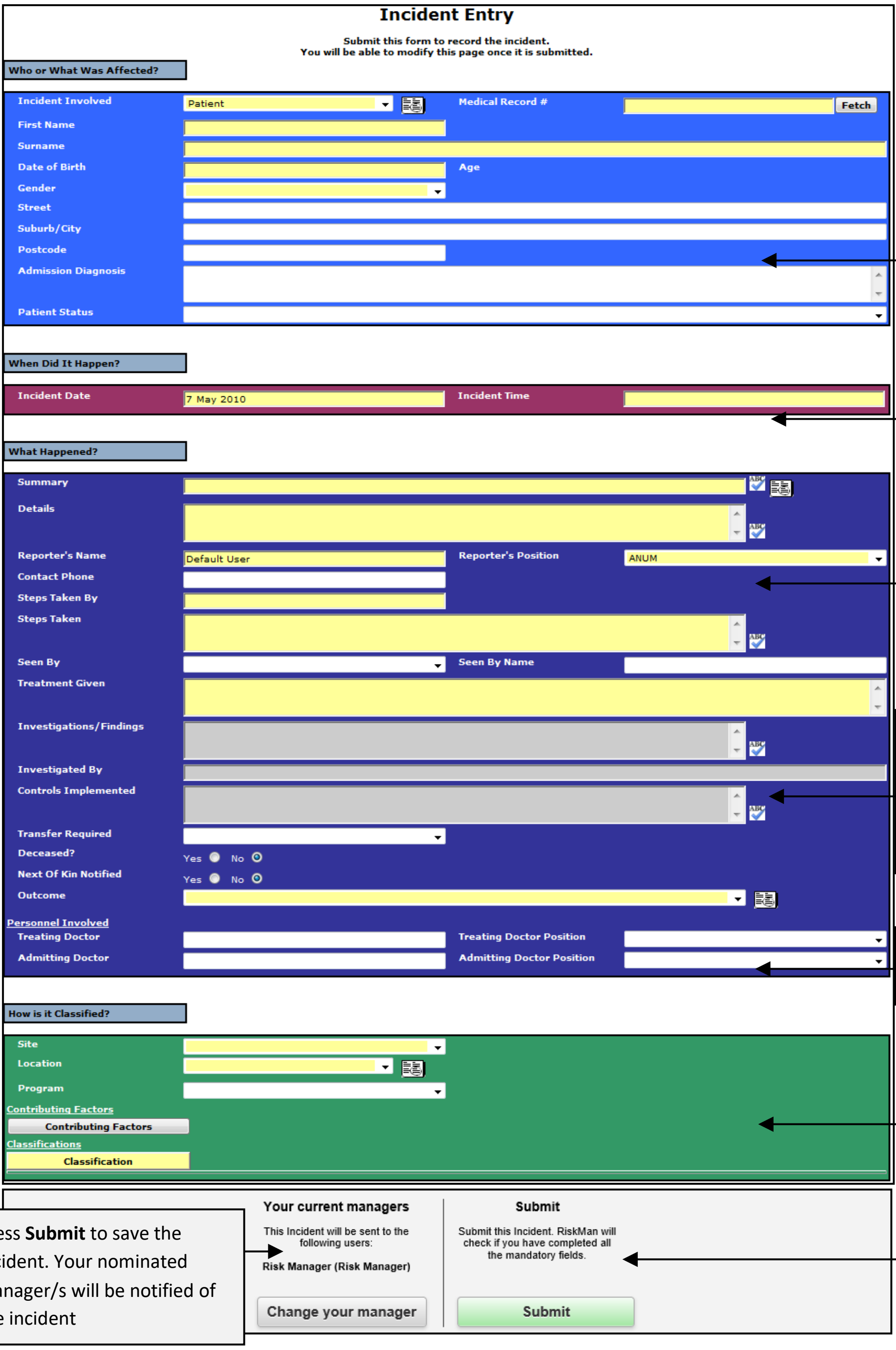
The original version (the one you entered) of the notification will remain intact. Any changes will be reflected in the current version of the notification

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:

When Did It Happen?

Incident Date: 7 May 2010
Incident Time:

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:

How is it Classified?

Site:
Location:
Program:
Contributing Factors
Classifications

Your current managers

This Incident will be sent to the following users:

Risk Manager (Risk Manager)

Submit

Submit this Incident. RiskMan will check if you have completed all the mandatory fields.

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

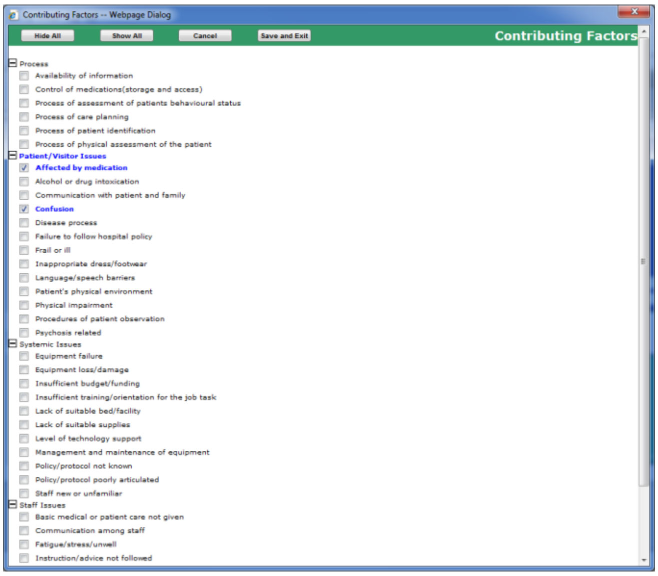
If no manager is selected or you wish to change the manager you report to, click this button and select your new manager. Once selected your new manager will be displayed

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 contibuting factors are known, select the appropriate factors from the list. You can select more than one factor

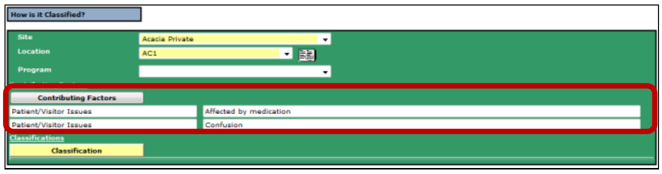


Process
- ☐ Availability of information
- ☐ Control of medications(storage and access)
- ☐ Process of assessment of patients behavioural status
- ☐ Process of care planning
- ☐ Process of patient identification
- ☐ Process of physical assessment of the patient

Patient/Visitor Issues
- ☑ Affected by medication
- ☐ Alcohol or drug intoxication
- ☐ Communication with patient and family
- ☑ Confusion
- ☐ Disease process
- ☐ Failure to follow hospital policy
- ☐ Frail or ill
- ☐ Inappropriate dress/footwear
- ☐ Language/speech barriers
- ☐ Patient's physical environment
- ☐ Physical impairment
- ☐ Procedures of patient observation
- ☐ Psychosis related

Systemic Issues
- ☐ Equipment failure
- ☐ Equipment loss/damage
- ☐ Insufficient budget/funding
- ☐ Insufficient training/orientation for the job task
- ☐ Lack of suitable bed/facility
- ☐ Lack of suitable supplies
- ☐ Level of technology support
- ☐ Management and maintenance of equipment
- ☐ Policy/protocol not known
- ☐ Policy/protocol poorly articulated
- ☐ Staff new or unfamiliar

Staff Issues
- ☐ Basic medical or patient care not given
- ☐ Communication among staff
- ☐ Fatigue/stress/unwell
- ☐ Instruction/advice not followed



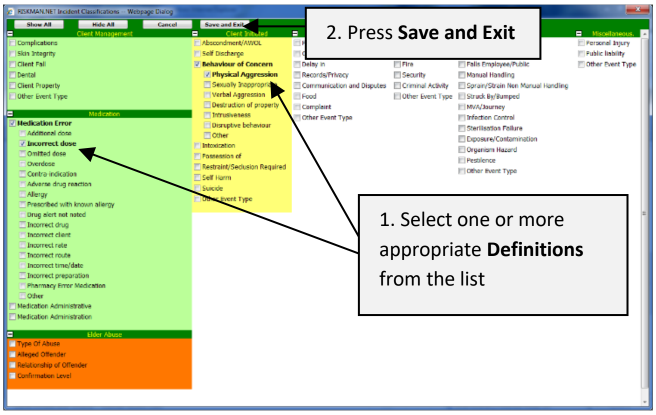
Site	Acacia Private
Location	AC1
Program	

Patient/Visitor Issues	Affected by medication
Patient/Visitor Issues	Confusion

Classifications

The Classifications allow you to describe the type of incident that has occured e.g. 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)*



Client Management
- ☐ Complications
- ☐ Skin Integrity
- ☐ Client Fall
- ☐ Dental
- ☐ Client Property
- ☐ Other Event Type

Medication
- ☑ Medication Error
  - ☐ Additional dose
  - ☑ Incorrect dose
  - ☐ Omitted dose
  - ☐ Overdose
  - ☐ Contra-indication
  - ☐ Adverse drug reaction
  - ☐ Allergy
  - ☐ Prescribed with known allergy
  - ☐ Drug alert not noted
  - ☐ Incorrect drug
  - ☐ Incorrect client
  - ☐ Incorrect rate
  - ☐ Incorrect route
  - ☐ Incorrect time/date
  - ☐ Incorrect preparation
  - ☐ Pharmacy Error Medication
  - ☐ Other
- ☐ Medication Administrative
- ☐ Medication Administration

Elder Abuse
- ☐ Type Of Abuse
- ☐ Alleged Offender
- ☐ Relationship of Offender
- ☐ Confirmation Level

Client Initiated
- ☐ Abscondment/AWOL
- ☐ Self Discharge
- ☑ Behaviour of Concern
  - ☑ Physical Aggression
  - ☐ Sexually Inappropri
  - ☐ Verbal Aggression
  - ☐ Destruction of property
  - ☐ Intrusiveness
  - ☐ Disruptive behaviour
  - ☐ Other
- ☐ Intoxication
- ☐ Possession of
- ☐ Restraint/Seclusion Required
- ☐ Self Harm
- ☐ Suicide
- ☐ Other Event Type

- ☐ Delay in
- ☐ Records/Privacy
- ☐ Communication and Disputes
- ☐ Food
- ☐ Complaint
- ☐ Other Event Type

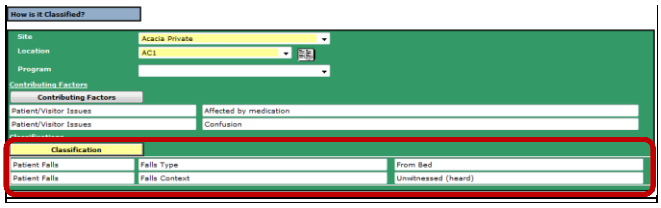
- ☐ Fire
- ☐ Security
- ☐ Criminal Activity
- ☐ Other Event Type

- ☐ Falls Employee/Public
- ☐ Manual Handling
- ☐ Sprain/Strain Non Manual Handling
- ☐ Struck By/Bumped
- ☐ MVA/Journey
- ☐ Infection Control
- ☐ Sterilisation Failure
- ☐ Exposure/Contamination
- ☐ Organism Hazard
- ☐ Pestilence
- ☐ Other Event Type

Miscellaneous.
- ☐ Personal Injury
- ☐ Public liability
- ☐ Other Event Type

2. Press **Save and Exit**

1. Select one or more appropriate **Definitions** from the list



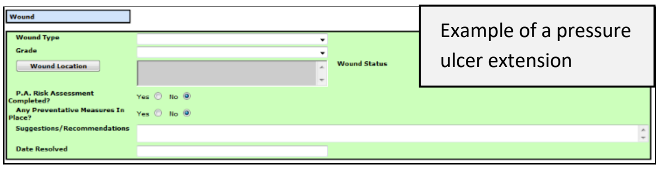
Site	Acacia Private
Location	AC1
Program	

Patient/Visitor Issues	Affected by medication
Patient/Visitor Issues	Confusion

Patient Falls	Falls Type	From Bed
Patient Falls	Falls Context	Unwitnessed (heard)

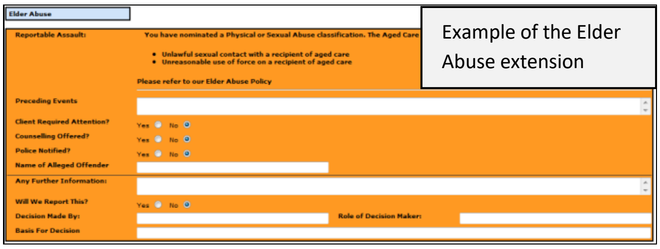
Incident Field Extensions

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)*



Wound Type	
Grade	
P.A. Risk Assessment Completed?	Yes ○ No ●
Any Preventative Measures In Place?	Yes ○ No ●
Suggestions/Recommendations	
Date Resolved	

Example of a pressure ulcer extension



Reportable Assault: You have nominated a Physical or Sexual Abuse classification. The Aged Care

- Unlawful sexual contact with a recipient of aged care
- Unreasonable use of force on a recipient of aged care

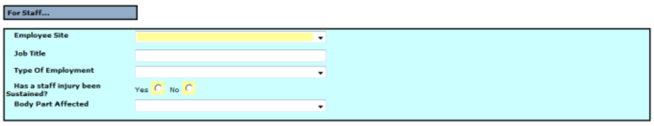
Please refer to our Elder Abuse Policy

Preceding Events			
Client Required Attention?	Yes ○ No ●		
Counselling Offered?	Yes ○ No ●		
Police Notified?	Yes ○ No ●		
Name of Alleged Offender			
Any Further Information:			
Will We Report This?	Yes ○ No ●		
Decision Made By:		Role of Decision Maker:	
Basis For Decision			

Example of the Elder Abuse extension

Staff Incidents

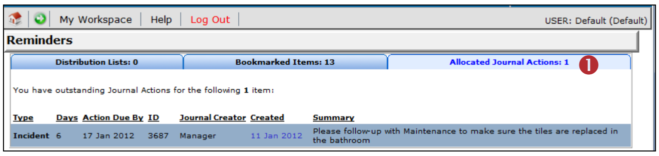
If an incident involves a staff member a specific **For Staff** section will be displayed. Where applicable enter or select appropriate details



Employee Site	
Job Title	
Type Of Employment	
Has a staff injury been Sustained?	Yes ○ No ○
Body Part Affected	

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** ❶ list under the *My Workspace -> Reminders & Alerts* page



You have outstanding Journal Actions for the following **1** item:

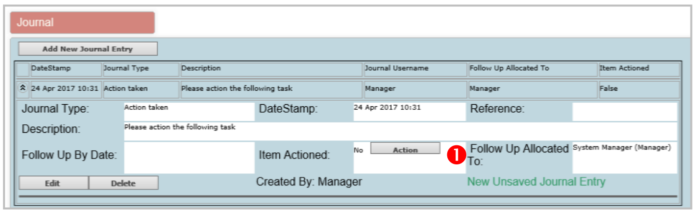
Type	Days	Action Due By	ID	Journal Creator	Created	Summary
Incident	6	17 Jan 2012	3687	Manager	11 Jan 2012	Please follow-up with Maintenance to make sure the tiles are replaced in the bathroom

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 needs to be **actioned.** To action a journal task follow the below steps:

1. Press the **Action** button in the **Item Actioned** field

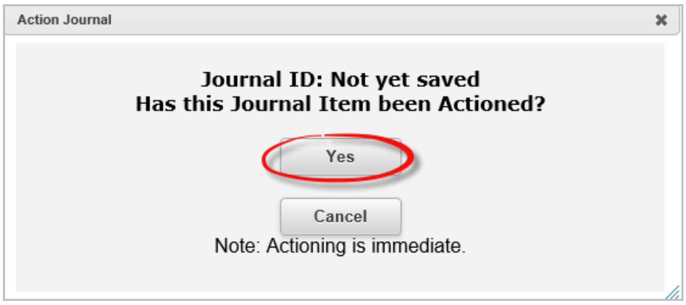


	DateStamp	Journal Type	Description	Journal Username	Follow Up Allocated To	Item Actioned
	24 Apr 2017 10:31	Action taken	Please action the following task	Manager	Manager	False

Journal Type: Action taken
DateStamp: 24 Apr 2017 10:31
Reference:
Description: Please action the following task
Follow Up By Date:
Item Actioned: No
Follow Up Allocated To: System Manager (Manager)
Created By: Manager
New Unsaved Journal Entry

2. A pop-up will appear asking if the journal item has been actioned. Depending on your system configuration, you will see either of the below messages:

Option A

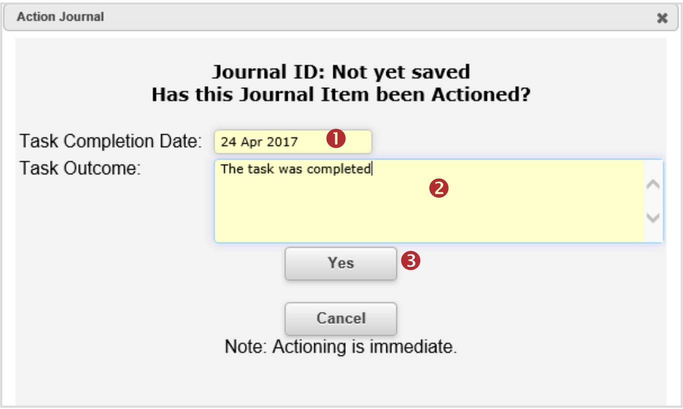


Journal ID: Not yet saved
Has this Journal Item been Actioned?

Note: Actioning is immediate.

If you see this message click 'yes' to action the journal

Option B

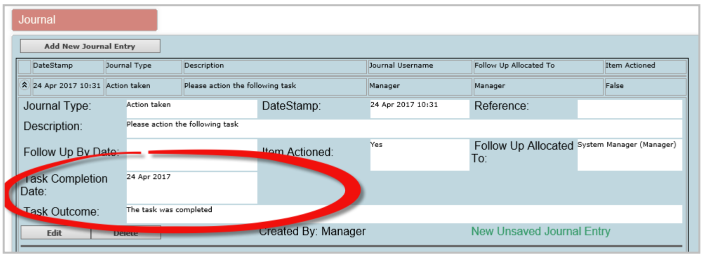


Journal ID: Not yet saved
Has this Journal Item been Actioned?

Task Completion Date: 24 Apr 2017
Task Outcome: The task was completed

Note: Actioning is immediate.

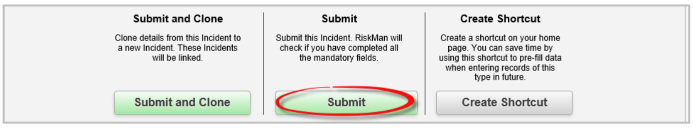
If you see this message you must fill out two mandatory fields; Task Completion Date ❶ and Task Outcome ❷ before clicking 'yes' ❸ to action the journal. You will not be bale to action the Journal without filling out these fields. Once these fields have been filled out, they will be viewable from the Journal entry section of the incident / feedback form.



	DateStamp	Journal Type	Description	Journal Username	Follow Up Allocated To	Item Actioned
	24 Apr 2017 10:31	Action taken	Please action the following task	Manager	Manager	False

Journal Type: Action taken
DateStamp: 24 Apr 2017 10:31
Reference:
Description: Please action the following task
Follow Up By Date:
Item Actioned: Yes
Follow Up Allocated To: System Manager (Manager)
Task Completion Date: 24 Apr 2017
Task Outcome: The task was completed
Created By: Manager
New Unsaved Journal Entry

3. Press **Submit** at the bottom of the item to update your changes



Submit and Clone
Clone details from this Incident to a new Incident. These Incidents will be linked.

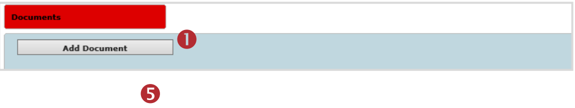
Submit
Submit this Incident. RiskMan will check if you have completed all the mandatory fields.

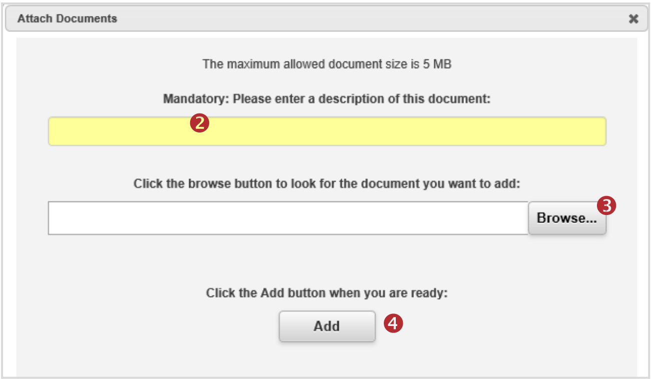
Create Shortcut
Create a shortcut on your home page. You can save time by using this shortcut to pre-fill data when entering records of this type in future.

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** 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. A pop-up will appear asking if you want to add another document or return to the form





Attach Documents

The maximum allowed document size is 5 MB

Mandatory: Please enter a description of this document:

Click the browse button to look for the document you want to add:

Click the Add button when you are ready: