RLDatix™ RISKMAN REFERENCE GUIDE FOR LINE MANAGERS - REVIEWING INCIDENTS

Introduction

This guide is aimed at Managers who are required to review and investigate incidents reported by their staff.

Role of the Line Manager

When an incident is entered by a staff member reporting to you, you will be notified via email. You can either

- Click on the **link** in the email to open the incident or
- From the menu select *My Workspace -> Review My -> Incidents.* This will display a list of incidents entered by you; your staff; or those that you have been granted permission to via an alert, distribution list or a Journal

Review the detail of the Incident

- 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 consistencies of classifications
- Remove any inappropriate statements or unfounded allegations as organisational policy may dictate
- **Submit** any details that need immediate change

Investigate the Incident

- Return to the Incident (via Bookmark or Entered Incidents page)
- Update Findings e.g. Severity, Controls Implemented, Investigation/Findings, Journals, attach relevant files
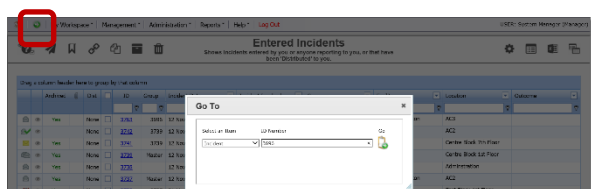
Complete the Incident

- Remove the **Bookmark**, if applicable
- Ensure **Journals** are actioned as required
- **Optional:** Mark Incident as **Finalised**
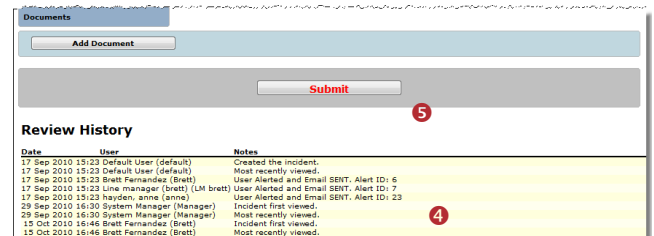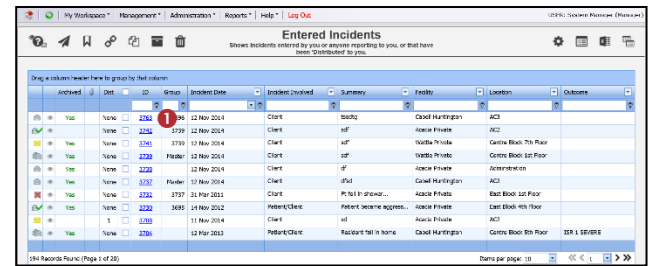
Reviewing Incidents

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 view an incident from the Entered Incidents page

- Click on the Incident **ID** ❶

1. Review the Incident and investigate as required

   - 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

2. If changes are made to the incident press the **Submit** ❺ button at the bottom of the incident

3. 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

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

2. Search for the users using the **Filter List** ❷ option e.g. filter by the user's first or last name

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*
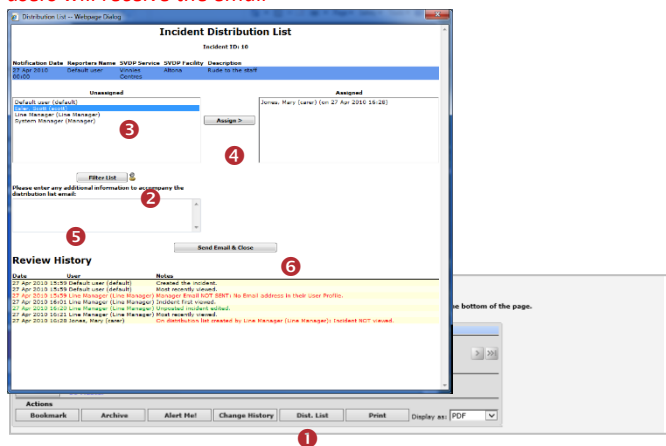
## Can I view comments sent in a Distribution List?

The Comments included in a distribution list email can be viewed by the sender/receiver via the **Review History** of the Incident

To view the comments click on the **<Email>** link in the Review History
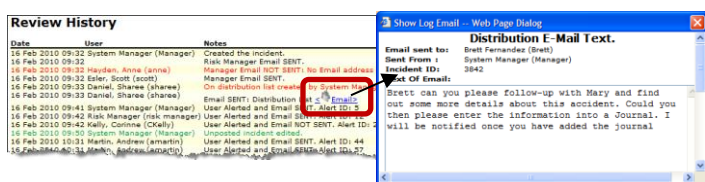
What happens when you are distributed an Incident?

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)*
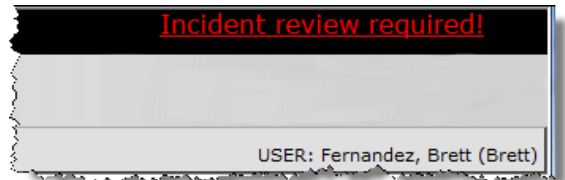

   - When you click on the link it will take you to the **Assigned Incident - Unviewed** Listing page. You can open the incident from this page by clicking on the Incident ID.
   - Once you have read all your distributed incidents the "Incident review required" message will disappear

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 or requires further information before investigations are underway.
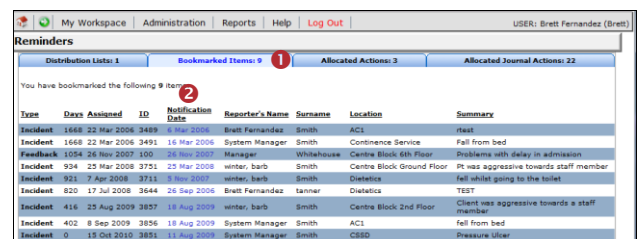
To bookmark an incident, click on the **Bookmark** ❶ button
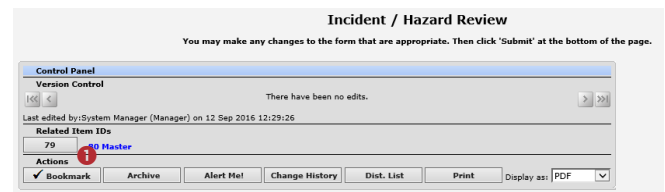
How do I view my bookmarked incidents?

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 the **duration** ❷ of the Personal Alert

3. Select if you want the Personal Alert to be based on changes to **unposted** and/or **posted** incidents ❸

4. Add a **Reason / Note** why you are adding the Personal Alert. This is not mandatory ❹

5. Press **Save** ❺
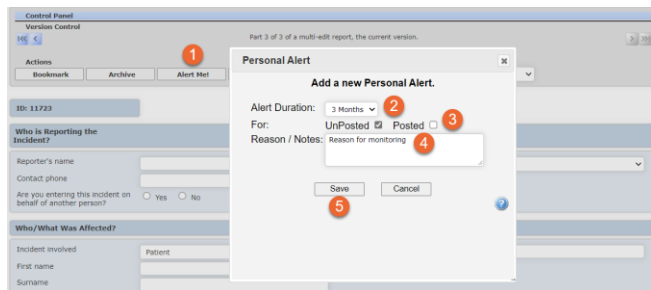
Can I print a copy of the incident?

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 Preview** ❷
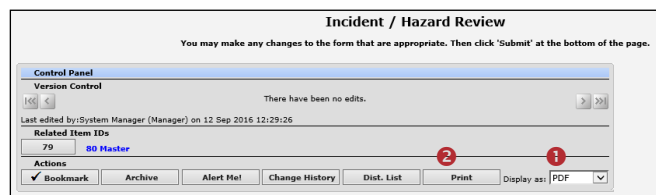
How do I add a Progress/File Notes or assign a task?

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
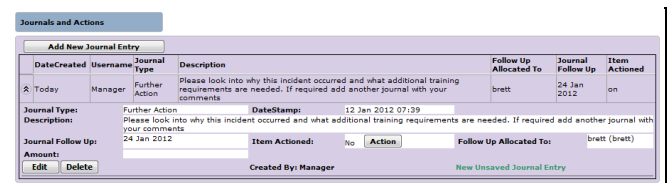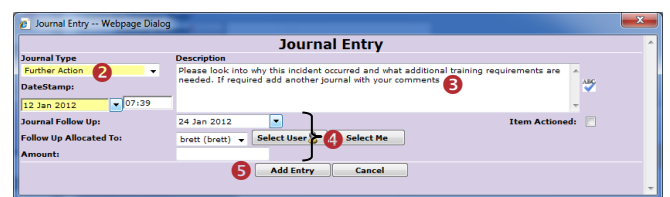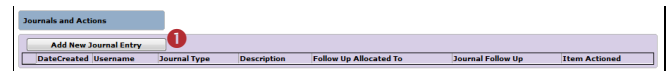
6. If the journal is **not** allocated to a user, it will automatically be actioned once the incident is saved

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
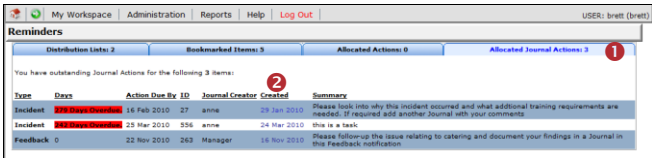
How do I action a Journal?

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. If the list of Journals are collapsed then click on the Expand icon ❶

2. Click on the **Action** ❷ button on the relevant Journal

3. Press **Yes** ❸ in the pop-up message

4. If required add another Journal to enter additional comments that relate to the actioned Journal

5. **Submit** the incident to update your changes
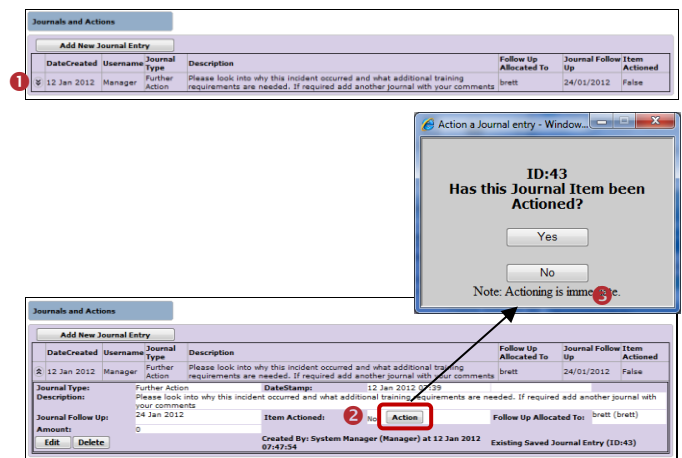
Can I attach a file to an Incident?

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
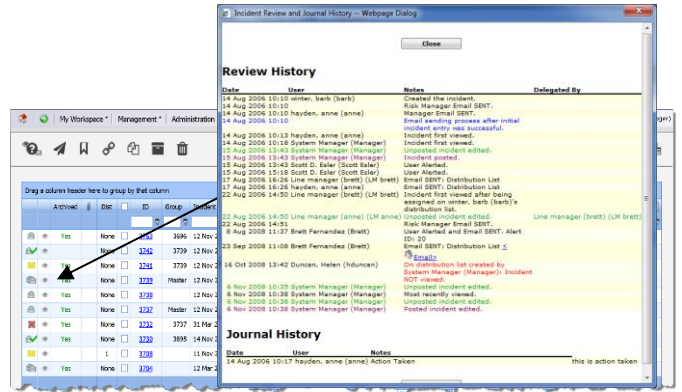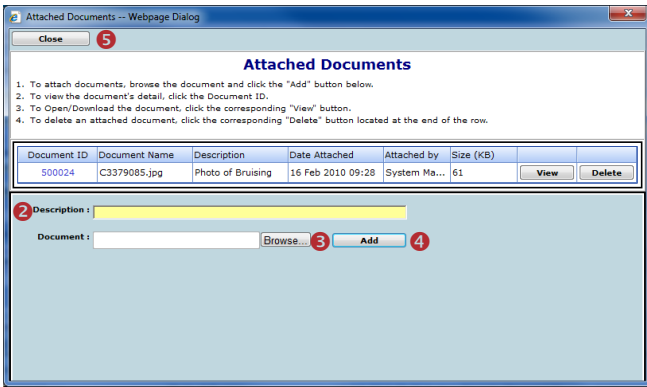
To view an attached document

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
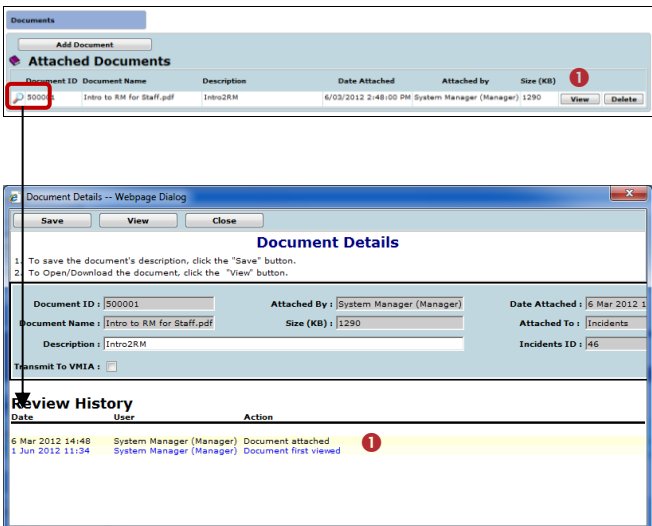
How do I know which incidents I have viewed and those modified since I last viewed them?

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 incident

1. Click on the **Eye** next to the incident

2. The **Review History** will display. This information will enable you to see if there were changes made to the Incident & Journals that you were perhaps waiting on

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 the most current version

1. Click on the **Change History** ❶ button in the **Control Panel** of the opened Incident

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
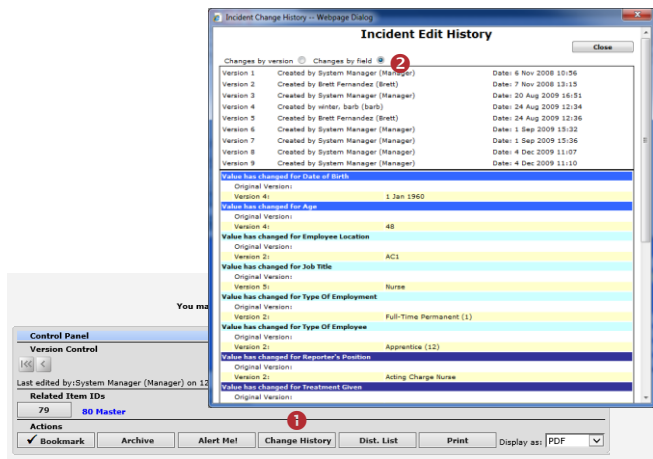
If I have finished working on an incident, how do I hide it from my Incident List?

If you have completed your investigations and no longer require the incident to be shown in your "Entered Incidents" list, you can **"Archive"** the Incident, either from an opened incident or from your Entered Incidents page

### To archive an Incident from an opened Incident

1. Click on the **Archive** ❶

2. Once archived a tick will display next to this button, an entry will be added to the Review History of the incident and it will be hidden from your Entered Incidents list
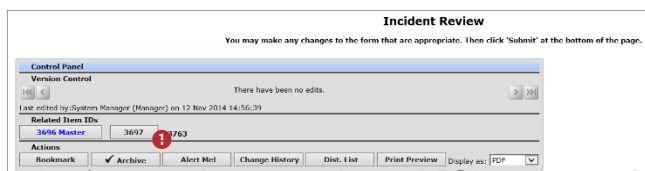

To archive Incidents from your Entered Incidents page

1. Check mark ❶ the incident(s) that you would like archived

2. Press the **Archive** icon❷. The incident(s) will be hidden from your Entered Incidents List
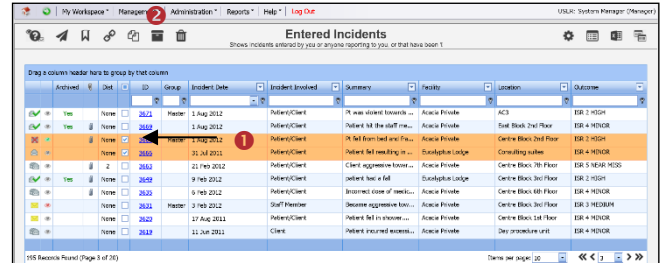
How do I view an incident I have archived?

1. Enter **Selection Settings** by clicking on the ⚙ icon ❶

2. Click **Show Archived** ❷ and press **Apply Settings** ❸

3. An **Archived** ❹ column will display, indicating which incidents have been archived. Archived incidents can still be opened and modified if required
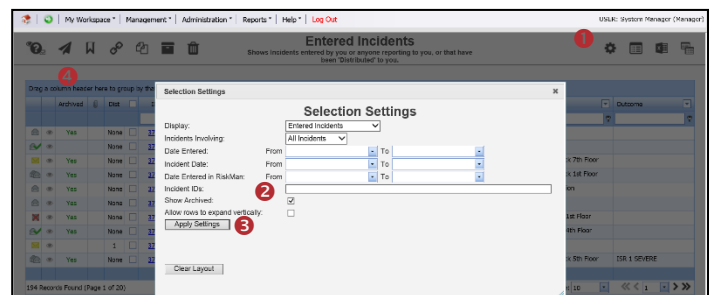
What is a Linked Incident?

A linked incident is one involving more than one person in the same event e.g. an aggression incident
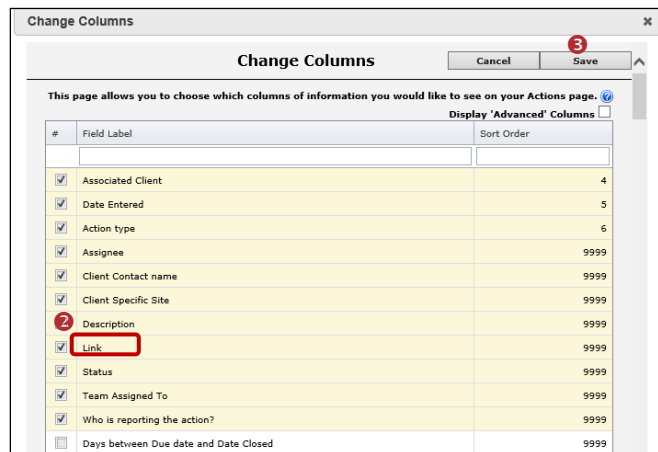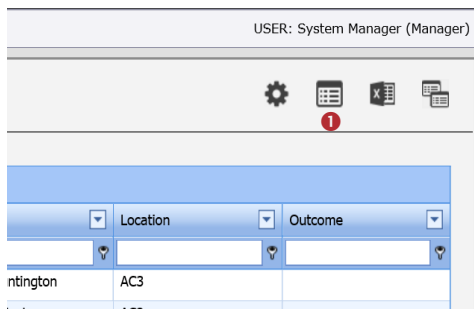
Linked incidents can be created 3 ways

1. After the first incident is submitted, by clicking on the **"Click here to create a linked incident"** button on the Incident **Confirmation** page

2. From the "Entered Incidents" page by checking the incident you wish to link from, and pressing the **"Clone and Link"** icon which will open a copy of the incident

3. If the incidents were entered separately they can be linked together using the **"Link Records"** icon on the "Entered Incidents" page

How can I tell if an incident has been linked?

To identify an incident is part of a linked incident you will need to show the **"Group"** column on your **Entered Incidents** list

1. Press the **Change Columns** ❶ icon

2. Check mark **"Show"** ❷ next to the **Group** Column Label

3. Press **Save** (at the top of the Change Columns window) ❸

How do I create a linked incident from an existing incident?

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

1. On the Entered Incidents page, click on the **Record Selector** ❶ next to the incident you wish to create a linked incident with

2. Press the **Clone and Link** ❷ icon
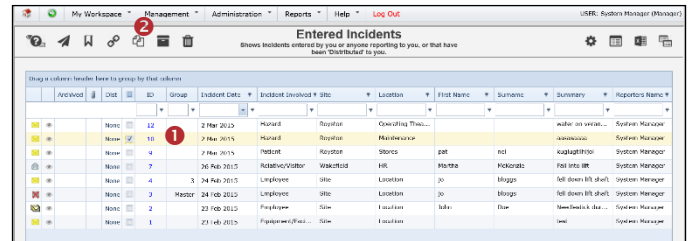
3. A copy of the incident will open with some fields/sections cleared e.g. "Who Was Affected" section. Make any changes to the incident as required and press **Submit**

4. If you then need to create another linked incident after submitting the incident press the **"Click here to create a linked incident"** button on the Incident **Confirmation** page

How do I link 2 or more incidents together?

If you find that 2 or more incidents should have been linked but were not

1. Click on the **Record Selector** ❶ next to the incident you wish to link to

2. Press the **Link Records** ❷ icon

3. Enter the **ID** ❸ of the incident you wish to link with the selected incident and press **Add to Group** ❹

4. Repeat step 3 if more incidents are to be linked

5. Click on the **Promote to Master** ❺ button next to the incident that will be the master incident

6. Press **Close** ❻
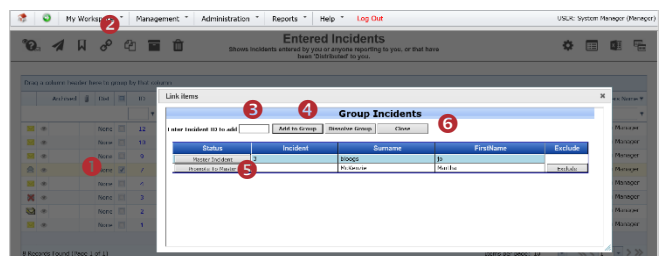
How do I dissolve a set of linked incidents?

In some cases, users will link incidents that should not have been linked e.g. A resident has had 3 falls in the one day but they all occurred at different times

1. Click on the **Record Selector** ❶ next to one of the incidents in the link

2. Press the **Link Incidents** ❷ icon

3. Either press **Exclude** ❸ next to the incident that needs to be removed or press **Dissolve Group** ❹ if you wish to dissolve the entire linking

4. Press **Close** ❺
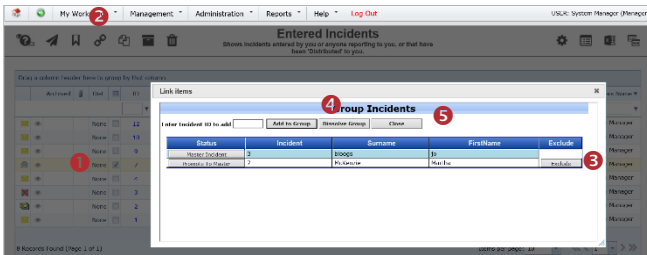
How do I check that I have the right staff reporting to me?

Refer to the **Manager/Staff Relationships Guide** accessible via the menu *Help -> RiskMan Quick Guides -> Manager/Staff Relationships Guide*

What happens if I go on leave?

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