Yellowstone Event System (YES)

User Guide

Powered By

RiskQual Technologies, Inc.

Contents

The Yellowstone Event System (YES) is to be used to track all incidents/events that occur in your facility as well as any near misses or "good catches" and complaints/grievances or compliments.

It will provide your risk management department with details regarding any incident/event or complaint that you document and proper follow up can be completed by department managers.

If you have a question as to what is reportable or not, contact your Hospital Administration or your Risk Management department.

Login

To login to YES to enter an event or complaint, click on your YES desktop icon. Every staff member should have a YES icon on their desktop – Contact your IT Department if you do not see the icon on your desktop.

The link will take you to this site: https://risk.yellowstoneinsurance.com/HAS/Login.aspx

The following login page will display:

Enter your assigned User ID and Password

User ID: First Initial First Name + First Initial Last Name + Employee #
(Example: John Doe with Emp # 00011 would login with:

 User ID would be: JD00011

Password: BSMC2022

(Password is CASE SENSITIVE and must be entered in format according to above)

Employees are updated ongoing into the YES system by your Risk/Admin department and created as entry only basic users for the YES system.

If you need to be setup as a Supervisor/Manager or need your access updated – please contact your Risk Management Department.

If you have trouble logging in, please <u>contact your hospital IT department FIRST</u> or <u>support@riskqual.com</u>.

Entering a New Incident/Event

When entering an incident/event, all required questions must be answered at a minimum before you can SAVE. If you do not save your incident/event, it will not be saved automatically.

Upon Login to the system, you are presented with a selection to "Select Entry Type"

- Select Entry Type -
Complaint/Compliment
Incident

Click to select Incident to report an Incident/Event.

The following options display to the right:

Incident ∨

- Select Incident Type -
NON PATIENT INCIDENT
PATIENT INCIDENT

PATIENT – Select if incident affected a Patient or IF it's a Near Miss/Good Catch related to a patient.

NON-PATIENT – Select if incident affected a Non-Patient (i.e., Visitor, Employee, Physician, Family, Other) or a Near Miss/Good Catch that is related to a non-patient or non-person.

Click to make the appropriate selection.

Click **New** to enter a new Incident/Event.

You will be taken to the entry screen for a Patient or Non-Patient incident/event respectively based on your selection.

*** NOTE ***   *When entering an incident/event, all required questions must be answered at a minimum before you can SAVE. If you do not save your incident/event, it will not be saved automatically.*

PATIENT Incident Entry

When selecting PATIENT in the "Select Incident Type" prompt after Login, the following sets of questions will display. Questions will include/exclude themselves according to logic built into the screens as requested by your hospital's your risk management department.

Following is a detailed step by step process for entry of an Incident/Event into the YES system.

The incident entry questions display to the right for you to begin answering them. As you answer each question, the responses will display on the grid to the left.

Answer Y if the incident actually occurred and reached/affected the patient.

If Y, system continues to prompt you for pertinent patient incident entry questions.

System will only prompt you to answer the minimum required questions for a near-miss/good catch incident that did not occur (Incident date/time, category, code, description, etc.)

Patient Search

Enter the Last Name of the Patient to find the patient involved in the incident and click SEARCH. A listing of patient admissions with that last name displays:

Enter LAST NAME of Patient Involved & Click SEARCH

* Required

Search

Select Field	Value	
Patient Name ▼	PATIENT	Search

Add Patient

1 (s) Records Found.

Admit ID/Number	Med Rec Number	Patient Name	Admit Date	Disch Date	Prim Insur Name
12345TEST	12345TEST	PATIENT, TESTING	12/7/2011 12:00:00 AM		
1					

Please Select a page number to view more records

Prev	Next

Ex: Click Select on the patient admission respective to this Incident

IF PATIENT NOT FOUND On The List - Click ADD PATIENT To Add Patient

Highlight the respective patient admission associated with the incident and click to select it.

The respective patient's demographics display on the grid and system advances to the incident entry screen for additional questions.

ALWAYS enter last name and click SEARCH FIRST.

Add Patient
Your facility does not have an interface/feed from your EMR system directly into the YES system – therefore if a patient is not found – you are provided with the ability to ADD PATIENT

If you cannot find a patient, you may click ADD PATIENT to add the patient – minimum demographics that have to be entered include First Name, Last Name, Gender, MR# and Admission/Visit ID. Once you add the patient, that patient will then be searchable for any future events they may be involved in.

If you click on ADD PATIENT button – the Add Patient Screen displays:

<<<<<screenshot here of add patient screen and enter Testing   Patient

Get screenshots of top and bottom >>>>>

When you enter the details at minimum above of the patient, click SAVE patient to save your patient and continue with your incident or complaint entry.

Upon selection or entry of a patient, the demographics entered for the patient display on the grid on the left for viewing as example below:

PATIENT INFO DETAILS	
* Type of Person	PATIENT
* Enter LAST NAME of Patient & Click SEARCH	ADM0135721
Patient Admit ID	125636485
Medical Record #	23452345
Patient OrgPerID	OP00017512
* Patient Name	PATIENT, TESTING
Gender/Sex	M
Birth Date	06/13/1963
Patient Age	58
Patient Age Unit	Y
Admission Date	06/03/2022
Admiting Diagnosis	

Did Incident Reach the Patient?

Did Incident Reach The Patient?

* Required

◉ Yes ○ No

[Prev]   [Next]

Ex: Did Incident Reach The Patient?

If the incident did occur and reached the patient, answer Y to continue your entry.

If the incident did NOT reach the patient because it is a Near Miss or you caught it before it happened/reached the patient (i.e., Almost gave a wrong dose of medication or wrong medication, etc.) – click N to note that it did NOT reach the patient. The system will then only ask you basic questions about the near miss event.

Date of Incident

Date of Incident

* Required

<		November 2023				>
S	**M**	**T**	**W**	**T**	**F**	**S**
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

[Prev]   [Next]

Ex: Select Incident Date

Time of Incident Notified

Time of Incident (Military)

* Required

[|__:__] ×

[Prev] [Next]

Ex: Enter Time of Incident (i.e., 23:15)

Ensure you enter time as military format (For afternoon times – add 12 to current time – for example 1:20 pm is 13:20.

Location Of Incident

Location Of Incident

* Required

```
ACUTE......  (ACUTE/MED SURG)
ADMIN......  (ADMINISTRATION)
BILLINGDEP.  (BILLING DEPARTMENT)
CENTRALSUP.  (CENTRAL SUPPLY)
CLINIC.....  (CLINIC)
DIABETES...  (DIABETES)
DIETARY....  (DIETARY)
ED.........  (EMERGENCY DEPARTMENT)
ENGMAINT...  (ENGINEERING / MAINTENANCE)
ECULTC.....  (EXTENDED CARE UNIT/LTC)
GROUNDS....  (GROUNDS)
INTRANSIT..  (IN-TRANSIT)
LAB........  (LABORATORY)
LAUNDRY....  (LAUNDRY)
MEDREC.....  (MEDICAL RECORDS)
OFFPREM....  (OFF PREMISES)
OTHER......  (OTHER)
PARKLOT....  (PARKING LOT)
PATREGIST..  (PATIENT REGISTRATION)
PTHOME.....  (PATIENT'S HOME)
PHYSTHERP..  (PHYSICAL THERAPY)
PHYSOFF....  (PHYSICIAN'S OFFICE)
RADIOLOGY..  (RADIOLOGY)
STAIRS.....  (STAIRS)
UNKNOWN....  (UNKNOWN)
```

Select the main location where the incident occurred.

Exact Location/Room

Exact Location/Room #

[   ]

[Prev]   [Next]

Ex: Enter Room #, Bathroom, etc (Limit 100 characters)

Enter the room # or specific location where the incident occurred, if applies (i.e., bathroom, patient room, etc.)

Incident Category

Event Category

* Required

```
ADMIN...... (ADMINISTRATIVE)
ARREST..... (ARREST (CARDIAC/RESPIRATORY))
BEHAVIOR... (BEHAVIOR)
BLOOD...... (BLOOD RELATED)
CONSENT.... (CONSENT/AUTHORIZATION)
EQUIPMENT.. (EQUIPMENT/MEDICAL DEVICE)
FALL....... (FALLS)
IV......... (IV)
MEDICATION. (MEDICATION)
OBSTETRICS. (OBSTETRICS)
OTHER...... (OTHER EVENTS)
PROPERTY... (PROPERTY)
TPS........ (TREATMENT/PROCEDURE/SPECIMEN COLLECTION)
```

Incident Category displays with drop down of available selections to choose from.

Select the main issue you are reporting from above list of categories of events.

Incident Subcategory

Incident Sub-Categ

* Required

```
CONFIDENT..  (BREACH OF CONFIDENTIALITY/HIPAA)
CONTRACT...  (BREACH OF CONTRACT)
COMMUNIC...  (COMMUNICATION)
COMPLAINT..  (COMPLAINT)
LFSFTY.....  (ENVIRONMENT OF CARE/LIFE SAFETY)
MISSVISIT..  (MISSED VISIT)
OTHER......  (OTHER)
PATRELTERM.  (PATIENT RELATIONSHIP TERMINATED)
THEFT......  (THEFT)
```

Incident Sub Category can be selected. The Incident Sub Categories that display on above drop down depend on the selection made in Incident Category before it.

Below are the specific Categories & Codes (as selected by your risk management department for your facility):

ADMIN Sub Categories:

Incident Sub-Categ

* Required

```
CONFIDENT.. (BREACH OF CONFIDENTIALITY/HIPAA)
CONTRACT... (BREACH OF CONTRACT)
COMMUNIC... (COMMUNICATION)
COMPLAINT.. (COMPLAINT)
LFSFTY..... (ENVIRONMENT OF CARE/LIFE SAFETY)
MISSVISIT.. (MISSED VISIT)
OTHER...... (OTHER)
PATRELTERM. (PATIENT RELATIONSHIP TERMINATED)
THEFT...... (THEFT)
```

ARREST Sub Categories:

Incident Sub-Categ

* Required

```
CARDPULM... (CARDIAC/PULMONARY OCCURRENCE/EVENT)
RESP....... (RESPIRATORY ARREST)
UNEXDEATH.. (UNEXPECTED DEATH)
```

Ex: Select Sub Category of the Incident

BEHAVIOR Subcategories

Incident Sub-Categ

```
AMA........  (AGAINST MEDICAL ADVICE)
AGGRESSION.  (AGGRESSION)
ASSAULT....  (ASSAULTIVE-OTHER)
ATTSUICIDE.  (ATTEMPTED SUICIDE-OTHER)
AWOL.......  (AWOL/ELOPEMENT)
BITE.......  (BITE)
COMBPEER...  (COMBATIVE PEER)
CONTRABAND.  (CONTRABAND-MISCELLANEOUS)
DANGERSELF.  (DANGER TO SELF)
FAMVISWSTA.  (FAMILY/VISITORS WITH STAFF)
HARRASS....  (HARRASSMENT/DISCRIMINATION)
INJUNKORIG.  (INJURIES OF UNKNOWN ORIGIN)
LWBS.......  (LEFT WITHOUT BEING SEEN)
NEGLECT....  (NEGLECT/ENDANGERMENT)
OTHER......  (OTHER)
PATWFAM....  (PATIENT WITH FAMILY)
PATWPAT....  (PATIENT WITH PATIENT)
PATCAREG...  (PATIENT WITH PERSONAL CAREGIVER)
PATWPHYS...  (PATIENT WITH PHYSICIAN)
PATWSTAF...  (PATIENT WITH STAFF)
PATWVIS....  (PATIENT WITH VISITORS)
PHYSFAMVIS.  (PHYSICIAN WITH FAMILY/VISITOR)
PHYSPAT....  (PHYSICIAN WITH PATIENT)
PHYSWSTAF..  (PHYSICIAN WITH STAFF)
REFUSAL....  (REFUSAL OF CARE)
RESWRES....  (RESIDENT WITH RESIDENT)
SELFINFLIC.  (SELF INFLICTED)
SEXACTING..  (SEXUAL ACTING OUT)
SEXMOL.....  (SEXUAL MOLESTATION)
```

```
SMOKRELAT..  (SMOKING RELATED)
STAFFPAT...  (STAFF WITH PATIENT)
STAFWSTAF..  (STAFF WITH STAFF)
SUICIDE....  (SUICIDE)
THREAT.....  (THREAT)
THREATAGG..  (THREAT OF AGRESSION)
```

BLOOD Sub Categories

Incident Sub-Categ

* Required

```
ALLERGY.....   (ALLERGY/REACTION)
DISCGIVEN..    (DISCONTINUED, BUT GIVEN)
EXTRDOSE...    (EXTRA DOSE)
MISDOSE....    (MISSED DOSE)
OTHEQUIP...    (OTHER ISSUES / EQUIPMENT)
TRANSCRIPT.    (TRANSCRIPTION ERROR)
TRANSQUICK.    (TRANSFUSED TOO QUICKLY)
TRANSSLOW..    (TRANSFUSED TOO SLOWLY)
TRANSREAC..    (TRANSFUSION REACTION)
WRGBLOOD...    (WRONG BLOOD)
WRGDOSE....    (WRONG DOSE)
WRGLABEL...    (WRONG LABEL)
WRGPAT.....    (WRONG PATIENT)
WRGTIME....    (WRONG TIME)
WRGTYPE....    (WRONG TYPE/FILLED WRONG)
```

CONSENT Sub Categories

Incident Sub-Categ

* Required

```
INCOMPLETE.    (INCOMPLETE CONSENT)
INCORRECT..    (INCORRECT CONSENT)
NOFORM.....    (NO CONSENT FORM)
OTHER......    (OTHER CONSENT ISSUES)
UNSIGNED...    (UNSIGNED CONSENT)
```

EQUIPMENT Sub Categories

Incident Sub-Categ

* Required

```
BREAK.......   (BROKEN)
CONTAMINAT.    (CONTAMINATED)
DMGOUTLET..    (DAMAGED OUTLET)
DEFECTIVE..    (DEFECTIVE)
DELIVERY...    (DELIVERY PROBLEM)
DISCON.....    (DISCONNECTED)
DEVICE.....    (IMPLANTED DEVICE)
MALFUNC....    (MALFUNCTION)
NOTAVAIL...    (NOT AVAILABLE)
OTHER......    (OTHER)
SETUP......    (SET UP)
STRUCK.....    (STRUCK BY)
UTILDISUPT.    (UTILITIES DISRUPTION)
```

FALL Sub Categories

Incident Sub-Categ

* Required

```
ASSISTED...    (ASSISTED/LOWERED TO FLOOR)
FAINTED....    (FAINTED)
FLOOR......    (FOUND ON FLOOR)
BED........    (FROM BED)
COMMODE....    (FROM BEDSIDE COMMODE/TOILET)
CHAIR......    (FROM CHAIR/WHEELCHAIR)
CRIB.......    (FROM CRIB)
FROM CURB..    (FROM CURB)
EXERCEQUIP.    (FROM EQUIPMENT)
EXAMTABLE..    (FROM EXAM/XRAY or TABLE/GURNEY)
SHOWER.....    (IN SHOWER)
OTHER......    (OTHER)
WHILEAMB...    (WHILE AMBULATING / STANDING)
```

IV Sub Categories

Incident Sub-Categ

```
SWOLLEN....  (ARM SWOLLEN)
BOTTLE.....  (BOTTLE/BAG NOT CHANGED)
CATHNCHANG.  (CATHETER NOT CHANGED)
DISCONNECT.  (DISCONNECTED)
INFILTRATE.  (INFILTRATE)
MISSDOSE...  (MISSED DOSE)
NUMBNESS...  (NUMBNESS)
OTHER......  (OTHER)
OVERINF....  (OVER INFUSION)
PUMPNINFUS.  (PUMP NOT INFUSING)
REDSITE....  (REDDENED SITE)
SAFETY.....  (SAFETY ISSUE)
TUBING.....  (TUBING/DRESSING NOT CHANGED)
UNABACC....  (UNABLE TO ACCESS)
UNDERINF...  (UNDER INFUSION)
WRGADDIT...  (WRONG ADDITIVE)
WRNGLABEL..  (WRONG LABEL)
WRGPAT.....  (WRONG PATIENT)
WRGSOL.....  (WRONG SOLUTION)
WRGTIM.....  (WRONG TIME)
```

MEDICATION Sub Categories

Incident Sub-Categ

```
ADVERREAC.. (ADVERSE REACTION/ALLERGY)
CONTRAIND.. (CONTRAINDICATED)
CDINCCNT... (CONTROL DRUG - INCORRECT COUNT)
CDNCNDN.... (CONTROL DRUG NARCOTIC COUNT NOT COMPLETE)
CDNW....... (CONTROL DRUG NOT WASTED)
DISPENSING. (DISPENSING)
DISTRIB.... (DISTRIBUTION)
DOCUMENT... (DOCUMENTATION)
EXPIRDRUG.. (EXPIRED DRUG)
EXTRDOSE... (EXTRA DOSE)
FOODINTER.. (FOOD INTERACTION)
GIVENNORD.. (GIVEN, NOT ORDERED)
MEDNOTAVA.. (MEDICATION NOT AVAILABLE)
WASTED..... (MEDICATION WASTED)
MEDINTER... (MEDICATION/DRUG INTERACTION)
MISSDOSE... (MISSED DOSE)
MONITORING. (MONITORING)
OTHER...... (OTHER)
PATNA...... (PATIENT NOT AVAILABLE)
PRESCRIB... (PRESCRIBING ERROR)
TRANSCRIPT. (TRANSCRIPTION ISSUE)
WRGDATE.... (WRONG DATE)
WRGDOC..... (WRONG DOCUMENTATION)
WRGDOSE.... (WRONG DOSE)
WRGFRDRG... (WRONG FORM OF DRUG)
WRGLABEL... (WRONG LABEL)
WRGMED..... (WRONG MEDICATION)
WRGPAT..... (WRONG PATIENT)
WRGROUTE... (WRONG ROUTE)
```
```
WRGTIME.... (WRONG TIME)
```

OBSTETRICS Sub Categories

Incident Sub-Categ

* Required

```
4DEGLAC....  (4TH DEGREE LACERATION)
APGAR......  (APGAR SCORE <5 @ 5 MIN)
BIRTRAUMA..  (BIRTH TRAUMA / INJURY)
COMPLIC....  (COMPLICATION OF MOTHER OR BABY)
FAILHOMEDE.  (FAILED HOME DELIVERY)
INFABDUCT..  (INFANT ABDUCTION)
NEONATINJ..  (NEONATAL INJURY)
NORESUC....  (NEONATE RESUSCITATION)
OTHER......  (OTHER)
PRECDEL....  (PRECIPITOUS DELIVERY)
SHOULDYS...  (SHOULDER DYSTOCIA)
STILLBIRTH.  (STILLBIRTH)
UNATTEND...  (UNATTENDED DELIVERY - DELIVERED BY RN)
```

OTHER Sub Categories

Incident Sub-Categ

* Required

```
ABDUCTION..  (ABDUCTION)
BLOODBRN...  (BLOOD BORNE PATHOGEN EXPOSURE)
COMMUNIC...  (COMMUNICATION)
DOCUMNT....  (DOCUMENTATION)
FIRE.......  (FIRE)
HAZARD.....  (HAZARDOUS CONDITION)
NEEDLESTCK.  (NEEDLESTICK)
POLVIOL....  (POLICY VIOLATIONS)
PREMDISCH..  (PREMATURE DISCHARGE)
REGISTRAT..  (REGISTRATION ISSUE)
SAFESECUR..  (SAFETY/SECURITY ISSUES)
SOFTWREMAL.  (SOFTWARE SYSTEM MALFUNCTION)
VEHICLECOL.  (VEHICLE COLLISION)
```

PROPERTY Sub Categories

Incident Sub-Categ

* Required

```
DAMOTHER...  (DAMAGED - OTHER)
DAMCONT....  (DAMAGED CONTACTS)
DAMDENT....  (DAMAGED DENTURES)
DAMGLAS....  (DAMAGED GLASSES)
DAMHEAR....  (DAMAGED HEARING AID)
DAMJEW.....  (DAMAGED JEWELRY)
MISOTHER...  (MISSING - OTHER)
MISCONT....  (MISSING CONTACTS)
MISDENT....  (MISSING DENTURES)
MISGLASS...  (MISSING GLASSES)
MISHEAR....  (MISSING HEARING AID)
MISJEWEL...  (MISSING JEWELRY)
MISMONEY...  (MISSING MONEY)
STOLEN.....  (STOLEN PROPERTY)
```

TREATMENT/TEST/PROCEDURE/SPECIMEN Sub Categories:

Incident Sub-Categ

```
ADVREACT...   (ADVERSE REACTION)
ASEPTICNF..   (ASEPTIC TECHNIQUE NOT FOLLOWED)
CANCELLED..   (CANCELLED)
CLERERROR..   (CLERICAL ERROR)
COMPLICATI.   (COMPLICATION)
CONDCHANG..   (CONDITION CHANGE - PROVIDER NOT NOTIFIED)
DECUB......   (DECUBITUS - FACILITY ACQUIRED)
DELAY......   (DELAYED)
DISLODGED..   (DISLODGED)
DOCUMT.....   (DOCUMENTATION)
IMPROPUSE..   (IMPROPER USE)
IMPPERF....   (IMPROPERLY PERFORMED)
INAPPROC...   (INAPPROPRIATE PROCEDURE/TREATMENT)
INCOMPLETE.   (INCOMPLETE)
INFECTION..   (INFECTION - FACILITY ACQUIRED)
MISDIAG....   (MISDIAGNOSIS)
NONCOMP....   (NON COMPLIANCE)
NOORDENTRY.   (NOT ENTERED IN ORDER ENTRY)
NOTORDERED.   (NOT ORDERED)
OMISSION...   (OMISSION)
ORDERND....   (ORDERED NOT DONE)
OTHER......   (OTHER)
PATPULLED..   (PATIENT PULLED OUT)
POLPROC....   (POLICY OR PROCEDURE ISSUE)
PREPPROBL..   (PREP PROBLEM)
NOTAVAILAB.   (PROVIDER NOT AVAILABLE)
REPORTWD...   (REPORT TO WRONG MD/PROVIDER)
RESULTSINC.   (RESULTS INCORRECTLY REPORTED)
SPECINLABL.   (SPECIMEN LABEL ISSUE)
```

```
SPECLOST...   (SPECIMEN LOST)
SPECWRGCNT.   (SPECIMEN WRONG CONTAINER)
SYSTEMS....   (SYSTEMS)
TUBEFEED...   (TUBEFEEDING ISSUES)
UNPLANTRAN.   (UNPLANNED TRANSFER)
WRGPATIENT.   (WRONG PATIENT)
WRGSITE....   (WRONG SITE)
WRGTIME....   (WRONG TIME)
WRGTREAT...   (WRONG TREATMENT/PROCEDURE)
```

Brief Desc of Incident

Brief Description Of Incident

* Required

[text area]

[Prev] [Next]

Ex: Enter brief description of the incident (include any injury)

***DO NOT INCLUDE Special Characters in the description such as Greater Than or Less Than Symbols

Physician Notified?

Physician Notified?

* Required

◌ Yes ○ No

[Prev] [Next]

Ex: Was Physician Notified of the Incident?

Click Yes or No To Answer

If Yes, Search for Physician

Physician Notified Search

Physician Notified SEARCH

Search

Select Field   Value

[Pract/Phys Name ▾]   [   ]   [Search]

[Prev]   [Next]   [Clear Response]

Ex: Enter LAST Name Of Physician Who Was Notified Of The Incident & Click SEARCH

A list of your active providers/physician was provided by your risk management team and loaded in YES. If you are not able to find a particular provider or physician – please advise your risk manager and he/she can be added.

Date Physician Notified

Date Physician Notified

* Required

[   ]

≤		November 2023				≥
S	**M**	**T**	**W**	**T**	**F**	**S**
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

[Prev]   [Next]

Ex: Select Date Physician Was Notified

Time Physician Notified

Time Physician Notified (Military)

* Required

| :__   × |

[Prev] [Next]

Ex: Enter Time Physician Was Notified (i.e., 23:00)

Supervisor Notified?

Supervisor Notified?

* Required

◯ Yes ◯ No

[Prev] [Next]

Ex: Was Supervisor Notified Of Incident?

If Yes, Search for the Supervisor/Employee Notified:

<mark>Supervisor search here</mark>

If No, Then why?

Why Wasn't Supervisor Notified?

Why Wasn't Supervisor Notified?

* Required

[   ]

[Prev]   [Next]

Ex: Enter Why Wasn't Supervisor Notified?

Other (s) Notified?

Other(s) Notified

[   ]

[Prev]   [Next]

Ex: Describe Other(s) Notified of the Incident

Family Aware/Notified?

Family Aware/Notified?

* Required

○ Yes ○ No

[Prev] [Next]

Ex: Was the family aware/notified of the incidentt? (Y/N)

Patient Aware?

Patient Aware?

* Required

○ Yes ○ No

[Prev] [Next]

Ex: Is Patient Aware Of Event?

Was Incident Witnessed?

Was Incident Witnessed?

* Required

○ Yes ○ No

[Prev] [Next]

Ex: Was Incident Witnessed?

Click Yes Or No To Answer

Were Other Individuals Directly Involved?

Were Other Individuals Directly Involved?

* Required

⬚ Yes ○ No

[Prev] [Next]

Ex: Were Other Individuals Directly Involved In The Event?

i.e., Physician, Other Patient or Person, Employee

If another patient or physician or employee or visitor perhaps was directly involved in the incident along with the patient primarily involed, you can answer Y to above prompt and then select the type of person involved and search or enter their name.

Reporter's Information

REPORTER DETAILS	
Reported Date	11/13/2023
Reported By Type	USER
Reported/Entered By	WEB3835REPORT

The Reporter's information displays automatically on the grid on the left with their User ID, Username, Reported Date and Time and Received Date populate with today's date/time.

When you reach the last question to answer, the system will remind you to check your answers prior to saing:

Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Event Entry.

Preview Your answers and make any changes needed by clicking EDIT link on the right of each question response. *** YOU CANNOT change your answers after you save***

Click on **EDIT** links in any questions response on the grid to change it if you need to.

Click on **<PREVPAGE>** link on the bottom of the grid on the left side to move back to the previous page of your entry in the grid and review those answers.

Once you have reviewed your responses you can save the event.

Click SAVE button when ready to save the event.

Once SAVE is clicked, the initial event details will be saved and displayed per example below:

CEClick **Start New Entry** to enter a new incident of the same type as the page you are in (i.e., Patient).

Click CANCEL/RETURN button to return to the main page if you need to enter another type of incident or complaint.

Click ⬚ the X on the upper right corner of your screen to EXIT the system.

Click **LOG OUT** if you do not need to do anything else in the system.

IF FALL is the Incident Category

Additional questions can display for user to enter more information:

Change Made to Plan of Care?

◻ Yes ◯ No

[Prev] [Next] [Clear Response]

Ex: Was A Change Made to Plan of Care?

IF Incident Category selected was MEDICATION, – you can enter additional medications involved, if apply to the right under Additional Event Info "Click Here to add Additional Medication Involved"

IF Incident Category selected was EQUIPMENT – you can enter additional equipment/devices involved, if apply to the right under Additional Event Info "Click Here to add Additional Equipment involved"

ALL Incidents entered will have option for "Click Here to COMPLETE Your Follow Up" which will be used by managers to enter their follow up for the given Incident or Complaint.

My Open Follow Up
Additional Incident Info
Follow Up : DEPARTMENT MANAGER / LEADER FOLLOW UP - By: WEB 3835 PROFILE STAFF BIG SANDY TEST - Entered: 11/07/2023
Add
Click Here to add Follow Up

REFER TO Manager Follow Up Section below for How to Document Manager Follow Up

IF Incident is for a NON-PATIENT Entry

If you select NON-PATIENT INCIDENT from "Select Incident Type" drop down, you will be asked some of the same general questions and some different questions, as the patient questions won't apply:

Did Incident Reach the Person Involved?

Did Incident Reach The Person Involved?

* Required

◌ Yes ○ No

[Prev]   [Next]

Ex: Did Incident Reach The Person Involved?

Type of Person who had the Incident

Type of Person who had the Incident

* Required

```
EMPLOYEE...  (EMPLOYEE)
FAMILY.....  (FAMILY)
OTHER......  (OTHER)
PHYSICIAN..  (PHYSICIAN/PROVIDER)
CAREGIVER..  (PT. CARE GIVER)
VISITOR....  (VISITOR)
VOLUNTEER..  (VOLUNTEER)
```

Person Name

Person Name

* Required

Smith, Lucy   ✕

[Prev]   [Next]

Ex: Enter Person Name (LAST, FIRST)

Date of Incident

Date of Incident

* Required

March 2023

S	M	T	W	T	F	S
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

≤   ≥

Prev   Next

Ex: Select Incident Date

Time of Incident

Time of Incident (Military)

* Required

15:15   ×

Prev   Next

Ex: Enter Time of Incident (i.e., 23:15)

Description of Incident

Description Of Incident

* Required

```
Visitor slipped and...
```

[Prev] [Next]

Ex: Enter detail description of the incident (include any injury)

The Incident Category is filtered to only display the categories that apply to a NonPatient

Incident Category

Incident Category

* Required

```
ADMIN......  (ADMINISTRATIVE)
BEHAVIOR...  (BEHAVIOR)
EQUIPMENT..  (EQUIPMENT/MEDICAL DEVICE)
FALL.......  (FALLS)
MEDICATION.  (MEDICATION)
OTHER......  (OTHER EVENTS)
PROPERTY...  (PROPERTY)
```

Incident Sub Category

Respective incident subcategories display based on the Incident category selected (setup for now same filters as in Patient Incident Entry)

Incident Sub-Categ

* Required

```
CONFIDENT..  (BREACH OF CONFIDENTIALITY/HIPAA)
CONTRACT...  (BREACH OF CONTRACT)
COMMUNIC...  (COMMUNICATION)
PATRELTERM.  (PATIENT RELATIONSHIP TERMINATED)
THEFT......  (THEFT)
```

Was Person Injured?

Was Person Injured?

* Required

☐ Yes   ○ No   ○ NA

[Prev]   [Next]

Ex: Was Person Injured As A Result Of The Incident?

IF Y answered

Injury Type

Injury Type

```
ABRASION...    (ABRASION)
ALTEREDSTA.    (ALTERED STATE (OXYGENATION))
AMPUTATION.    (AMPUTATION (IF REMOVAL OR WRONG))
BLISTER....    (BLISTER)
BOWELPERF..    (BOWEL PERFORATED)
BRUISE.....    (BRUISE)
BURN.......    (BURN)
CARDRESP...    (CARDIAC/RESPIRATORY ARREST)
COMPARSYND.    (COMPARTMENT SYNDROME)
CONTRACTUR.    (CONTRACTURE)
CONTUSION..    (CONTUSION)
CRUSH......    (CRUSH INJURY)
DAMAGTEET..    (DAMAGED TEETH)
DEATH......    (DEATH)
DECUBITUS..    (DECUBITUS)
DISLOCAT...    (DISLOCATION)
ELECSHOCK..    (ELECTRICAL SHOCK)
EXACERBATE.    (EXACERBATION OF CONDITION)
FRACTURE...    (FRACTURE)
HEMATOMA...    (HEMATOMA)
HEMORRAG...    (HEMORRHAGE)
HYPERGLYC..    (HYPERGLYCEMIA)
HYPERTEN...    (HYPERTENSION)
HYPOCLYCEM.    (HYPOGLYCEMIA)
HYPOTEN....    (HYPOTENSION)
HYPOXIA....    (HYPOXIA)
INFECT.....    (INFECTION)
ITCHING....    (ITCHING)
LACERATION.    (LACERATION)
```

```
NEURODEFIC.    (NEUROLOGICAL DEFICIT)
OTHER......    (OTHER)
PARALYSIS..    (PARALYSIS)
PERFORAT...    (PERFORATION)
PUNCWND....    (PUNCTURE WOUND)
RASHHIVE...    (RASH/HIVES)
REDNESS....    (REDNESS)
SKIN.......    (SKIN INJURY)
SKINTEAR...    (SKIN TEAR (NOT SKIN INJURY))
STRSPR.....    (STRAIN/SPRAIN)
SWELLING...    (SWELLING TO AREA)
UNKNOWN....    (UNKNOWN)
```

Select the Injury Sustained as a result of the incident.

Location of Incident

Location Of Incident

* Required

```
ACUTE......  (ACUTE/MED SURG)
ADMIN......  (ADMINISTRATION)
BILLINGDEP.  (BILLING DEPARTMENT)
CENTRALSUP.  (CENTRAL SUPPLY)
CLINIC.....  (CLINIC)
DIABETES...  (DIABETES)
DIETARY....  (DIETARY)
ED.........  (EMERGENCY DEPARTMENT)
ENGMAINT...  (ENGINEERING / MAINTENANCE)
ECULTC.....  (EXTENDED CARE UNIT/LTC)
GROUNDS....  (GROUNDS)
INTRANSIT..  (IN-TRANSIT)
LAB........  (LABORATORY)
LAUNDRY....  (LAUNDRY)
MEDREC.....  (MEDICAL RECORDS)
OFFPREM....  (OFF PREMISES)
OTHER......  (OTHER)
PARKLOT....  (PARKING LOT)
PATREGIST..  (PATIENT REGISTRATION)
PTHOME.....  (PATIENT'S HOME)
PHYSTHERP..  (PHYSICAL THERAPY)
PHYSOFF....  (PHYSICIAN'S OFFICE)
RADIOLOGY..  (RADIOLOGY)
STAIRS.....  (STAIRS)
UNKNOWN....  (UNKNOWN)
```

Exact Location/Room #

Exact Location/Room

[   ]

[Prev]   [Next]

Ex: Enter Room #, Bathroom, etc (Limit 10 characters)

Was Incident Witnessed?

Was Incident Witnessed?
_____

* Required

☐ Yes ○ No

[Prev] [Next]

Ex: Was Incident Witnessed?

Click Yes Or No To Answer

Were Other Individuals Directly Involved?

Were Other Individuals Directly Involved?
_____

* Required

☐ Yes ○ No

[Prev] [Next]

Ex: Were Other Individuals Directly Involved In The Event?

i.e., Physician, Other Patient or Person, Employee

Reporters details automatically prefill as user who is entering incident

REPORTER DETAILS	
Reported By Type	USER
Reported/Entered By	WEB3835REPORT
Reporter Name	WEB 3835 PROFILE REPORTS BIG SANDY TEST
Reported Date	11/13/2023
Reported Time	09:50
Date Incident/Event Rprt Received	11/13/2023

FOLLOW UP Entry

Upon save of any incident or complaint, one or more automatic emails & follow ups are generated to specific department managers/directors as designed by your facility Risk Management team. Your risk manager also receives an automatic email & open follow up for each incident or complaint entered.

The email advises the particular manager that an event/incident or complaint has been entered for their area of responsibility. The auto email text example is below:

From: RiskQualHAS@yierrg.com [mailto:RiskQualHAS@yierrg.com]
Sent: Friday, March 3rd, 2023 4:14 PM
To: deptmanagerx@bigsandy.org
Subject: Follow up and review for Event #: 38352023000001

An Incident has occurred per the details above. You may review it by clicking on the link below and Login to the YES/RiskQual system with your assigned User ID and Password.

What - FALL
When – 03/03/2023
Where – ADOLESCENT ACUTE
Injury - ABRASION

Once you have completed your review of the event details, if you would like to document any follow-up, Click on ''Click Here To Enter Follow-Up'' to document your follow-up.

THIS IS AN AUTOMATED EMAIL -- DO NOT REPLY -- If you have any questions - Please Contact your Risk Management Department.

Please click **here** to login to the YES/RiskQual system.

Thank you

===========================

The auto emails above will have a link in the email that will allow supervisor/manager to click on the email link.

Upon clicking on the link, the YES Login page will display.

Login to YES, and upon successful login, the system will display the specific Incident on the screen for which the follow up/auto email was generated.

You can review the details of the Incident by reading the details of each question user answered on the grid. If there are additional pages of questions answered – you will see a link at the bottom of the grid **Next Page >**

Click on that link to advance to the Next Page. If the link is not enabled, there are no more pages to view.

Complete/Close Your Follow Up

To Complete & CLOSE Your Assigned Follow up – Under the "My Open Follow Up" section to the right of the grid, click on

Click Here To Complete Your Follow Up: DEPARTMENT MANAGER / LEADER FOLLOW UP

The particular follow up questions you need to complete per your facility's questionnaire displays for you to answer.

Type Of Follow Up

* Required

```
CEOREVIEW.. (CEO REVIEW)
MGREVIEW... (DEPARTMENT MANAGER / LEADER FOLLOW UP)
INITRMREV.. (INITIAL RISK MANAGEMENT REVIEW)
INITUSER... (INITIAL USER/REPORTER FOLLOW UP)
```

The type may be pre-selected and default to your assigned type of follow up. Or you can select from above list.

Initial User/Reporter Follow Up

If you are the reporter of the incident and would like to enter any follow up you have completed after the incident/event occurred or notes, you can select Initial User/Reporter Follow Up.

Upon selection of Initial Reporter Follow Up, the following questions display:

Select Date of Follow Up/Entry

* Required

3/31/2023	×

≤		March 2023				≥
S	**M**	**T**	**W**	**T**	**F**	**S**
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Prev	Next

Ex: Select Date of Follow Up/Entry

Review/Follow-Up Description

* Required

Prev	Next

Ex: Description of the Initial Reporter Review of this issue/event

***DO NOT INCLUDE Special Characters in the description such as Greater Than or Less Than Symbols

At the end of the follow up questions, the system prompts you to review the entry and SAVE to save the follow up.

Preview your work prior to saving by clicking on
PrevPage. Click SAVE at the top left corner when
ready to SAVE your Additional Entry.

Click [Save and Return] to save the follow up and return to the main event entry.

Thank You for Reporting.. Your Event Entry Has Been Submitted

My Open Follow Up
Additional Incident Info
Follow Up : INITIAL USER/REPORTER FOLLOW UP - By: WEB 3835 PROFILE REPORTS BIG SANDY TEST - Entered: 11/12/2023
Add
Click Here to add Follow Up

The follow up entry is displayed in the Follow Up section on the main event screen and can be viewed by any other manager/supervisor, etc., with access to search for existing events. Data can be viewed only, cannot be changed.

Department Manager/Leader Follow Up

When you select Department Manager/Leader Follow up, the particular questions display for entry.

Click Here To Complete Your Follow Up: DEPARTMENT MANAGER / LEADER FOLLOW UP - WKN0033635

Type Of Follow Up

* Required

```
CEOREVIEW.. (CEO REVIEW)
MGREVIEW... (DEPARTMENT MANAGER / LEADER FOLLOW UP)
INITRMREV.. (INITIAL RISK MANAGEMENT REVIEW)
INITUSER... (INITIAL USER/REPORTER FOLLOW UP)
```

Follow Up Date

Select Date of Follow Up/Entry

*Required

| 03/31/2023 | × |

≤		**March 2023**				≥
S	**M**	**T**	**W**	**T**	**F**	**S**
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

| Prev | | Next |
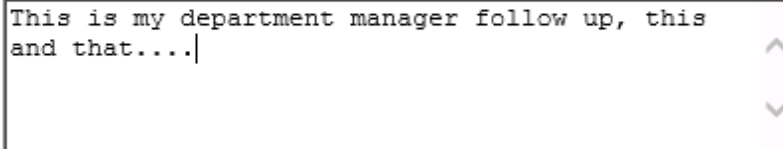
Ex: Select Date of Follow Up/Entry

Select Date the follow up was performed. The system defaults to "today's date" so you can Click NEXT if Today's Date is correct or click on the date follow up was completed on the calendar.

Review/Follow-Up Description

*Required

```
This is my department manager follow up, this
and that....|
```

| Prev | | Next |

Ex: Description of the dept manager's review of this issue/event

Enter a detailed description of the follow up you performed and click NEXT to continue.

Primary Cause of Incident

Select Primary Cause

```
BEHAVIOR...   (BEHAVIORAL ISSUE)
LOOK/SOUND.   (BRAND/GENETIC NAME LOOK ALIKE OR SOUND ALIKE)
CALCULATE..   (CALCULATION ERROR)
COMMUNICAT.   (COMMUNICATION ISSUE)
COMPLIC....   (COMPLICATION)
CONTRAINDI.   (CONTRAINDICATED)
CPOEINC....   (CPOE INCORRECT ENTRY)
EDUTRAIN...   (EDUCATION/TRAINING)
ENVIRONMEN.   (ENVIRONMENTAL FACTOR)
HANDWR.....   (HANDWRITTEN ENTRY)
IDSCAN.....   (ID NOT SCANNED)
IMPRPROC...   (IMPROPERLY PERFORMED PROCEDURE/TREATMENT/SPECIMEN)
MEDSCAN....   (MED NOT SCANNED)
MEDCOND....   (MEDICAL CONDITION)
NONFORMULA.   (NON FORMULARY DRUG)
NOTLEGIBLE.   (NOT LEGIBLE)
ORDERNCL...   (ORDERS NOT CLEAR)
ORDERNFOL..   (ORDERS NOT FOLLOWED)
ORDPROC....   (ORDERS NOT PROCESSED PROPERLY)
OTHER......   (OTHER)
PATUNCOO...   (PATIENT UNCOOPERATIVE)
POLPROCIN..   (POLICY/PROCEDURE INADEQUATE)
POLPROCINC.   (POLICY/PROCEDURE INCORRECT)
POLPROC....   (POLICY/PROCEDURE NOT FOLLOWED)
RECONCILE..   (RECONCILIATION (i.e., ADMISSION, D/C, TRANSITION))
SOFTWARE...   (SOFTWARE ISSUE)
STAFFACUI..   (STAFF/ACUITY)
UNKNOWN....   (UNKNOWN)
LABELING...   (UNLABELED/MISLABELED)
```

Select the primary cause for the incident from the dropdown.

Secondary Cause of Incident

Select Secondary Cause

```
BEHAVIOR...   (BEHAVIORAL ISSUE)
LOOK/SOUND.   (BRAND/GENETIC NAME LOOK ALIKE OR SOUND ALIKE)
CALCULATE..   (CALCULATION ERROR)
COMMUNICAT.   (COMMUNICATION ISSUE)
COMPLIC....   (COMPLICATION)
CONTRAINDI.   (CONTRAINDICATED)
CPOEINC....   (CPOE INCORRECT ENTRY)
EDUTRAIN...   (EDUCATION/TRAINING)
ENVIRONMEN.   (ENVIRONMENTAL FACTOR)
HANDWR.....   (HANDWRITTEN ENTRY)
IDSCAN.....   (ID NOT SCANNED)
IMPRPROC...   (IMPROPERLY PERFORMED PROCEDURE/TREATMENT/SPECIMEN)
MEDSCAN....   (MED NOT SCANNED)
MEDCOND....   (MEDICAL CONDITION)
NONFORMULA.   (NON FORMULARY DRUG)
NOTLEGIBLE.   (NOT LEGIBLE)
ORDERNCL...   (ORDERS NOT CLEAR)
ORDERNFOL..   (ORDERS NOT FOLLOWED)
ORDPROC....   (ORDERS NOT PROCESSED PROPERLY)
OTHER......   (OTHER)
PATUNCOO...   (PATIENT UNCOOPERATIVE)
POLPROCIN..   (POLICY/PROCEDURE INADEQUATE)
POLPROCINC.   (POLICY/PROCEDURE INCORRECT)
POLPROC....   (POLICY/PROCEDURE NOT FOLLOWED)
RECONCILE..   (RECONCILIATION (i.e., ADMISSION, D/C, TRANSITION))
SOFTWARE...   (SOFTWARE ISSUE)
STAFFACUI..   (STAFF/ACUITY)
UNKNOWN....   (UNKNOWN)
LABELING...   (UNLABELED/MISLABELED)
```

Description of Causes/Factors

Enter Description of Additional Causes/Factors

* Required

```
the reason for this was.....|
```

[Prev]   [Next]

Ex: Enter general description of additional causes you feel led to this Issue/Event

***DO NOT INCLUDE Special Characters in the description such as Greater Than or Less Than Symbols

Primary Action Taken to Date

Select Primary Action Taken To Date

```
EDUCTRAIN..  (EDUCATIONAL TRAINING)
NOACTION...  (NO ADDITIONAL ACTION REQUIRED)
PHYSNOTIF..  (PHYSICIAN NOTIFIED WITH RESOLUTION)
POLPROC....  (POLICY & PROCEDURE CHANGE)
PREVREV....  (PREVIOUSLY REVIEWED/COMPLETED)
PROCESS....  (PROCESS IMPROVEMENT INITIATED)
REVSTAFMTG.  (REVIEWED AT STAFF MEETING)
SELFEVAL...  (SELF-EVALUATION REQUESTED)
SENIORLEAD.  (SENIOR LEADER NOTIFIED)
MEDEVAL....  (SENT FOR FURTHER MEDICAL EVALUATION)
STAFFCOUNS.  (STAFF COUNSELED)
```

Date of Initial Action

Select Date Initial Action Was Taken

<	March 2023					>
S	**M**	**T**	**W**	**T**	**F**	**S**
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

[Prev]   [Next]
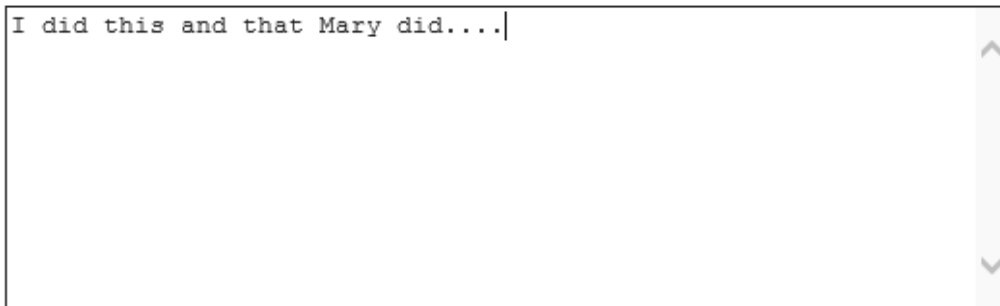
Ex: Date action was taken regarding this Issue/Event

Description of Action(s) Taken

Enter Desc of Additional Actions Taken To Date

* Required

```
I did this and that Mary did....|
```

[Prev]   [Next]

Ex: Enter Desc of Additional Actions Taken To Date regarding this Issue/Event

***DO NOT INCLUDE Special Characters in the description such as Greater Than or Less Than Symbols

The system will prompt you to preview your entry to ensure it is accurate and click SAVE at top left corner of the grid to save your follow up:

Preview your work prior to saving by clicking on PrevPage. Click SAVE at the top left corner when ready to SAVE your Additional Entry.

Click [Save and Return] to save your follow up entry. The system will save your follow up and return you to the main entry screen.

Follow Up : DEPARTMENT MANAGER / LEADER FOLLOW UP - By: WEB 3835 PROFILE REPORTS BIG SANDY TEST - Entered: 11/12/2023

Your department manager follows up entry is displayed on the View section and can be viewed by any other manager that has access to the incident/event.

Completing All Open Follow Ups

If you have additional events/incidents or complaints that are assigned to you for Follow Up, for which you would have also received individual emails, you will see a listing of Open Follow Ups when you click on CANCEL/RETURN button.

It will display a grid showing you the list of Open Follow Ups assigned to you as of today:

(***IF you are a department manager, and do not see this option below, you are not assigned to receive Open Follow Up queue. Contact your Hospital Risk Manager to advise them ***).

	OWNER_ID	Account Group	Account/Facility	Incident Number	Person Type	Person Name	Incident Date	Incident Category	Incident Sub Category	Location	Reported Date	Reported By Name
View	INC0031181	38	35	38352023000013	OTHER	awsda	11/12/2023	FALL	FAINTED	DIETARY	11/13/2023	WEB 3835 PROFILE REPORTS BIG SANDY TEST
View	INC0031174	38	35	38352023000011	VISITOR	Smith, Joe	11/07/2023	BEHAVIOR	PATWVIS	LAB	11/07/2023	WEB 3835 PROFILE STAFF BIG SANDY TEST
View	INC0031054	38	35	38352023000002	VISITOR	Smith, Susie	02/02/2023	BEHAVIOR	PATWPAT	LAB	02/02/2023	WEB 3835 PROFILE REPORTS BIG SANDY TEST

The grid shows the following information:

No Open Follow Ups/Tasks Assigned To: WEB 3835 PROFILE REPORTS BIG SANDY TEST

Follow Up Number	Owner Number	Module	Follow Up Due	Created Date	Patient/Person Name	Follow Up Task	Category	Code	Dept	Location

Name of user who's logged in for which open follow ups exist.
Module for which the follow up was assigned (i.e., Incident or Pt Relations (Complaints))
Follow Up Due Date – date the follow up was assigned to the user (same date event or complaint was entered)
Created date – date the follow up entry was assigned to the user
Patient/Person Name – name of the patient or person involved in the event or complaint to be followed up
Follow Up task – description of the follow up to be done by the user

Category – Category of the event or complaint for which the follow up was assigned (i.e., Incident Category, Complaint Category, etc.)

Code – Sub code of the event or complaint for which the follow up was assigned

Dept – Department involved in the event or complaint for which the follow up was assigned (Some YSTONE facilities will not have any value in this column as it is not used – Location is used as main department identifier)

Location – Location involved in the event or complaint for which the follow up was assigned
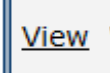
Open Follow Up Grid Options

Sort – The default sort order is by Follow Up Date in Descending Order (latest follow ups showing at the top).

User can click on the title of any column to sort all Open Follow Ups by that column (i.e., Inc Category)

Select from My Open Follow Up List to Complete

Click VIEW link $\boxed{\text{View}}$ in front of any Open Follow up task to open the event or complaint associated with that follow up task assigned to you.

Upon clicking View in front of any record on the Open Follow Up grid $\boxed{\text{View}}$, the particular details of the incident or complaint displays on the grid on the left.

Review by clicking <NEXT PAGE> link at the bottom of the grid page to advance to the next page of details in that entry.

Click on the RIGHT SIDE of the screen to Complete your follow up under "MY OPEN FOLLOW UP" section – ***Click Here to Complete Follow Up***

My Open Follow Up

Click here to complete follow up : DEPARTMENT MANAGER FOLLOW UP - WKN0033167

Follow same instructions as above for documenting your follow up.

Upon save and return to main screen, click CANCEL/RETURN from the main event or complaint to return to your My Open Follow Up list.

The My Open Follow Up grid will refresh itself for NEW follow ups assigned to you while you are logged into the same session in YES.

The event for which you just completed/saved follow up will now disappear from your Open Follow Up list.

REPORTS Option

Certain managers or supervisors may be given access to run reports showing Incident or Complaint data for their particular areas. This option will be designated to you by your Risk/Quality Management team.

If you should be able to run reports and do not see the REPORTS button option on the main screen, contact your risk/quality management department administrators.

Running Reports

To run reports, click on the REPORTS button from the main screen.

The reports screen will display:

Select Module – Displays the modules within the HAS system for which you have access to run reports. This is managed by your security settings within the system administered by your system administrator.

Select Report – Once you select a Module, click to select a Report to run

- Category by Month – Displays a graph and comparison report grid showing Categories by Month for the respective module selected .
- Sub Categ by Month – Displays a graph and comparison report grid showing Categories & their Sub Categories by Month for the respective module selected.

- Dept/Site by Month – Displays a graph and comparison report grid showing Department where Incident Occurred by Month. **This is NOT utilized by your facility. Location/Dept where an incident occurred are in Location.**
- Location by Month – Displays a graph and comparison report grid showing Location where Incident by Month
- Unit/Svc by Month – Displays a graph and comparison report grid showing Unit/Service related to the respective module selected (Incident or Patient Relations). **This is NOT utilized by your facility**
- Facility by Month – Displays a graph and comparison report showing all incidents for your facility as a summary/count of all events at the facility level.
- Falls by Type – Displays a graph and comparison report grid showing Fall category Incidents by Sub Type of Fall by Month
- Med Variances by Type – Displays a graph and comparison report grid showing Medication Variances by Sub Type by Month.
- ADRs by Type – Displays a graph and comparison report grid showing Adverse Drug Reactions/Events by Sub Type by Month.
- Event Details – Displays a listing of incidents for the respective filters (detailed below). You can export the list to MS Excel as needed. *The EXPORT To Excel is an optional choice and is driven by security assigned to you to have ability to Export. If you need to Export to Excel and do not see the button – contact your Risk/Quality Management admin user.*

Select Facility – Select the facility for the report.

Since you only have rights to 1 facility – the facility is pre selected as one choice.

Upon selecting a specific report (i.e., Category by Month), selecting the facility, you can further select an additional Filter to run the report or a Date Range for all.

Beginning Date – Click to display the Calendar and select the beginning date range for your report. This date range refers to Incident Date.

You can also manually type the beginning date (i.e., 09/16/2022):

Ending Date – Click to display the Calendar and select the ending Incident date range for your report. You can also manually type the ending date (i.e., 11/13/2023)

Sub Title – You can enter a sub title to describe the filters you entered for the report if you wish so that the reader will know what specific information is included in the report

Click Retrieve button to retrieve the report per the facility and date range entered:

Medical Center Events
Security Filter: None
38-35--BIG SANDY MEDICAL CENTER
Incident Date: 9/1/2022 - 11/13/2023
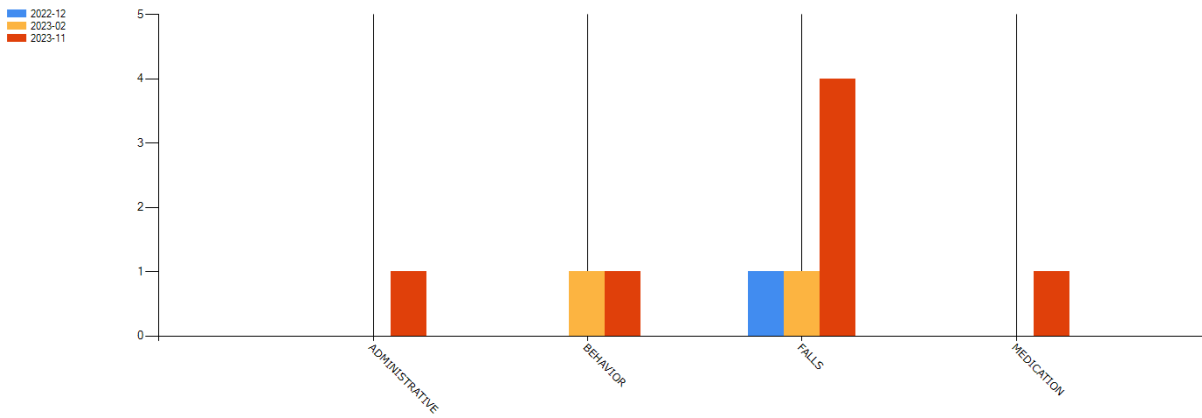
INCIDENT CATEGORY	2022-12	2023-02	2023-11	Total
ADMINISTRATIVE	0	0	1	1
BEHAVIOR	0	1	1	2

Depending on the report you select and the filters you select, the data will display accordingly.

Add Category, Injury/Cause/Sev Filter

You can add additional filters besides the date range and facility to your report as needed using

this filter section: ☐ **Add Category/Injury/Cause/Sev Filter?**

Click on the checkbox to display the respective filters:

Category Filter

Displays the active Categories available. A listing displays of the respective active codes
available:

Select Category

ADMIN -- ADMINISTRATIVE
ARREST -- ARREST (CARDIAC/RESPIRATOF
BEHAVIOR -- BEHAVIOR
BLOOD -- BLOOD RELATED
CONSENT -- CONSENT/AUTHORIZATION
EQUIPMENT -- EQUIPMENT/MEDICAL DEVIC
FALL -- FALLS
IV -- IV
MEDICATION -- MEDICATION
OBSTETRICS -- OBSTETRICS
OTHER -- OTHER EVENTS
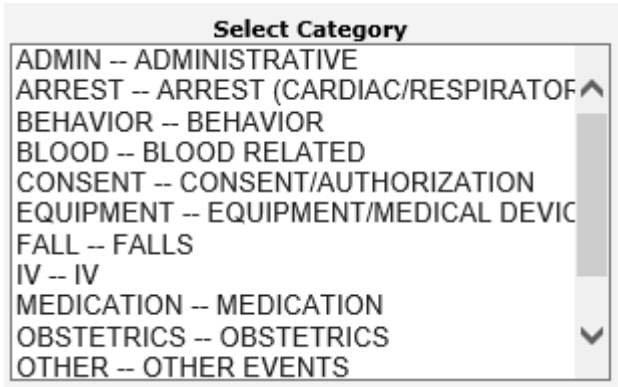
Select the Category to filter your report by.

To blank the Category selected and pick a different one, click on the Blank row at the top.

MULTI SELECT – To Multi-select in above drop down, single click on first option, click SHIFT Key
and single click on next option, etc. It will highlight the options you selected and add them to the
filter for extracting the data.

Injury

Displays the active Injury Types available within the module you selected (i.e., Incident or
Complaint/Grievance). This list mostly applies to Incidents as with Complaints/Grievances, injury
is not mostly noted. A listing of the codes available displays:

Select Injury

ABRASION -- ABRASION
ALTEREDSTA -- ALTERED STATE (OXYGEN/
AMPUTATION -- AMPUTATION (IF REMOVAL
BLISTER -- BLISTER
BOWELPERF -- BOWEL PERFORATED
BRUISE -- BRUISE
BURN -- BURN
CARDRESP -- CARDIAC/RESPIRATORY ARF
COMPARSYND -- COMPARTMENT SYNDROI
CONTRACTUR -- CONTRACTURE
CONTUSION -- CONTUSION
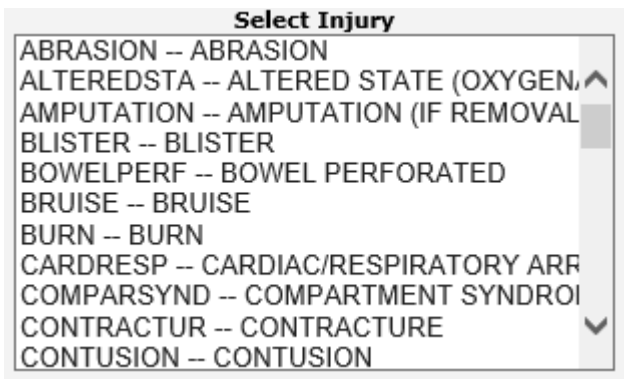
Add an Injury filter by clicking on the respective value.

MULTI SELECT – To Multi-select in above drop down, single click on first option, click SHIFT Key and single click on next option, etc. It will highlight the options you selected and add them to the filter for extracting the data.

Cause

Select Cause

```
BEHAVIOR -- BEHAVIORAL ISSUE
LOOK/SOUND -- BRAND/GENETIC NAME LO
CALCULATE -- CALCULATION ERROR
COMMUNICAT -- COMMUNICATION ISSUE
COMPLIC -- COMPLICATION
CONTRAINDI -- CONTRAINDICATED
CPOEINC -- CPOE INCORRECT ENTRY
EDUTRAIN -- EDUCATION/TRAINING
ENVIRONMEN -- ENVIRONMENTAL FACTOR
HANDWR -- HANDWRITTEN ENTRY
IDSCAN -- ID NOT SCANNED
```
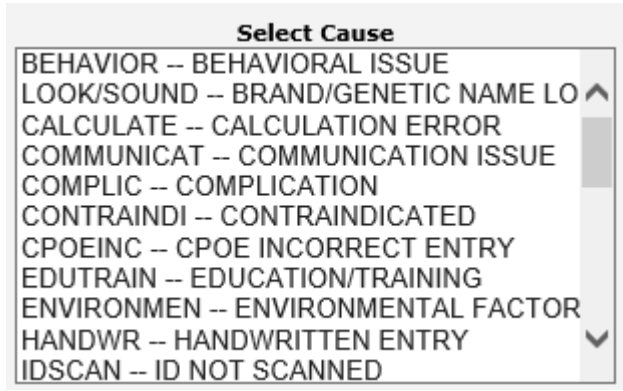
Click to display the active Causes available within the module you selected.   This will only yield results if your Risk/Quality Management team has assigned causes to the incidents when reviewed. A listing of the codes available displays:

There are no current causes available for your facility.

Severity

Click to display the active overall Risk Severity assigned to the particular records within the module you selected (i.e., Incident – Risk Severity).
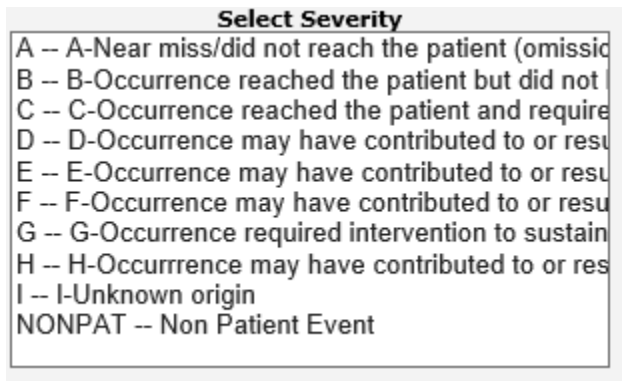
Select Severity

```
A -- A-Near miss/did not reach the patient (omissic
B -- B-Occurrence reached the patient but did not
C -- C-Occurrence reached the patient and require
D -- D-Occurrence may have contributed to or resu
E -- E-Occurrence may have contributed to or resu
F -- F-Occurrence may have contributed to or resu
G -- G-Occurrence required intervention to sustain
H -- H-Occurrrence may have contributed to or res
I -- I-Unknown origin
NONPAT -- Non Patient Event
```

MULTI SELECT – To Multi-select in above drop down, single click on first option, click SHIFT Key and single click on next option, etc. It will highlight the options you selected and add them to the filter for extracting the data.

NOTE – Every filter you pick (Facility, Date Range, Category, Injury, Severity, Cause, Outcome) will further drilling down on your data result/output and adding many filters may not display data if ALL conditions are not met.

Add Dept, Unit/Svc or Location Filter

You can add additional filters besides the date range and facility to your report as needed using this filter section:

☐ **Add Dept, Unit or Location Filter?**

Click on the filter to display the active lists of Departments, Patient Units or Incident Locations.

Department

This is NOT applicable to your facility. Location filter is where your location of incidents are for queries and UNIT is where your Patient Units are for filtering patient unit related incidents.

A listing displays of the respective active codes available:

No Departments Found
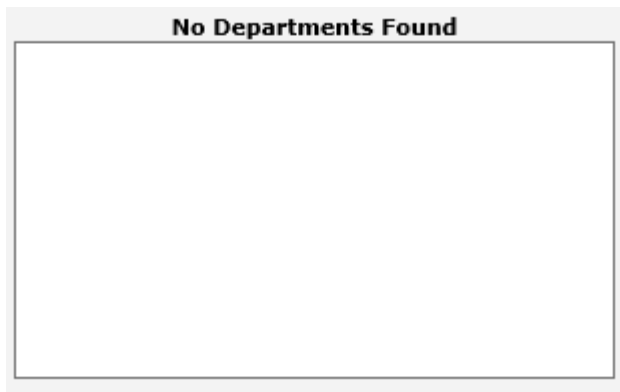
Units

This is NOT applicable to your facility.

No Units Found
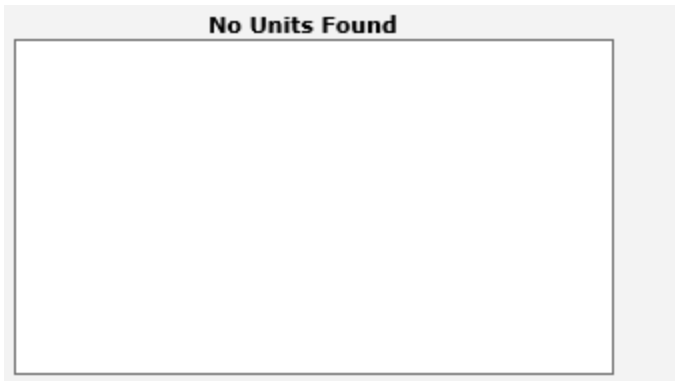
Location

Click to select a Location or SHIFT Click to continue selecting multiple locations for your report output.
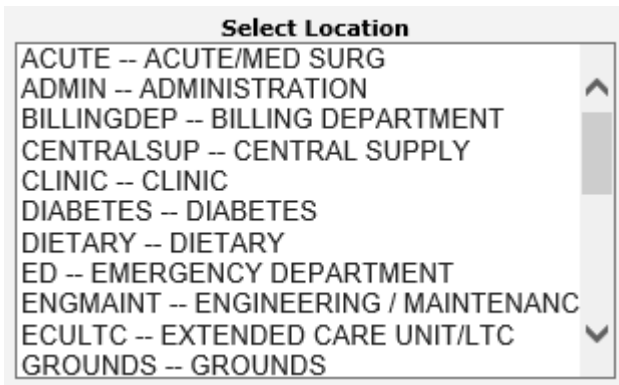
Select Location

ACUTE -- ACUTE/MED SURG
ADMIN -- ADMINISTRATION
BILLINGDEP -- BILLING DEPARTMENT
CENTRALSUP -- CENTRAL SUPPLY
CLINIC -- CLINIC
DIABETES -- DIABETES
DIETARY -- DIETARY
ED -- EMERGENCY DEPARTMENT
ENGMAINT -- ENGINEERING / MAINTENANC
ECULTC -- EXTENDED CARE UNIT/LTC
GROUNDS -- GROUNDS

MULTI SELECT – To Multi-select in above drop down, single click on first option, click SHIFT Key and single click on next option, etc. It will highlight the options you selected and add them to the filter for extracting the data.

See examples below:

Report: Sub Categories by Month - Filter: Category FALL

Click to retrieve your report with filters and dates:

Above example shows Sub Categories by Month report for Category = FALL for Beginning/Ending Date range selected.

You can combine reports with respective filters accordingly to obtain the desired data you want to display.

Person Type Filter – You can click on Person Type to further filter the data by person type (i.e., FALLS – PATIENT – for specific date range).

Include Near Miss? – You can click on this checkbox to include NEAR MISS incidents in your counts/result. Otherwise Near Miss events will NOT be included in your output/results.

Additional Filters – USER Specific

If you have specific filters added to your security settings (ie., your locations only that you manage or a specific event /incident category, etc. – your Additional Filters will be displayed in the sub title of the graph).

This will allow you to know if in addition to the filters you noted in the report screen above, if you have any other sub filters automatically assigned to obtain the output on the report due to your limitation on your security.

It will display in the title of the graph as below:

Security Filter: None
38-35--BIG SANDY MEDICAL CENTER
Incident Date: 9/1/2022 - 11/13/2023

Above example shows the user who ran the report does NOT have any additional security filters. If you do have security filters, it will display accordingly (i.e., Location: Adolescent Acute, etc).

IF you do not see the correct number/counts of data that you expect, please check with your HAS Administrator or RiskQual Support – support@riskqual.com for assistance.

Event Details

This reports provide a detail/log of each incident. It can also be run with any of the above noted filter combinations and a date range.

Select Event Details and add any filters as needed as example below:

Above filter would display a list of incidents that are Category Fall and for Patients within that time range above.

Results:

SORT – You can Click on any column header to sort Descending or again by Ascending order by that column.

EXPORT TO EXCEL – You can click on Export to Excel button to export the list to Excel.

Click Export to Excel button to export the list to MS Excel.

IF YOU DO NOT SEE the Export to Excel button – that means you do not have rights to export to excel. Contact your administrator/risk manager to provide you with that access.

Upon Clicking Export to Excel button - You may receive a warning message to ensure the data can be exported.
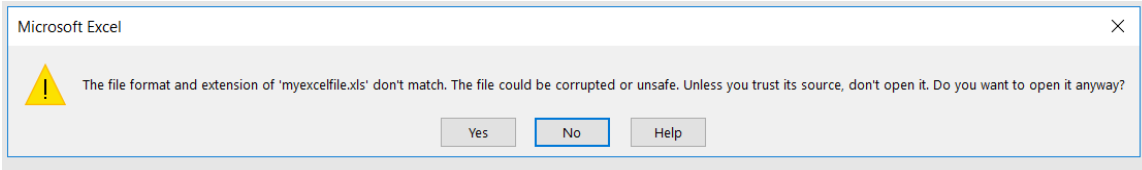
Click YES to continue to Excel.

The event details grid will be displayed in MS Excel:
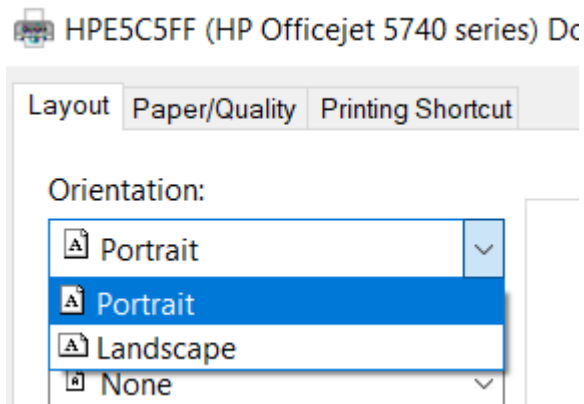

Print Report/Graph

You can print the report/graph by clicking PRINT button Print .

The Print window displays for your assigned printer :
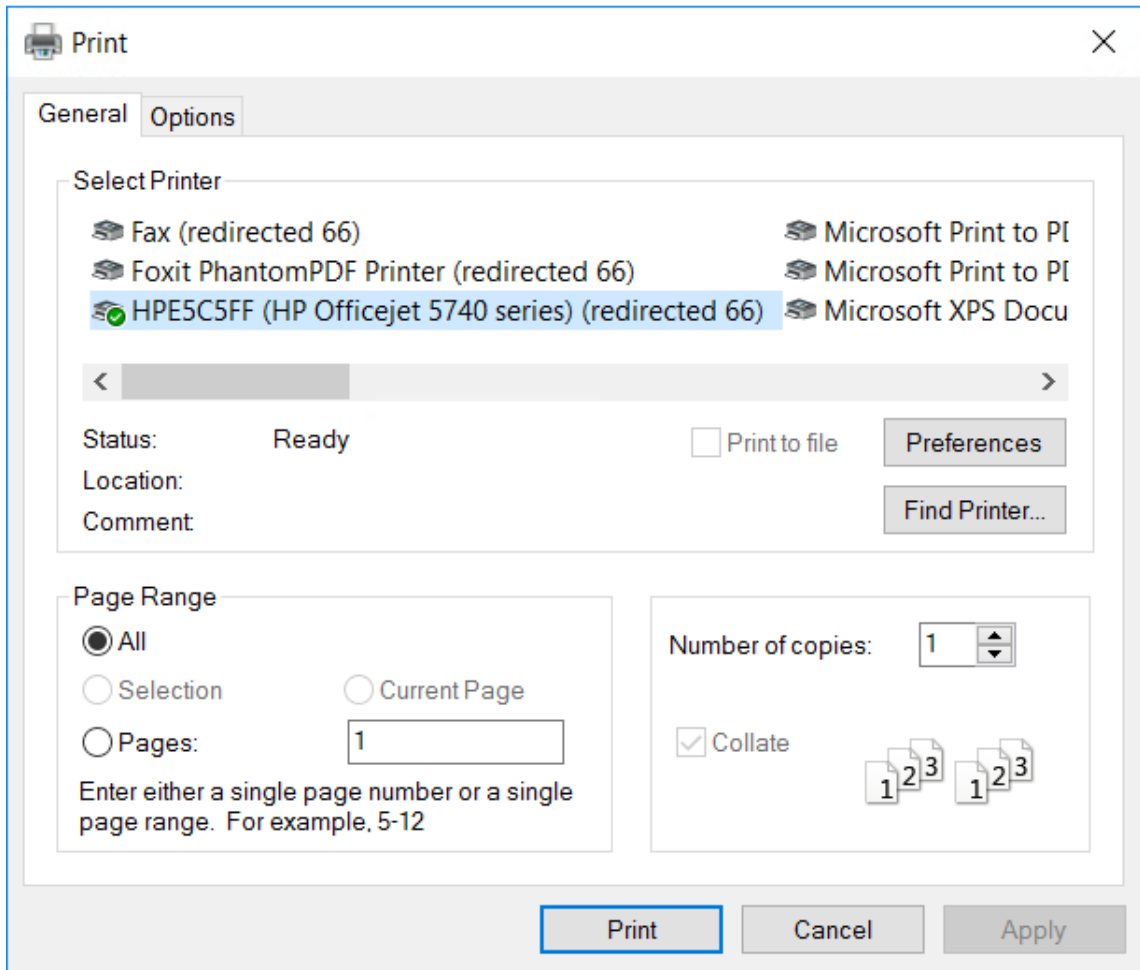
You can change the report to output as Landscape by clicking on Preferences button and click on
LAYOUT tab and change to Landscape:

If you DO NOT SEE your assigned printer in the list above, check with your IS Department for
assistance.

Any Questions

Contact Risk/Quality Management for any questions

Contact RiskQual Technologies Support Services – support@riskqual.com