# **C**RLDatix<sup>®</sup>

This is a prompt sheet – for more detailed instructions on using the List & Codes Maintenance section of RiskMan refer to the List & Codes Maintenance Guide accessed via the HELP - > REFERENCE GUIDES

### **INTRODUCTION**

The following handout describes how to create tool tips against fields on your Incident and Feedback Entry forms. Tool Tips provide additional information pertaining to specific fields on the Incident & Feedback Entry forms which aid users with entering or reviewing these notifications.

Tool Tips are accessed by selecting ADMINISTRATION -> LIST & CODES MAINTENANCE menu option

### **INCIDENT TOOL TIPS**

Incident Tool Tips are accessed by selecting "Tool Tip definitions" from the Choose Maintenance List

3 0		List & Codes Mainten	ance			*∎	۰.	5
	List Name:	(Incidents) ToolTip Definitions	× 🔹 Lists	or Register:				
	Listivanie.	List Caption	Records Found					
		(Incidents) ToolTip Definitions	25					
A type of Mouseover will display a mobil		(PII) Pressure Illeer Risk Score	5	^				
The other types will display a static Tool Due to a bug in the way Internet Explore			3	-				
	alpiajo aropaotiri noto,	(RCA) Issue Groups	8					
		(RCA) Issues	24	-				_
abel of the Field to show ToolTip on 💌		(RCA) Recommendation Status	4	n Color	Bottom Color	Tooltip Type	Ð	
		(RCA) Review Status	3	p Color 🖵				
•	♥	(RCA) Type Of Formal Review	3	-	•	•		
		(Risk Register) Category	14			MOUSEOVER	ŵ	
dmission Diagnosis	<b>Admission</b>	(Risk Register) Category 2nd Level	29	monChiffon	LemonChiffon	MOUSEOVER	Ŵ	
	Diagnosis	(Risk Register) Category 3rd Level	38		2011011011		ш	_
Contact Phone	<b>Contact Phone</b>	(Risk Register) Control Hierarchy	7	monChiffon	LemonChiffon	UNDERNEATH	童	
Country	<b> Country </b>	(Risk Register) Control Hierarchy	7	monChiffon	LemonChiffon	MOUSEOVER	m	-
•	<b>Incident</b>	(Risk Register) Corporate Objectives	9	-				-
Summary	Summary	(Risk Register) Custom Report Selection	0	monChiffon	LemonChiffon	MOUSEOVER	⑪	
		(Risk Register) General Risk Management Strategy	4					
		(Risk Register) Group Code	3	-				
Details	<b>Details</b>	(Risk Register) Journal Column Fields	5	monChiffon	LemonChiffon	UNDERNEATH	童	
		(Risk Register) Journal Status	3					
	de England	(Risk Register) Journal Tasks	2	~				_
imployee Location	<b>Employee Location</b>	The location, within facility, at which the staff member is nor	mally based	LemonChiffon	LemonChiffon	MOUSEOVER	ŵ	
Imployee Site	<b>Employee Site</b>	The facility at which the staff member is normally based		LemonChiffon	LemonChiffon	MOUSEOVER	面	_
reventability	<b>Preventability Rating</b>	Please indicate, on a scale from 1 to 10, your opinion of how (avoidable) this Incident was.cbr> cbr>kbsp;1: (b avoidable, should never have occurred under any condition Totaly unforeseeable despite all measures and planning	ompletely	LemonChiffon	LemonChiffon	MOUSEOVER	Ē	
ocation	<b>Incident Location</b>	The location where the Incident occurred (at the nominate	Site above)	LemonChiffon	LemonChiffon	MOUSEOVER	盦	
ocation	<b>Location</b>	The location within the facility at which the Adverse Event of	ccured	LemonChiffon	LemonChiffon	MOUSEOVER	Ŵ	

To create a new tool tip press New or CTRL+SHIFT+N. Fill in the details as described below

- Label of the field to show Tooltip: Select the label of the field or button from the drop down list that you wish to associate the tool tip with.
- **Top Tip:** Optional: Enter the description you want to display in the Top Tip eg. the name of the field Notification Type *(see examples at the bottom of the page)*. **Suggestion:** Double click this field and a pop-up editable box will display. Enter your text and press **OK** to save the entered information *(see example below)*

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## **RISKMAN TOOL TIPS CHEAT SHEET**

🤹 💿 My Workspace   M	lanagement	Administration Reports Help Log Out		USER: System Manager (	Manager)
List & Code Maintenance					
Choose Maintenance List:	1			* New 🛛 Export Impo	rt 🕜
A type of Mouseover will display a m The other types will display a static " Due to a bug in the way Internet Exp	Tooltip when the	Select the individual or entity who was adversely affected (or may buy by this Indexto-spa A sem-behavior-person (b)	incident where no individual person has been		
Label of the Field to show ToolTip o	Top Tip 🔽			Tooltip Type 🖓	
Patient Status	<b>Patient Statu:</b>			MOUSEOVER	×
Escalation Level 1 (RMI)	<b>Escalation Lev</b>			MOUSEOVER	
Investigations/Findings	<b>Investigations</b>			MOUSEOVER	×
Medical Record #	<b>Patient Looku</b>			MOUSEOVER	
Sentinel	<b>Sentinel Event</b>			MOUSEOVER	×
Facility	<b>Facility</b>			MOUSEOVER	
Escalation Level 2 (RMI)	<b>Escalation Lev</b>		τ.	MOUSEOVER	×
Seen By	<b>Seen By</b>		Ok Cancel	MOUSEOVER	
Incident Involved	<b>Incident Involv</b>	ved     Select the individual or entity who was LemonChiffon	LemonChiffon	MOUSEOVER	×
Details	<b>Details</b>	Please provide a comprehensive descri LemonChiffon	LemonChiffon	MOUSEOVER	

**Note:** If you wish to format your text in the top tip eg. Italicise, bold, underline, line breaks, centre, then HTML code is required - see examples on the following pages. For any additional formatting contact RiskMan support: <a href="https://www.nore.line.com">noreply.SupportHUB@rldarix.com</a>

- Top Color: If a top tip is entered then select a colour for this tip from the drop down list of colours
- Bottom Tip: Optional Enter the description for this tool tip.
   Suggestion: Double click this field and a pop-up editable box will display. Enter your text and press OK to save the entered information (see example above)

**Note:** If you wish to format your text in the bottom tip eg. Italicise, bold, underline, line breaks, centre, then HTML code is required - see examples on the following pages. For any additional formatting contact RiskMan support: <u>noreply.SupportHUB@rldari</u>x.com

- Bottom Color: If a bottom tip is entered then select a colour for this tip from the drop down list of colours
- **Tool Tip Type:** There are 4 types of tool tips that you can create. It is advisable to use the MOUSEOVER option in all cases. Refer to the examples below which show each tool tip type

### Example of MOUSEOVER



#### Example: TOPRIGHT

How Is It Classified?	]	
Facility	-	
Location	-	Incident Location
Service	•	The location where the Incident occurred (at the nominate Site above)
Contributing Factors		nominate site above)

#### **Example: LOWERRIGHT**



#### **Example: UNDERNEATH**

Summary		ABC
Details	^ ·	ABC
Reporter's Name	Details	-
Contact Phone	Please provide a comprehensive description of what occurred, to assist us with reviewing this incident. Provide details of any error <b>observed</b> , but avoid statements of blame, and do not rely on hearsay or secondhand information. If other staff can provide further information,	
Seen By	please note their names in the Personnel Involved area at the bottom of this section.	

## **TOOL TIP EXAMPLES – USING HTML CODE**

Тад	Example using the Tags	Sample tool tip
Bold <b></b>	<b>Notification Date</b>	Notification Date The Date The Incident was Notified to Group Clinical Governance.
Italics <em></em>	<em>risk</em> or <em>risks</em>	Click here to associate a risk with an incident Please select the <i>risk</i> or <i>risks</i> that this incident relates to
Underline <u></u>	<u><u>risk</u></u> or <u><u>risks</u></u>	Click here to associate a risk with an incident Please select the <u>risk</u> or <u>risks</u> that this incident relates to
Bold/Italic <b><em></em></b>	<b><em>Not Required</em></b>	Action Taken Specify any action taken to prevent a recurrence of this type of event. If no action is necessary, write <i>Not Required</i>
Line break	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document. To view and select an Incident severity rating for this incident, click on the icon next to this document.	Outcome Nominate the severity of this incident, using the Incident Severity Rating document. To view and select an Incident severity rating for this incident, click on the icon next to this document.
Paragraph Break with line of space	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document. To view and select an Incident severity rating for this incident, click on the icon next to this document.	Outcome Nominate the severity of this incident, using the Incident Severity Rating document. To view and select an Incident severity rating for this incident, click on the icon next to this document.
Horizontal Rule <hr/>	Nominate the severity of this incident, using the <b><em>Incident Severity Rating</em></b> document. <hr/> To view and select an Incident severity rating for this incident, click on the icon next to this document.	Outcome Nominate the severity of this incident, using the <i>Incident Severity Rating</i> document. To view and select anIncident severity rating for this incident, click on the icon next to this document.

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## **RISKMAN TOOL TIPS CHEAT SHEET**

Тад	Example using the Tags	Sample tool tip
Bullet points <ul> <li></li></ul>	<ul> <li><ul><li><li><li><li><li>&gt;<li>&gt;Minimal:</li> <li>loss or increased care.</li> <li><li><li>&gt;<li>&gt;Minor:</li> <li>&gt;Injury, harm or loss sustained requiring increased care, observations.</li> <li><li></li></li></li></li></li></li></li></li></li></li></ul></li></ul>	INCIDENT OUTCOME         Please specify the immediate outcome of the incident         • Minimal: No harm, injury, loss or increased care.         • Minor:Injury, harm or loss sustained requiring increased care, observations.         • Moderate: Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention.         • Major: Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault.         • Serious:Life threatening or fatal events and all events constituting a significant event.
Number points <ol> <li></li></ol>	<ol> <li><li><li><li><li><li><li><li><li><li></li></li></li></li></li></li></li></li></li></li></ol>	INCIDENT OUTCOME         Please specify the immediate outcome of the incident         1. Minimal: No harm, injury, loss or increased care.         2. Minor:Injury, harm or loss sustained requiring increased care, observations.         3. Moderate: Injury, harm or loss sustained resulting in increased length of stay and/or additional medical intervention.         4. Major: Injury sustained resulting in disfigurement, permanent harm, surgical intervention or event constituting physical assault.         5. Serious:Life threatening or fatal events and all events constituting a significant event.

## FEEDBACK TOOL TIPS

Feedback Tool Tips are accessed by selecting "(FB) Tool Tip definitions" from the Choose Maintenance List

ist & Code Maintenance					
oose Maintenance List:	ToolTip Definitions	-		* New 🖉 Export Impo	ort 🤇
A type of Mouseover will d The other types will displa ( Due to a bug in the way I	FB) Issue Group FB) Issue Referred To FB) Issue Reported To FB) Issue Sub Category FB) Mode	t. pear BEH)	IND the list.		
	FB) Policy Links FB) Primary Language	7	Bottom Color ⊽	Tooltip Type ▽	
	FB) Ref Path		Yellow	MOUSEOVER	×
	FB) Referral Outcome	-	Bisque	MOUSEOVER	×
	FB) Related Service FB) R'ship to Consumer	=	LightYellow	MOUSEOVER	×
Sentinel	FB) SAC Matrix		Yellow	MOUSEOVER	×
	FB) SAC Matrix Consequences FB) SAC Matrix Likelihoods		AliceBlue	MOUSEOVER	×
	FB) SAC Matrix Mapping		Yellow	MOUSEOVER	×
	FB) SAC Matrix Scores FB) SAC Miscellaneous Values		Yellow	MOUSEOVER	×
Button: Add New Journa (			Yellow	MOUSEOVER	×
	FB) Show SAC		Yellow	MOUSEOVER	×
	FB) State FB) Title		Yellow	MOUSEOVER	×
Button: Contributing Fal	FB) ToolTip Definitions		Yellow	MOUSEOVER	×
	FB) Type Of Feedback Risk Register) Category Risk Register) Category 2nd Level Risk Register) Category 3rd Level Risk Register) Control Hierarchy Risk Register) Corporate Objectives Risk Register) General Risk Management Strategy Risk Register) Group Code	Ţ			

st & Code Maintenance						
oose Maintenance List: (FB)	ToolTip Definitions		•		* New 🕖 Export Impo	irt
		he focus, which disappears when t , if the tooltip overlaps a dropdow		ND the list.		
				ND the list. Bottom Color 🏹	ToolTip Type ▽	
Due to a bug in the way Internet	Explorer diplays dropdown lists Top Tip 꼬	s, if the tooltip overlaps a dropdow	nlist, it will appear BEHI Top Color		ToolTip Type ♥ MOUSEOVER	×
Due to a bug in the way Internet Field 꼬	Explorer diplays dropdown lists Top Tip 고 Details	s, if the tooltip overlaps a dropdow Bottom Tip 꼬	nlist, it will appear BEHII Top Color 꼬 Azure	Bottom Color ⊽		- C
Due to a bug in the way Internet Field マ TextBox; (Feedback); Details	Explorer diplays dropdown lists Top Tip 꼬 Details <b>Type of Feedback</b>	s, if the tooltip overlaps a dropdow Bottom Tip ♡ Please detail all the issues co	nlist, it will appear BEHI Top Color Azure Azure	Bottom Color ⊽ Yellow	MOUSEOVER	×

To create a new tool tip press New or CTRL+SHIFT+N. Fill in the details as described below

- Field: Most of the labels under the Field column will display
  - The type of field first eg. ListBox, TextBox, Button
  - $\circ \quad \ \ \text{The location of the field}$ 
    - (Feedback) on the main feedback form
       Note: Some of these fields will be those found in the Complainant and Consumer sections
    - (Issues) fields on the pop-up issues window
    - (Actions) fields on the pop-up actions window
    - (Complainant) fields in the Complainant section
    - (Consumer) fields in the Consumer section
    - (Journals) fields in the Journal pop-up window
    - (Contact) not used the Complainant and Consumer sections are used instead
  - The label of the field.
- Select the label of the field or button from the drop down list that you wish to associate the tool tip with.

• Follow the steps outlined in the "Incident Tool Tips" section to create your tool tips