Yellowstone Event System (YES)

User Guide

Powered By

RiskQual Technologies, Inc.

Contents

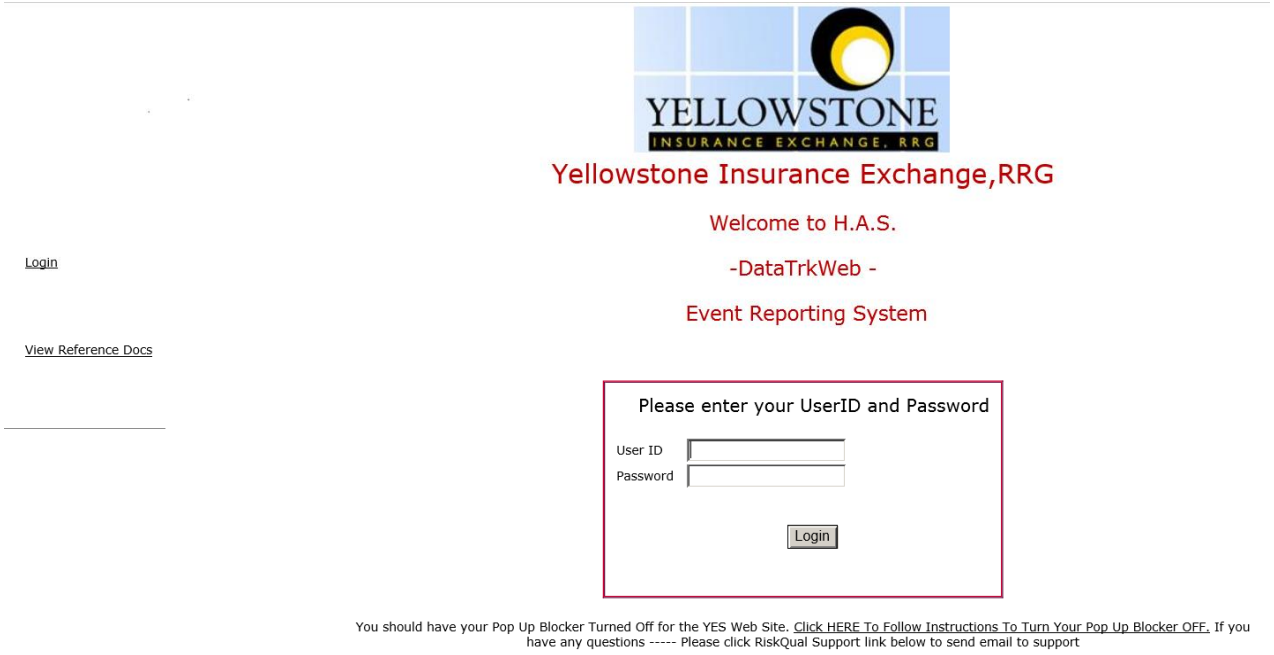
The Yellowstone Event System (YES) is to be used to track all incidents/events that occur in your facility as well as any near misses or ñgood catchesò. It will provide your risk management department with details regarding any incident/event that you document and proper follow up can be completed by department managers. If you have a question as to what is reportable or not, contact your Risk Management department.

Login

To login to YES to enter an event/incident, click on your YES desktop icon or the link/choice on your hospital web page.

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 number

(For example: John Doe employee number 1234 would login as **JD1234**

Password: broadwater ←- make sure it is entered lowercase

Problem Logging In

If you have a problem logging in or once you click LOGIN, and message states ñInvalid User Name/Passwordò, you have not entered your correct User ID and password combination. Please

check to ensure you have used the format above. If you still experience a problem, contact your IT Help Desk or Department for assistance.

IF you are exited from the login page upon entering your User ID and password, your Pop Up Blocker settings are most probably turned ON on your computerôs Internet Explorer settings.

Go to your Internet Explorer icon  . Click on Tools ï Pop Up Blocker ï Turn OFF Pop Up Blocker. This is a temporary measure to allow you to enter your incident/event.

Go back to the link to YES system and login.

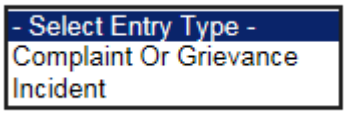
****Contact your IT department so that they can ensure that the Pop Up Blocker is turned OFF only for this YES website****

Any other questions ï contact your Risk Manager/Designated YES System Administrator as advised internally by your risk management/nursing direction.

Entering a New Incident/Event

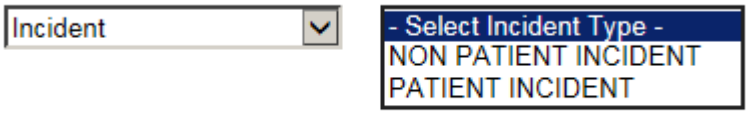
When entering an incident/event, all required questions must be answered at a minimum before you can SAVE. If you do not save your incident/event, it will not be saved automatically.

Upon Login to the system, you are presented with a selection to ñSelect Entry Typeò



Click to select Incident to report an Incident/Event.

The following options display to the right:



PATIENT INCIDENT Crook County ï Select if incident affected a Patient or if the incident you are reporting was a Near Miss/Good catch is related to a patient.

NON PATIENT INCIDENT Crook County ï Select if incident affected a Non-Patient (i.e., Visitor) or if the incident you are reporting was a Near Miss/Good Catch related to a non patient or non-person (i.e., Visitor, Volunteer, General Medication or Equipment issues, etc. not affecting or involving any patient or person).

Click to make the appropriate selection.

Click  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.

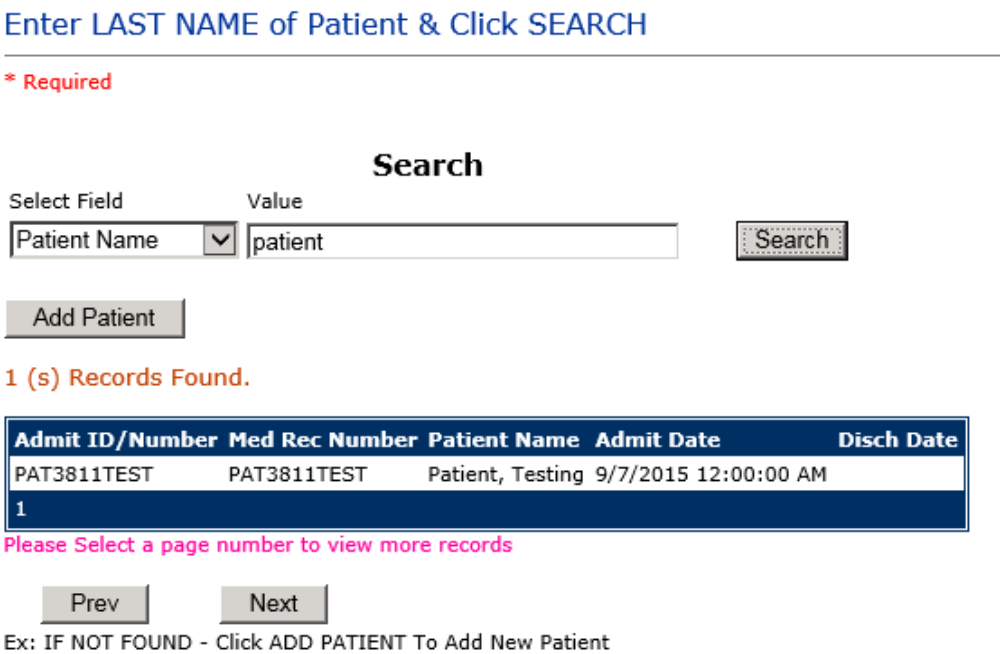
*** NOTE *** When entering an incident/event, all required questions must be answered at a minimum before you can SAVE. If you do not save your incident/event, it will not be saved automatically.

PATIENT Incident Entry

When selecting PATIENT Incident in the ñSelect Incident Typeòprompt, the following sets of questions will display. Questions will include/exclude themselves according to logic built into the screens that your facility risk manager designed. Those options are reviewed in the various screenshots below.

The incident entry questions will display to the right one at a time for you to begin answering them. As you answer each question, the responses will display on the grid to the left and the Edit link will display to the right in case you need to navigate back to change your response prior to saving the incident. You can always navigate and Edit above of where you are currently answering questions.

Patient Search



Your facility selected NOT to do an interface of patients from your EHR system.

Enter the Last Name of the Patient and or Last Name, First Name (Last Name comma SPACE First Name) to find the patient involved in the incident and click SEARCH. A listing of patient admissions with that last name displays.

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 next question.

IF THE PATIENT IF NOT Found, you can click on 

button to add the patient demographics.

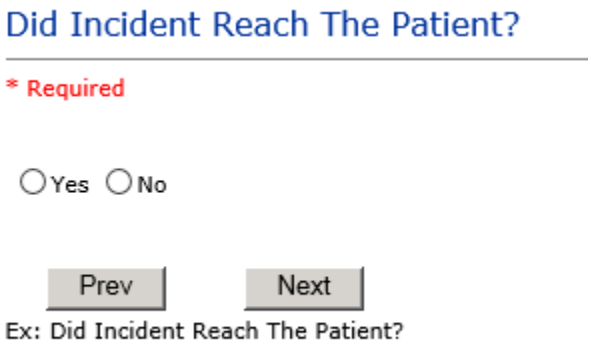
You will be taken to an Add Patient screen to add the patient to the system and then will return back to the Incident Entry screen to continue your incident entry.

*** Always SEARCH for the patient first before clicking to Add Patient in the event the patient already is in the patient repository in the system and it can be used for this new event/incident ***

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

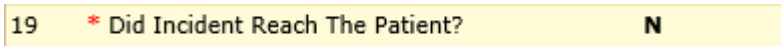
* Type of Person	**PATIENT**
* Enter LAST NAME of Patient & Click SEARCH	**PAT3811TEST**
* Patient OrgPerID	**PAT3811**
Patient Name	**PATIENT, TESTING**
Medical Record #	**PAT3811TEST**
Gender/Sex	
Birth Date	
Patient Age	**0**
Patient Age Unit	
Admission Date	**09/07/2015**

Incident Reach the patient?



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

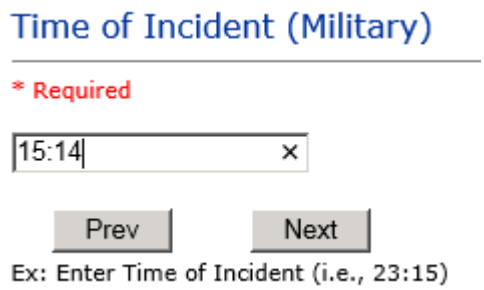
If answer "Did Incident Reach Patient?" = N



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

Incident Date

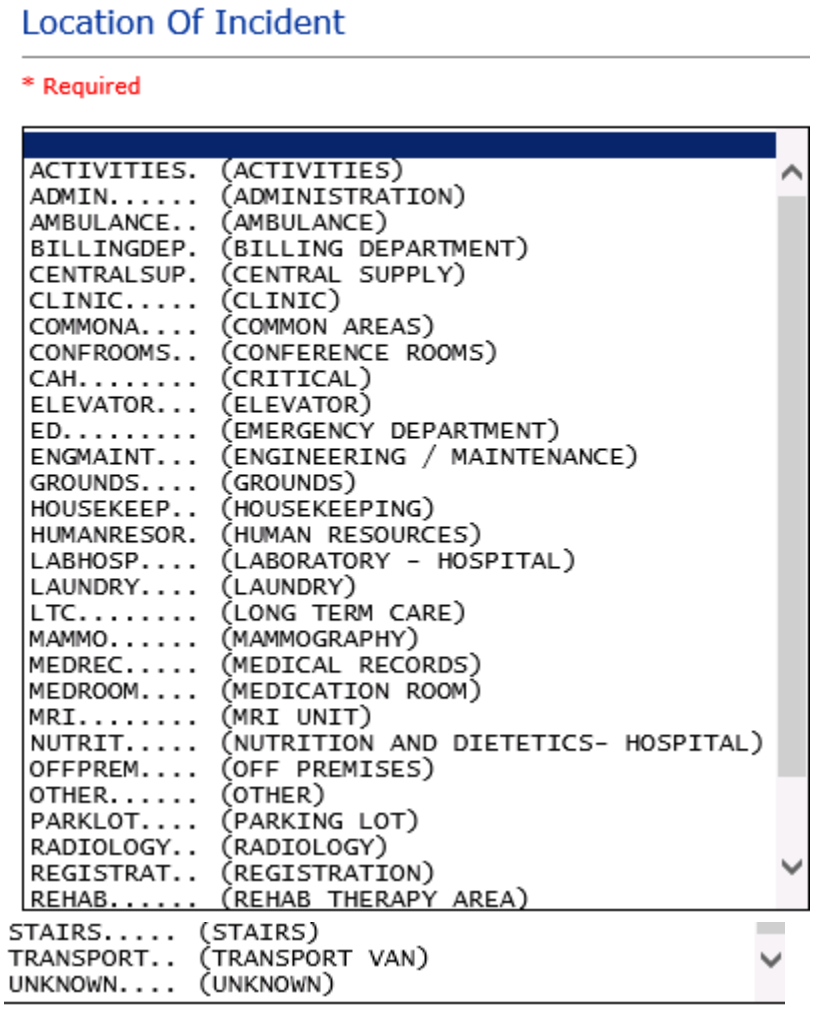
Time of Incident



* Date of Incident	**09/30/2015**
Day Of Week	**Wednesday**
* Time of Incident (Military)	**15:14**
Shift Of Day	**EVENING**

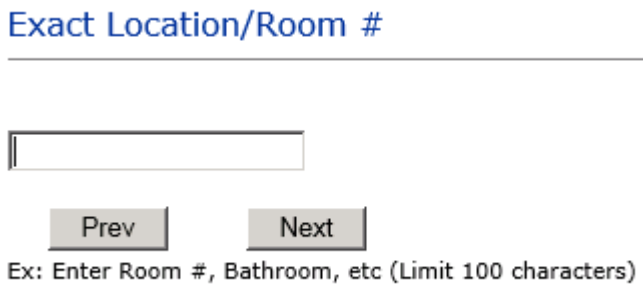
Upon entry of Date of Incident, the system will automatically populate the entry with the respective Day Of Week. Upon entry of Time of Incident, the system will automatically populate the entry with the respective Incident Time Shift Of Day.

Location of Incident



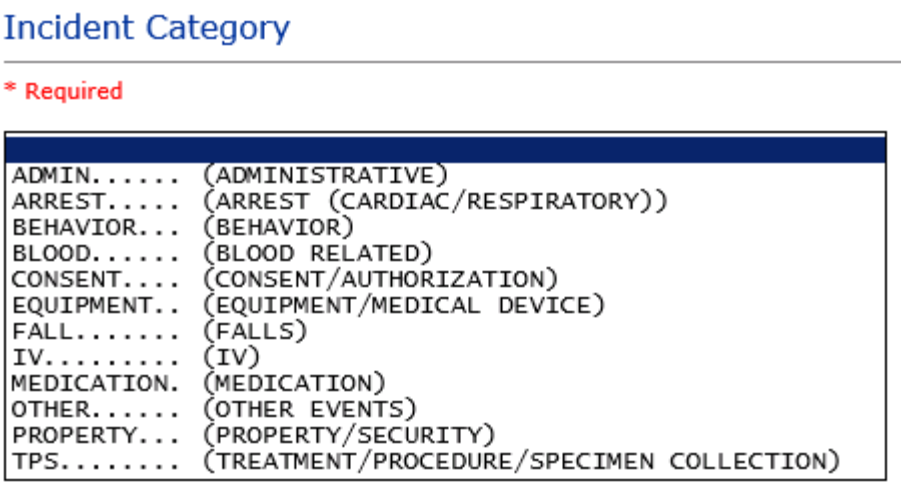
Choose the Location where the incident occurred from the drop down.

Exact Location/Room



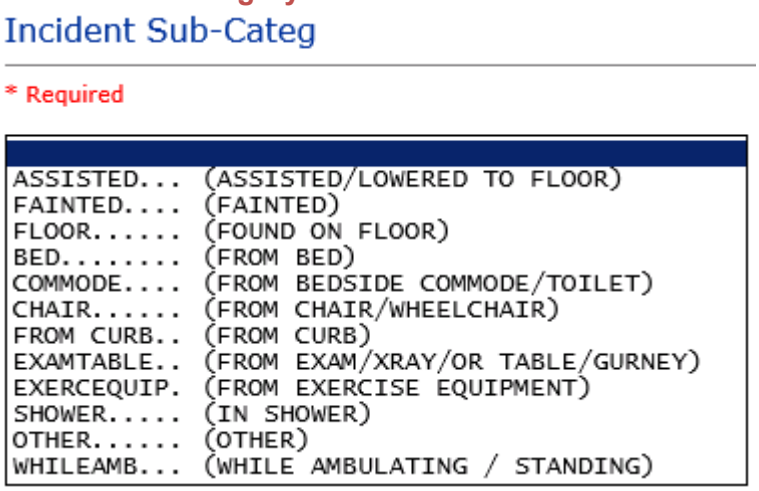
Enter the exact location of the Incident and click Next.

Incident Category



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

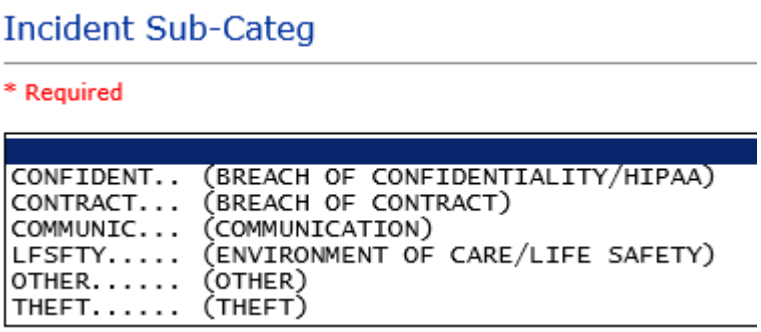
Incident Sub Category



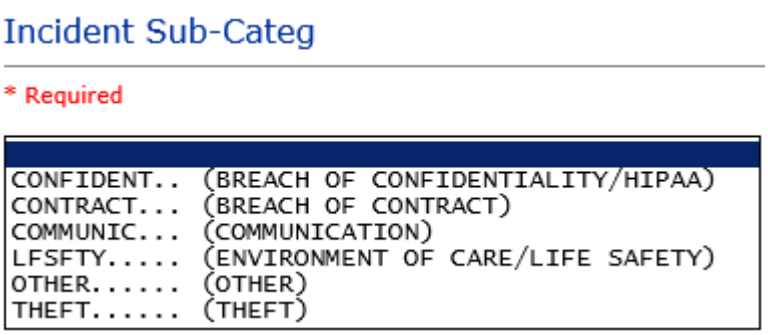
Incident Sub Category can be selected. The Incident Sub Categories that display on above drop down depend on the selection made in Incident Category before it.

Below are Broadwaterôs Specific Categories & Codes (as selected by your risk management department)

ADMIN sub category



ARREST Sub Categories



BEHAVIOR Sub Categories

Incident Sub-Categ

* Required

```
AMA........  (AGAINST MEDICAL ADVICE)
AGGRESSION.  (AGGRESSION)
ASSAULT....  (ASSAULTIVE)
ATTSUICIDE.  (ATTEMPTED SUICIDE)
AWOL.......  (AWOL/ELOPEMENT)
BITE.......  (BITE)
COMBPEER...  (COMBATIVE PEER)
CONTRABAND.  (CONTRABAND)
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)
PATWPHYS...  (PATIENT WITH PHYSICIAN)
PATWSTAF...  (PATIENT WITH STAFF)
PATWVIS....  (PATIENT WITH VISITORS)
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)
STAFWSTAF..  (STAFF WITH STAFF)
SUICIDE....  (SUICIDE)
THREAT.....  (THREAT)
THREATAGG..  (THREAT OF AGRESSION)
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BLOOD Sub Categories

Incident Sub-Categ

* Required

```
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)
DELIVERY... (DELIVERY PROBLEM)
DISCON..... (DISCONNECTED)
DEVICE..... (IMPLANTED DEVICE PROBLEM)
INTERNET... (INTERNET DOWN)
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)
FROM CURB.. (FROM CURB)
EXAMTABLE.. (FROM EXAM/XRAY/OR TABLE/GURNEY)
EXERCEQUIP. (FROM EXERCISE EQUIPMENT)
SHOWER..... (IN SHOWER)
OTHER..... (OTHER)
WHILEAMB... (WHILE AMBULATING / STANDING)

IV Sub Categories

Incident Sub-Categ

* Required

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

* Required

ADVERREAC..	(ADVERSE REACTION/ALLERGY)
CONTRAIND..	(CONTRAINDICATED)
CDINCCNT...	(CONTROL DRUG - INCORRECT COUNT)
CDNCNDN....	(CONTROL DRUG NARCOTIC COUNT NOT COMPLETE)
CDNW.......	(CONTROL DRUG NOT WASTED)
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)

OTHER Sub Categories

Incident Sub-Categ

* Required

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

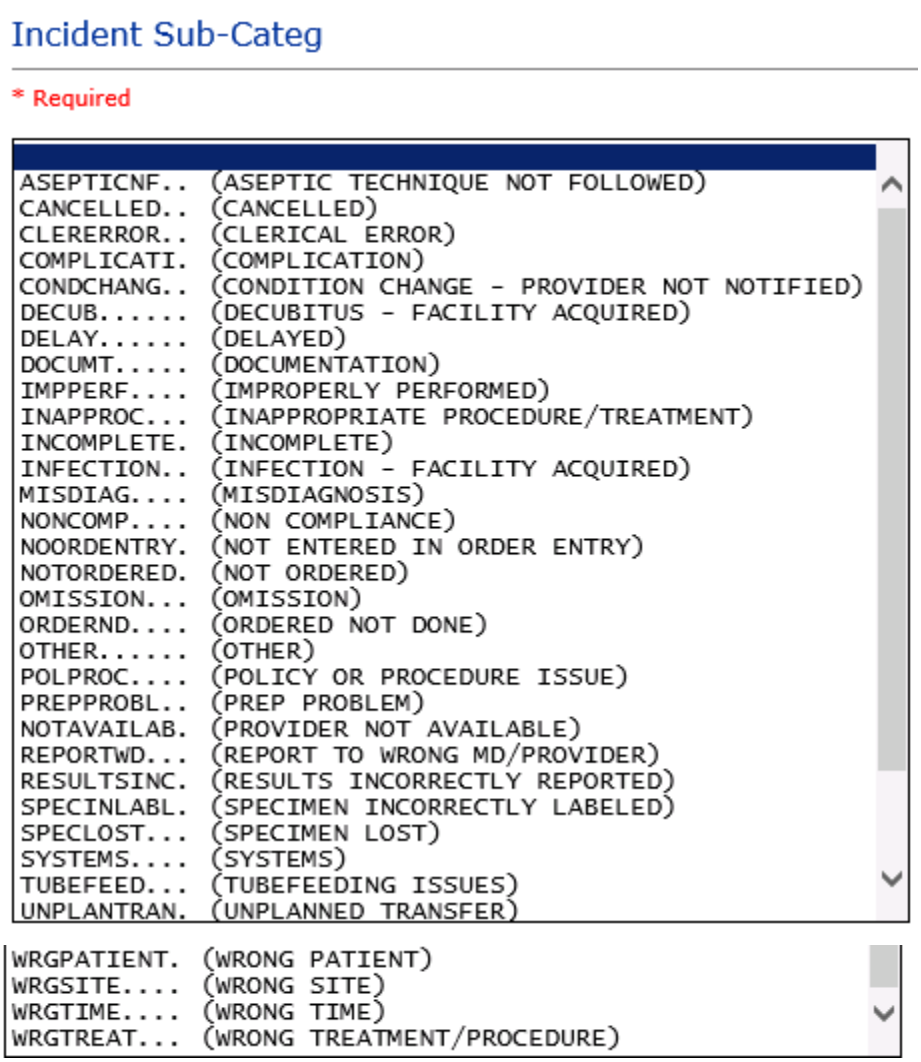
PROPERTY Sub Categories

Incident Sub-Categ

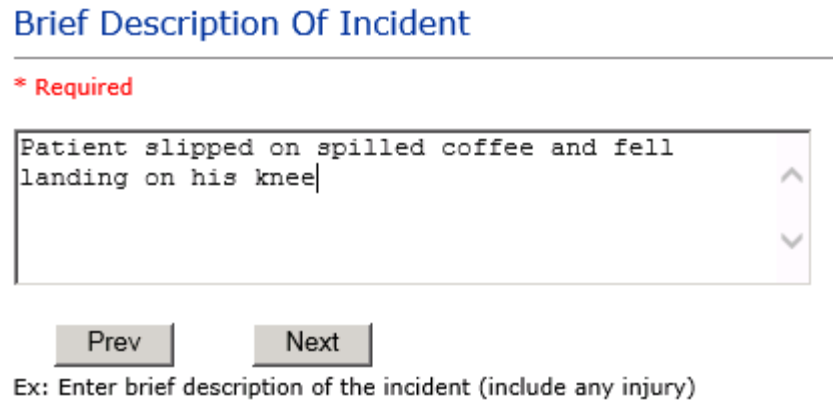
* Required

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)

TPS – Treatment/Procedure/Specimen Collection Sub Categories

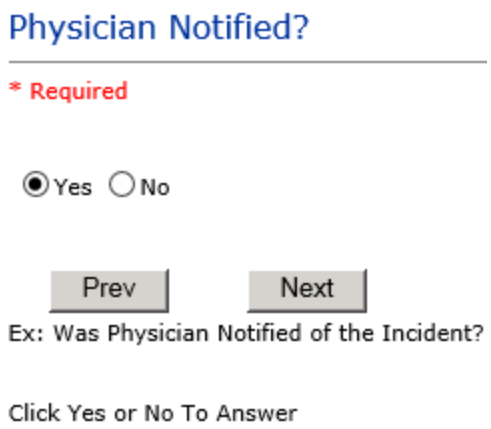


Incident Description



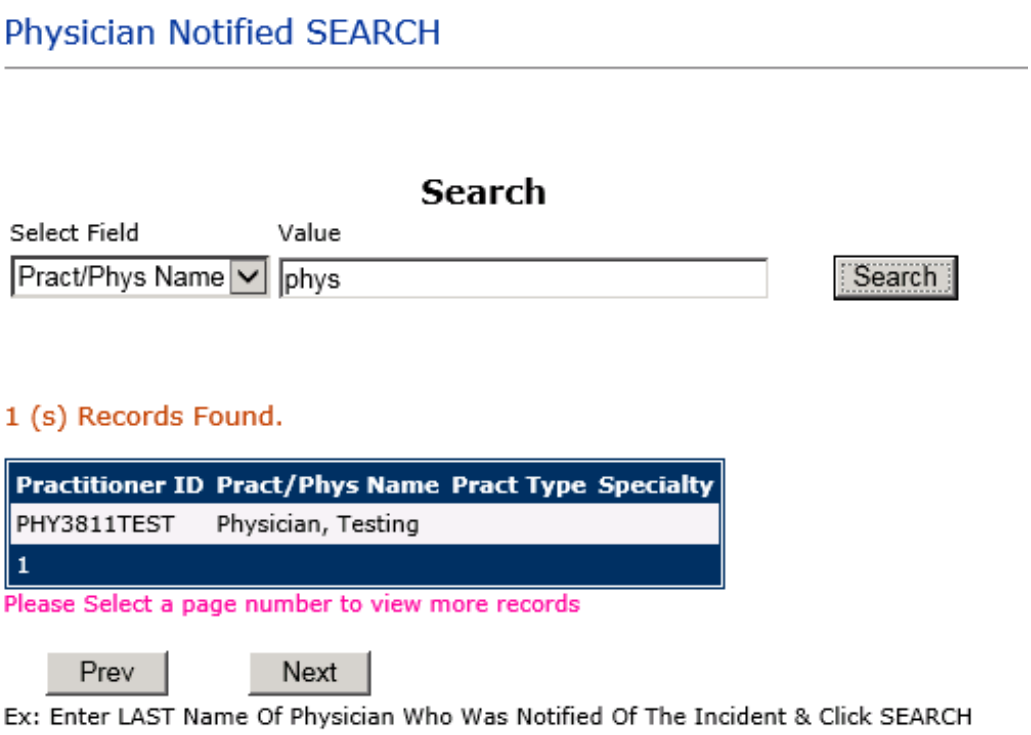
Description of the Incident can be entered. You can enter unlimited number of characters for the description.

Physician Notified?



If Physician was notified = Y:

Physician Notified Search



Physician Search question displays.

Enter the Last Name of the Physician and click SEARCH. A listing of active physicians for your facility displays.

Highlight the respective physician and click to select it.

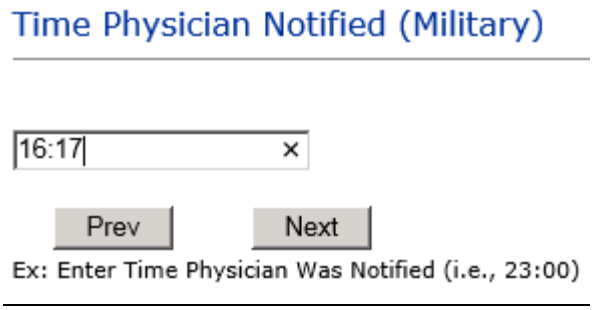
Physicians can are maintained manually within the system by Risk Management Department.

IF YOU DO NOT find a particular physician, notify your Risk Management Department so they can add that physician to the system

Date Physician Notified

Date Physician was notified question displays for entry

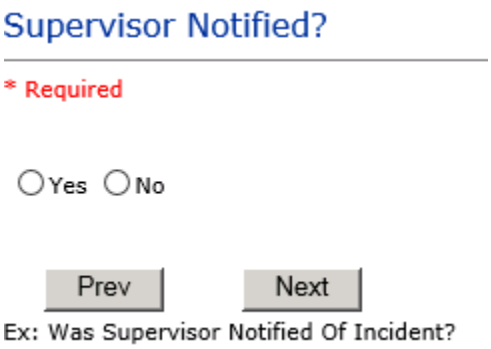
Time Physician Notified



Time Physician Notified question displays for entry

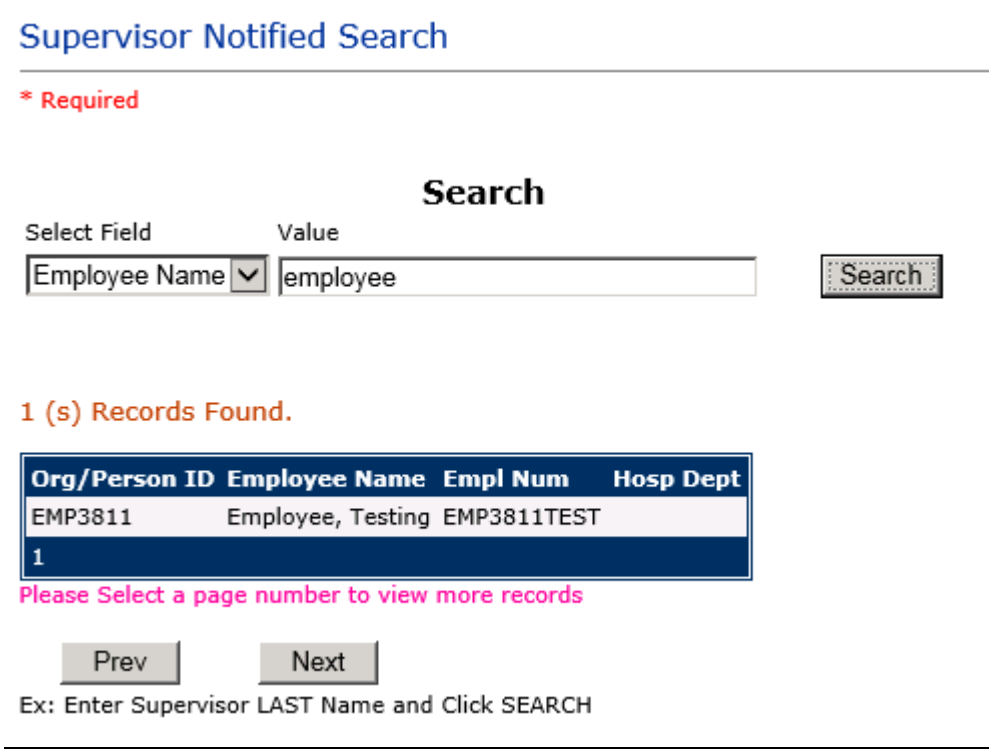
If Physician Notified? N, the above questions will not display.

Supervisor Notified?



If Y, Supervisor questions display for entry:

Supervisor Notified Search



Supervisor Notified Search ï displays for selection of a supervisor if one was notified of the Occurrence. Enter the Last Name of Supervisor (Employee) and click SEARCH.

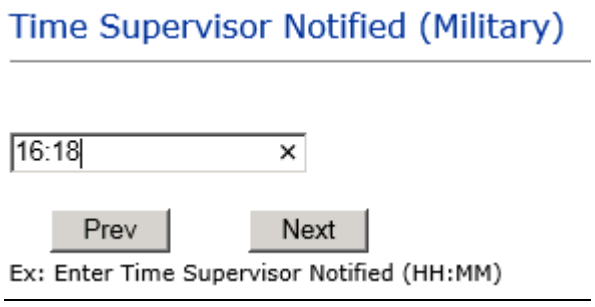
A listing of active employees with that last name display. Highlight the respective employee and clicks to select.

As with Patients and Physicians, there is a data feed from your respective HR system of all your active Employees on an ongoing basis so that all active employees are in the YES system. If you do not find a particular employee, please check with Risk Management.

Date Supervisor Notified

Date Supervisor Was Notified can be selected

Time supervisor Notified

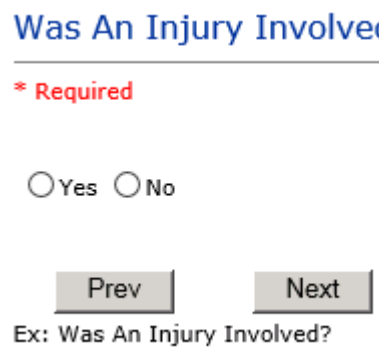


Time Supervisor was notified can be entered

Others Notified

If Others were notified of the Incident, you can enter their name(s).

Injury Involved?

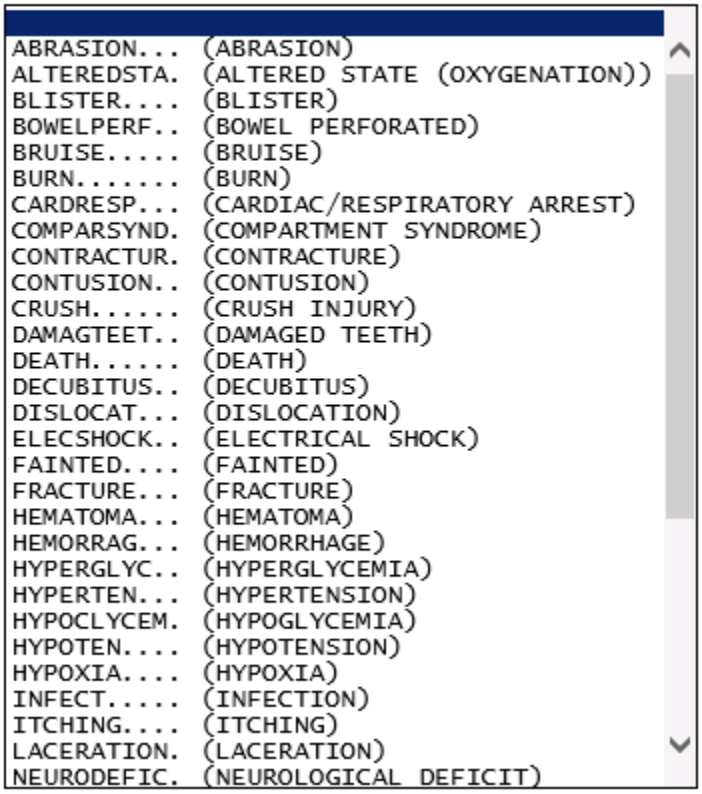


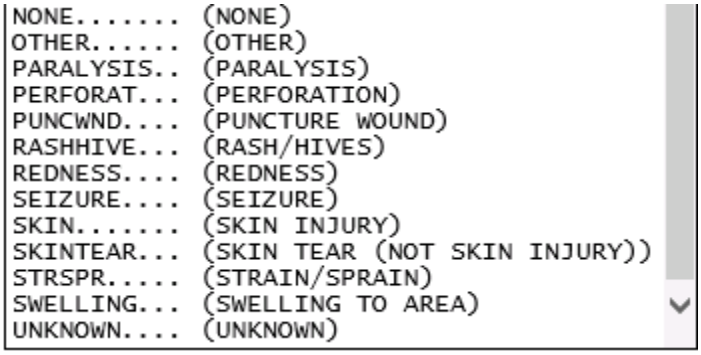
User answers Y or N to above.

Type of Injury

Injury Type

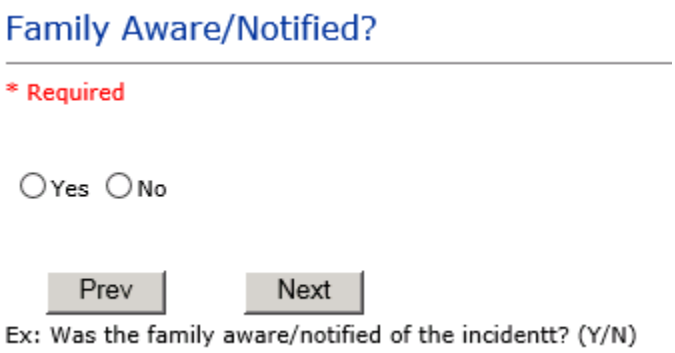
* Required





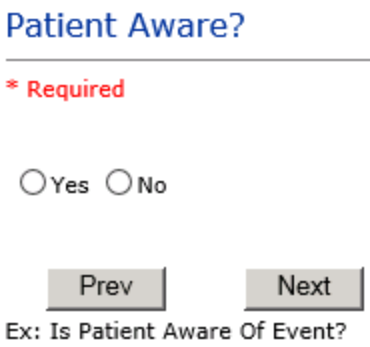
Select primary injury sustained as a result of the incident.

Family Aware/Notified?



Select whether Family Is Aware of the event/incident

Patient Aware?



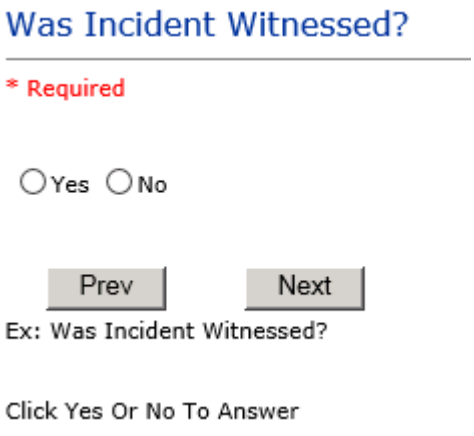
Select whether Patient Is Aware of the event?

Reporter's Information

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

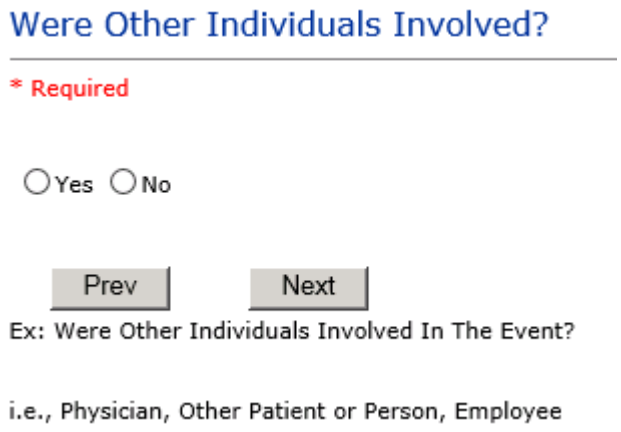
If Category is NOT Medication or IV

IF the Incident Category is NOT MEDICATION or IV, following question displays:



Select if the Incident Was Witnessed.

If Event Witnessed was answered Y – the witness related questions display for entry for the main witness involved in the event – See WITNESS section later on in the document.



IF answer to above is Y, additional Party Involved questions will display for user to answer. See INDIVIDUALS INVOLVED section below in this document.

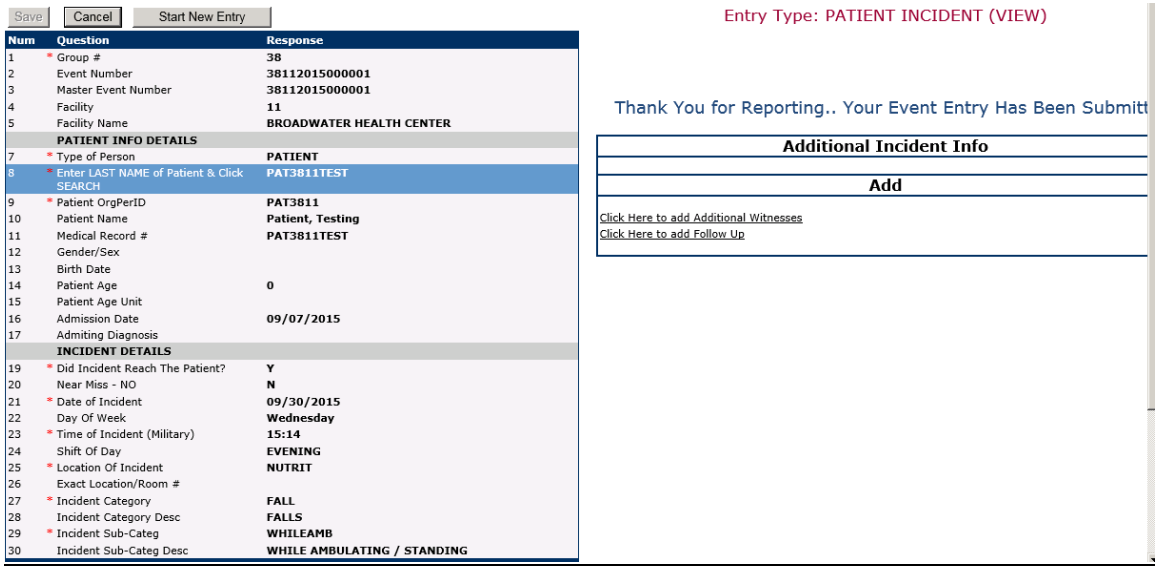
Save Your Incident

At the end of the questions to be displayed for that type of event being entered, user is advised to Preview their work prior to saving by clicking PrevPage to move back through the entries and can make any modifications by clicking on the respective row to modify.

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

Click  **button at the top left corner of the Grid when ready to save the event.**

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



Save | Cancel | Start New Entry

Num		Question	Response
1	*	Group #	38
2		Event Number	38112015000001
3		Master Event Number	38112015000001
4		Facility	11
5		Facility Name	BROADWATER HEALTH CENTER
		PATIENT INFO DETAILS	
7	*	Type of Person	PATIENT
8	*	Enter LAST NAME of Patient & Click SEARCH	PAT3811TEST
9	*	Patient OrgPerID	PAT3811
10		Patient Name	Patient, Testing
11		Medical Record #	PAT3811TEST
12		Gender/Sex	
13		Birth Date	
14		Patient Age	0
15		Patient Age Unit	
16		Admission Date	09/07/2015
17		Admiting Diagnosis	
		INCIDENT DETAILS	
19	*	Did Incident Reach The Patient?	Y
20		Near Miss - NO	N
21	*	Date of Incident	09/30/2015
22		Day Of Week	Wednesday
23	*	Time of Incident (Military)	15:14
24		Shift Of Day	EVENING
25	*	Location Of Incident	NUTRIT
26		Exact Location/Room #	
27	*	Incident Category	FALL
28		Incident Category Desc	FALLS
29	*	Incident Sub-Categ	WHILEAMB
30		Incident Sub-Categ Desc	WHILE AMBULATING / STANDING

Entry Type: PATIENT INCIDENT (VIEW)

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

Additional Incident Info

Add

Click Here to add Additional Witnesses
Click Here to add Follow Up

The options on the right will only display if user answered Y to Parties Involved or Y to Witnesses within the main entry questions. It will allow the user to add any Additional Witnesses, Additional Parties Involved in the Event, if any.

You can click on the respective option under ñAdditional Event Infoòto add the additional information for the event, if applies.

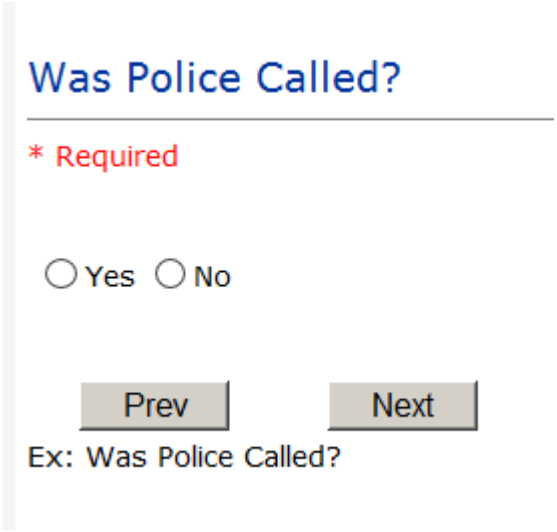
IF ADMIN is the Incident Category

Basic questions display and Injury Type question sets itself to N so user does not need to answer:

	INJURY DETAILS	
39	Was An Injury Involved?	**N**
40	Injury Type (NA)	**NA**

IF BEHAVIOR is the Incident Category

Additional Questions asked:



Was Child/Adult Protective Services Called?

* Required

◯ Yes ◯ No

Prev Next

Ex: Was Child/Adult Protective Services Called?

Click Yes Or No To Answer

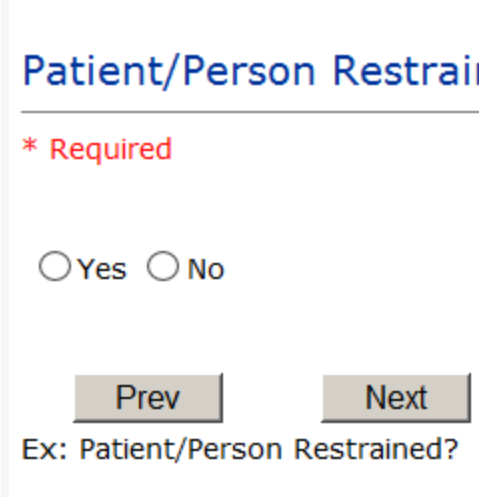
Patient/Person Secluded?

* Required

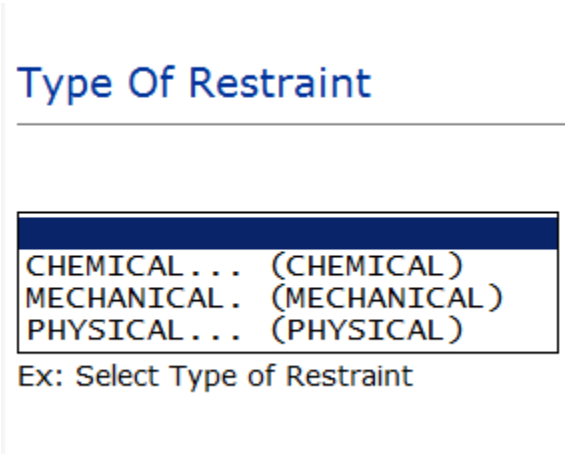
◯ Yes ◯ No

Prev Next

Ex: Patient/Person Secluded?



If Patient/Person Restrained = Y, following question also displays:



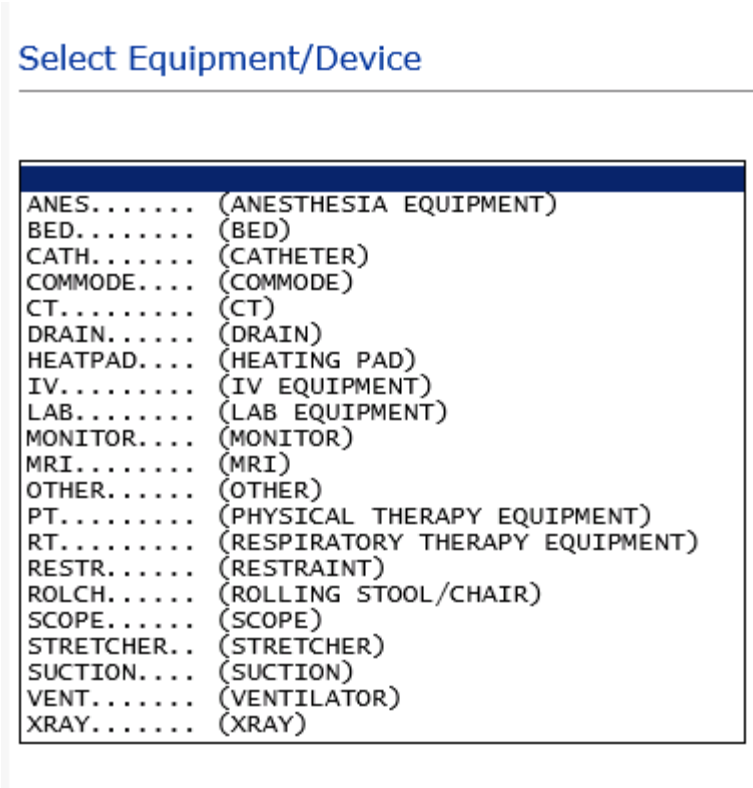
IF CONSENT is the Incident Category

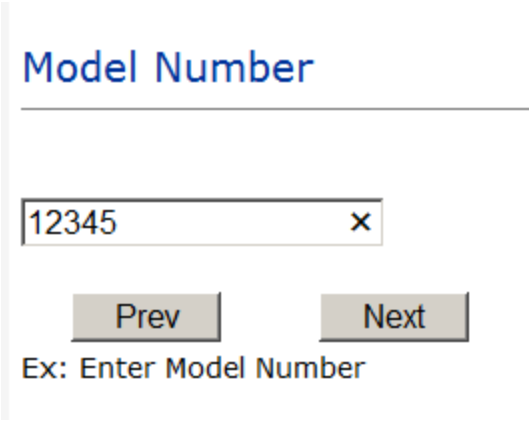
Basic questions display and Injury Type question sets itself to N so user does not need to answer:

	INJURY DETAILS	
39	Was An Injury Involved?	**N**
40	Injury Type (NA)	**NA**

IF EQUIPMENT is the Incident Category

Additional questions can display for user to enter more information:





Brand Name

IV R Us ×

Prev Next

Ex: Enter Brand Name

Serial Number

123888 ×

Prev Next

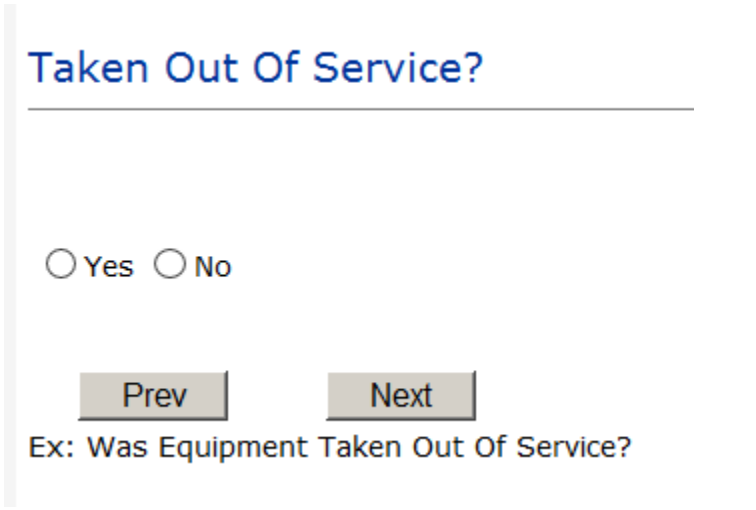
Ex: Enter Serial Number

Equip/Device Tagged?

○ Yes ○ No

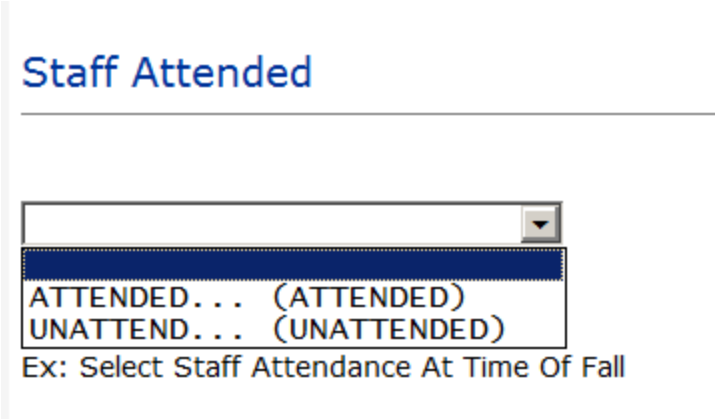
Prev Next

Ex: Was Equipment Tagged as defective?

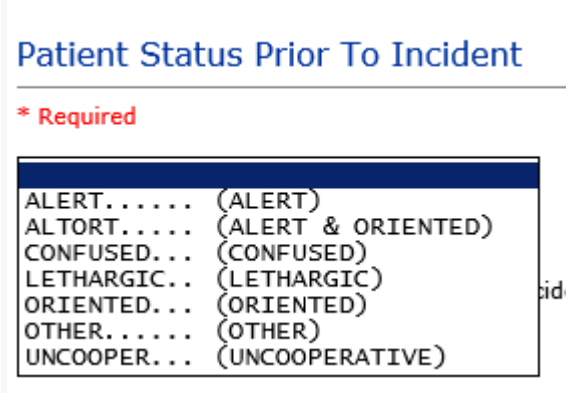


IF FALL is the Incident Category

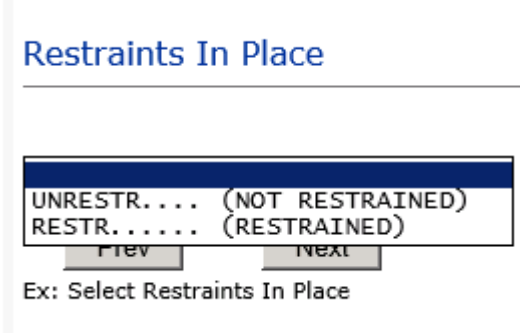
Additional questions can display for user to enter more information:



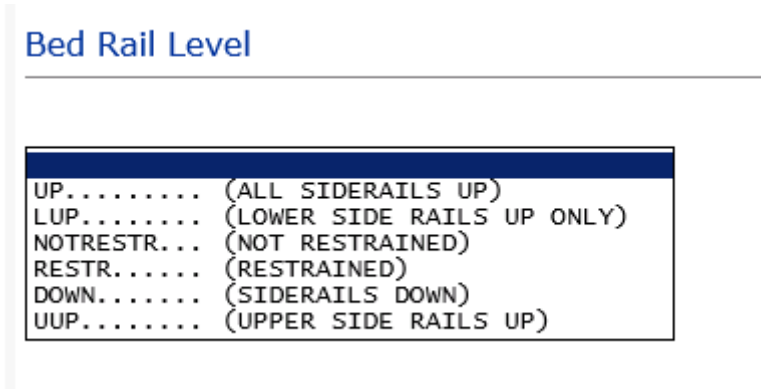
Select staff attendance details for the Occurrence.



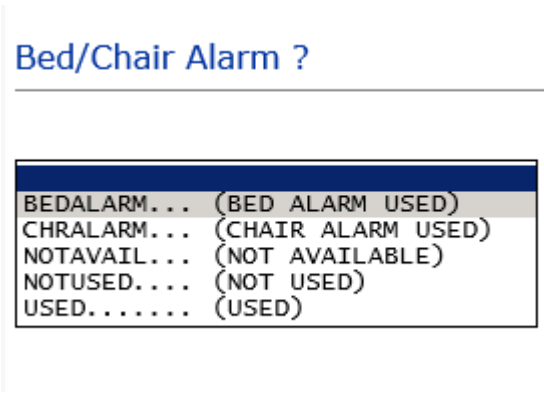
Select Status of the patient prior to the Incident



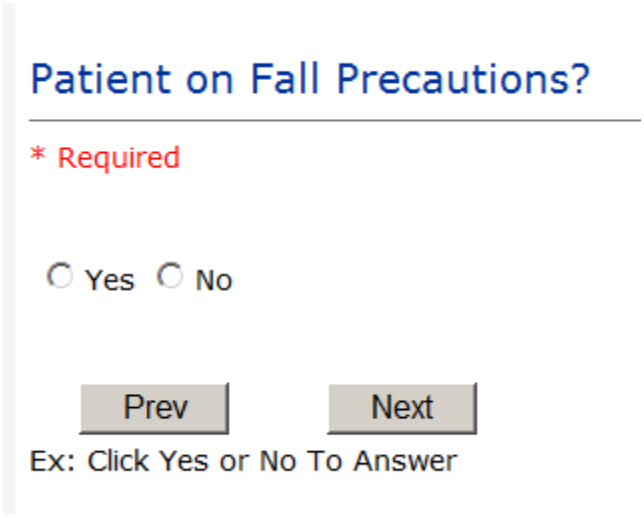
Select restraints information.



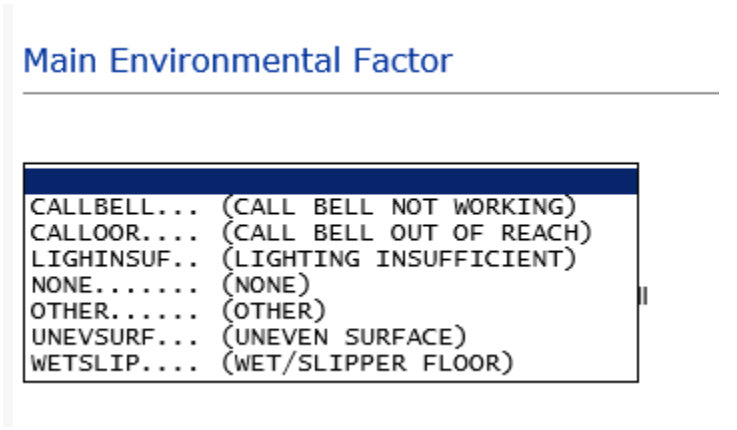
Select Bed Rail Level if applies



Select Bed/Chair Alarm if applicable



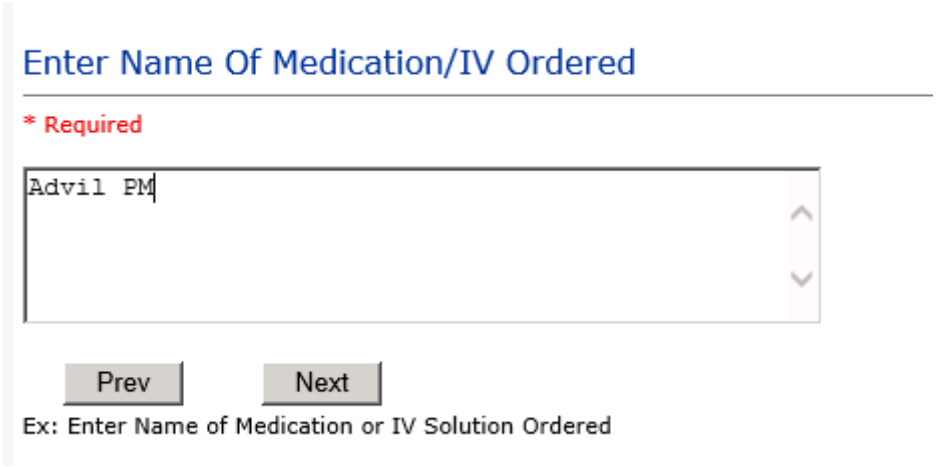
Select Y or N to note if Patient Was On Fall Precautions?



Select main environmental factor that may have contributed to the fall.

IF MEDICATION/IV is the Incident Category

The Medication Involved questions will be included in the main event entry



Enter Medication/IV Solution Administered Name

* Required

Tylenol

Prev Next

Ex: Enter Medication/IV Solution Administered Name

Route in which Medication was Ordered

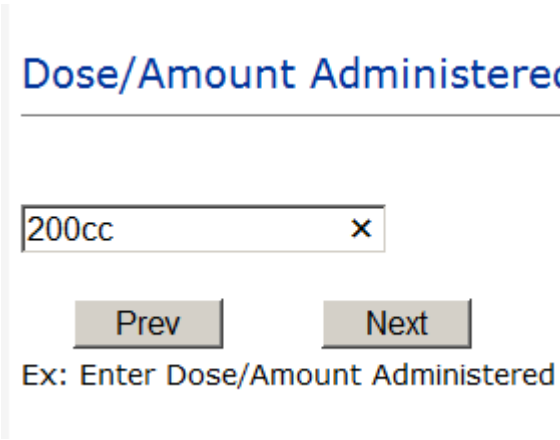
SUBLING.... (administered sublingually)
NASAL..... (Applied nasally)
RECTAL..... (Applied rectally)
IM..... (INTRAMUSCULAR)
INTRATHEC.. (Intrathecally)
IV..... (INTRAVENOUS)
ORAL..... (ORAL)
TOPICAL.... (Topical application)

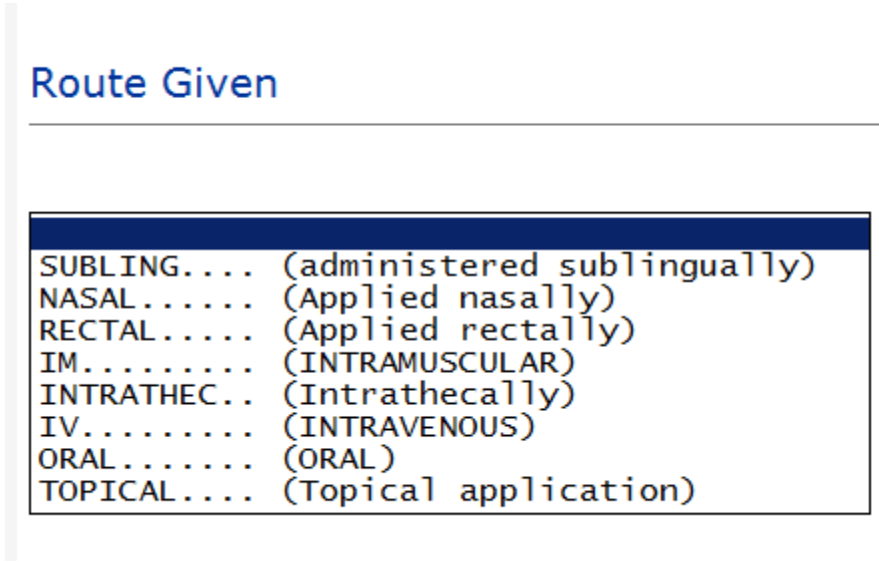
Dose/Amount Ordered

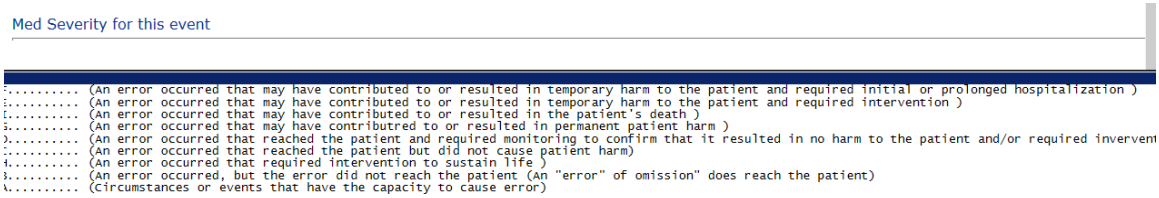
500cc ×

Prev Next

Ex: Enter Dose/Amount Ordered (i.e., 100mg)

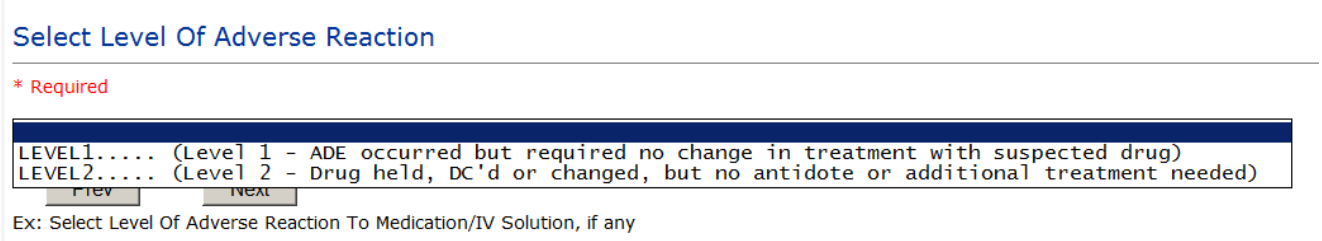






If Category = MEDICATION AND Sub Category = ADVERSE REACTION

Additional question displays for entry:



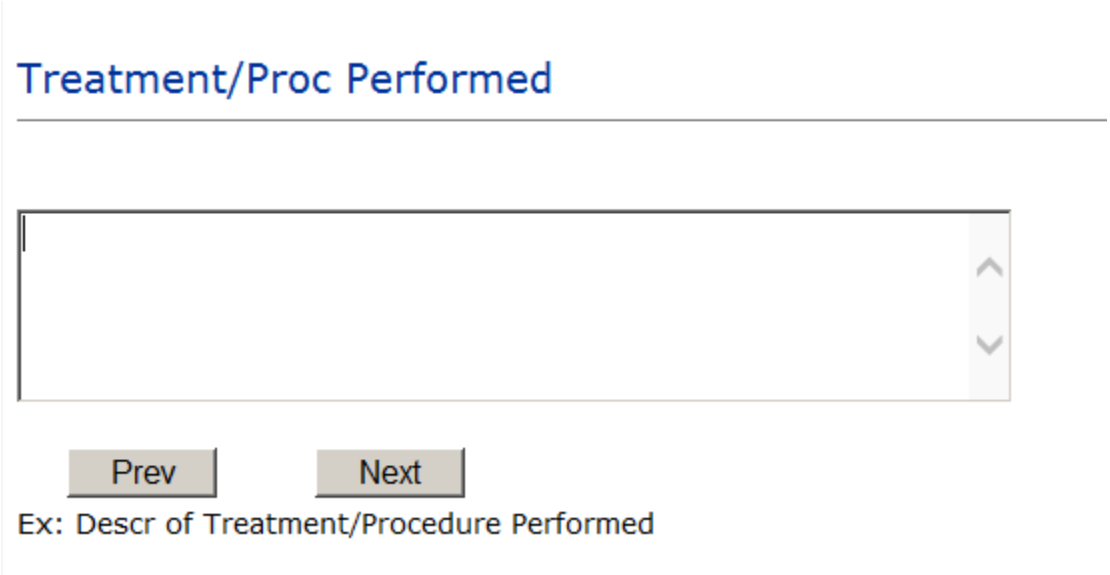
Level 1 through 6 will be included in Lookup

If OTHER or PROPERTY/SECURITY is the Incident Category

Only standard questions display depending on Did Incident Reached Patient ï Y or N

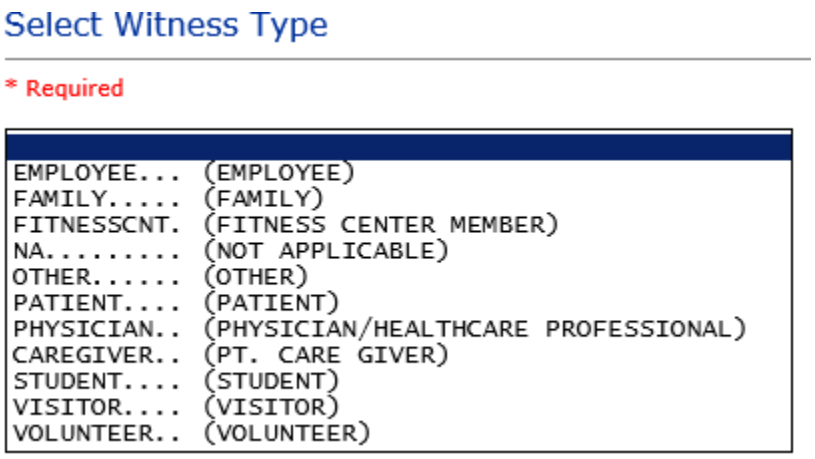
If TPS is the Incident Category

Additional question displays for entry:



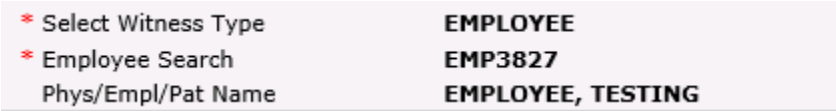
IF WITNESSES = Y

Additional Witness Questions will display for user to enter

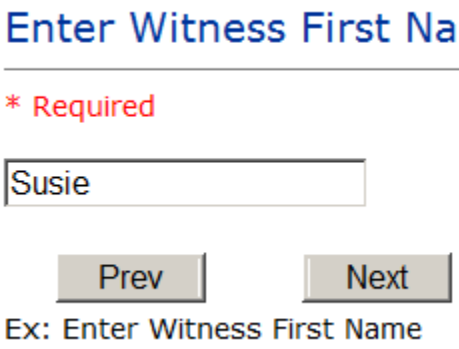


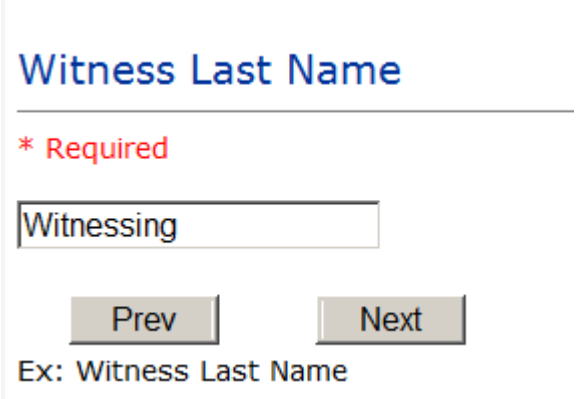
User selects Witnessôtype of person.

Upon selection of EMPLOYEE, PHYSICIAN, or PATIENT above, the respective Search question displays for you to search for that type of person, select, displays the name and continue as in example below:



Upon selection of any other type of person above, you will be prompted to enter the Witness First and Last Name

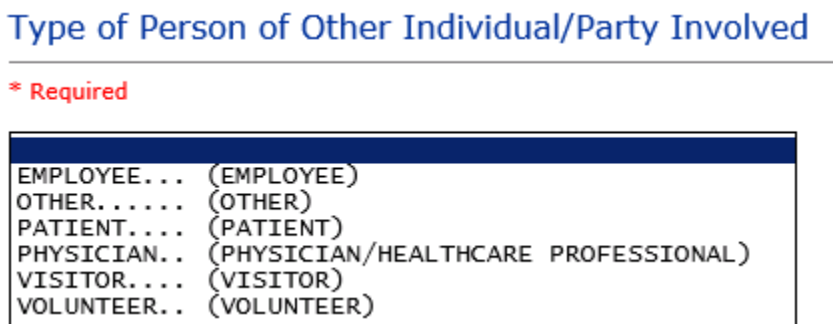




IF OTHER INDIVIDUALS/PARTIES INVOLVED = Y

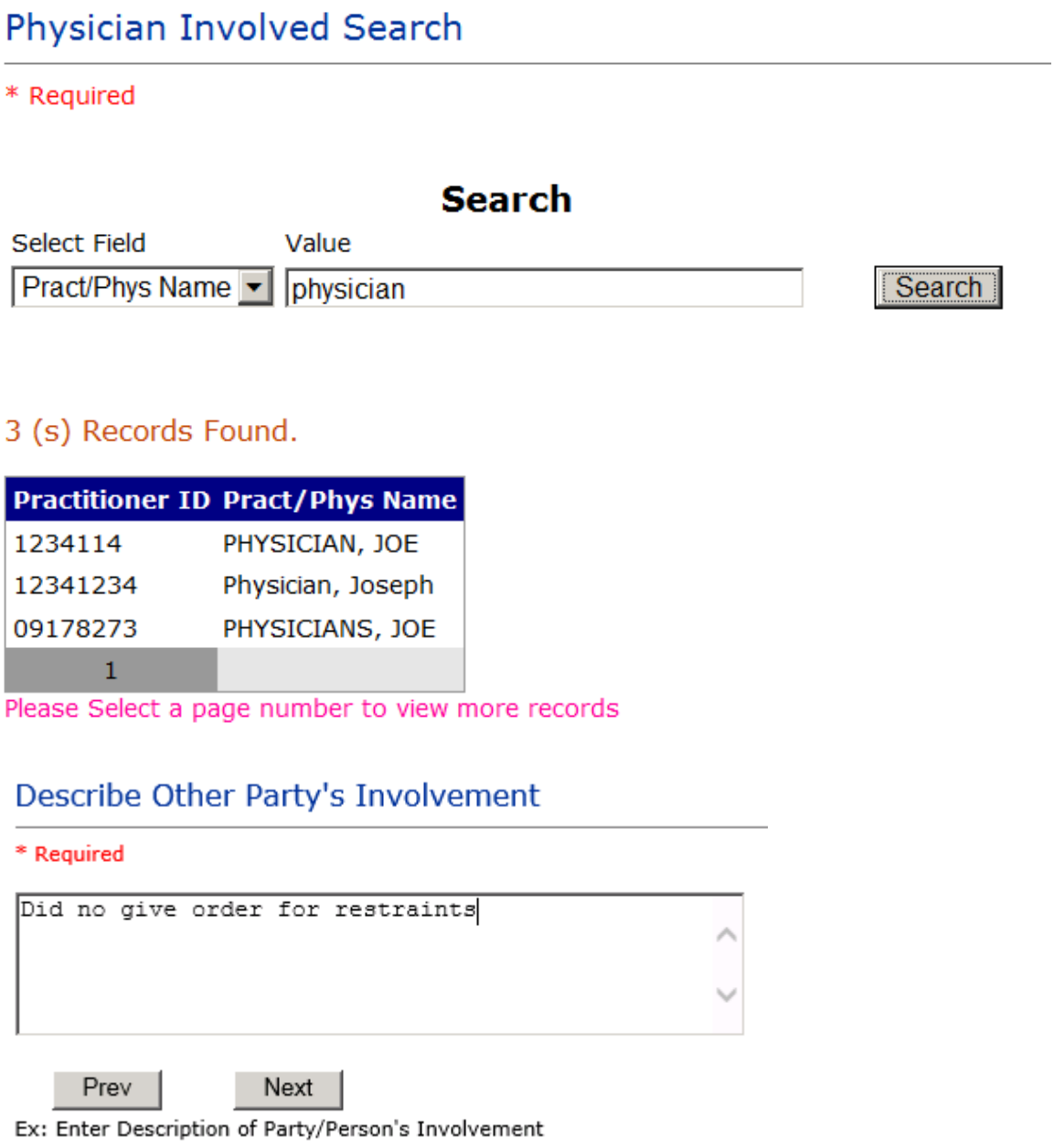
User selects if any other parties were directly involved in the event (i.e., physician, employee, other patient, etc.)

If Other Parties Directly Involved is Y ï the other parties directly involved questions display for user to answer and document the other party directly involved in the event.



Select the type of person of the party directly involved in the event.

Upon selection of EMPLOYEE, PHYSICIAN, or PATIENT above, the respective Search question displays for user to search for that type of person. Once selected, the name displays and continue as in example below:



At the end of the questions for the Incident entry, once user saves the incident additional choices for data entry may display or not depending on the particular data entered for that incident.

IF Incident Category selected was MEDICATION, IVPERIP or IVCENT ï you can enter additional medications involved, if apply to the right under Additional Event Info ñClick Here to add Additional Medication Involvedò

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

IF Witness Involved = Y, you can enter additional witnesses involved, if any to the right under Additional Event Info ñClick Here to add Additional Witness involvedò

ALL Incidents entered will have option for ñClick Here to add Follow Up Entryòwhich will be used by reporters or managers to enter their follow up for the given Incident.

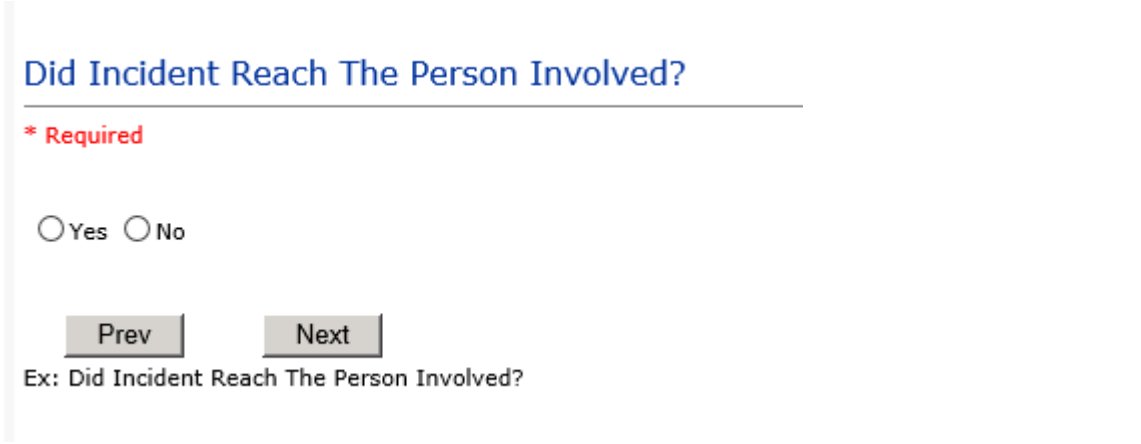
Thank You for Reporting.. Your Occurrence Report Has Been Submitted

View	Additional Event Info
	Click Here to add Additional Medication Involved
	Click Here to add Follow Up Entry (Northern MT)

NON Patient Incident Entry

If you select NON PATIENT INCIDENT from ñSelect Incident Typeòdrop down, you will be asked some of the same general questions and some different questions, as the patient questions wonôt apply:

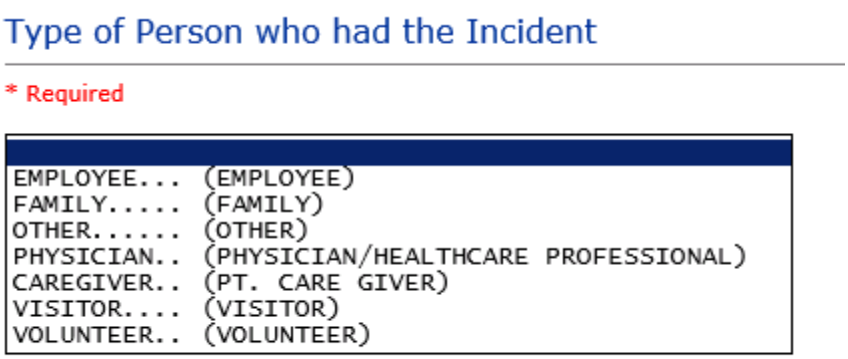
Incident Reach Person Involved?



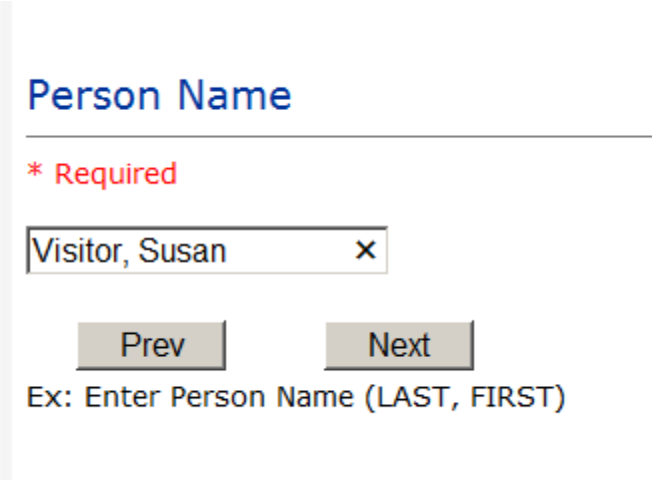
IF Answer to above is N

Basic questions such as Type of Person, Date of Incident, Time of Incident, Category & Code, Description display only for entry.

Type of Person Who had the Incident

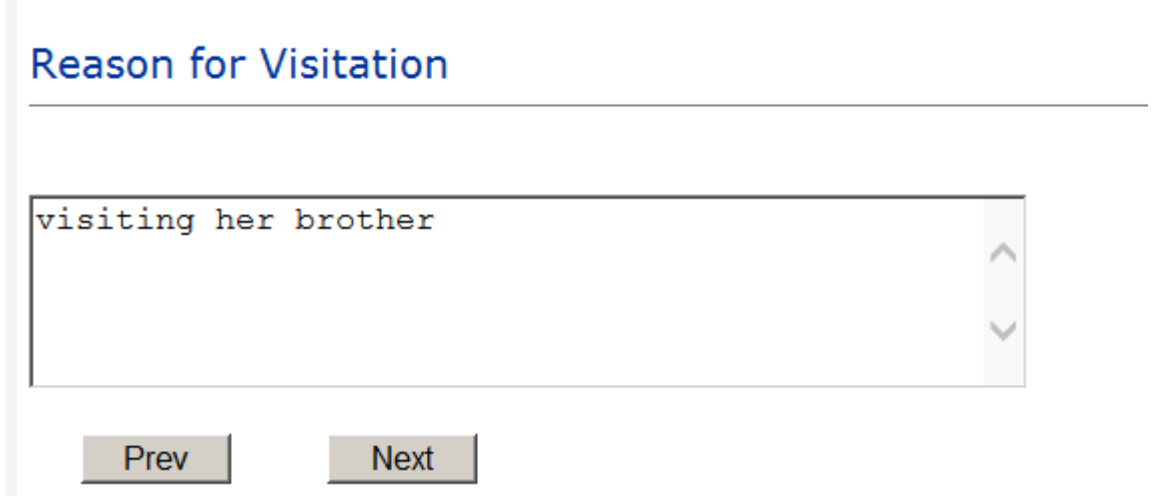


Enter the Name of the Person involved in the incident



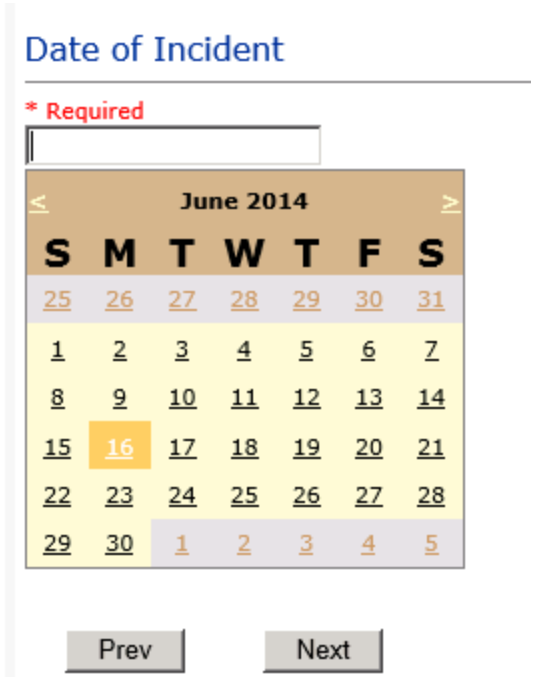
If VISITOR is selected, User can enter reason why that non-patient person is in the hospital/facility

Reason for Visitation



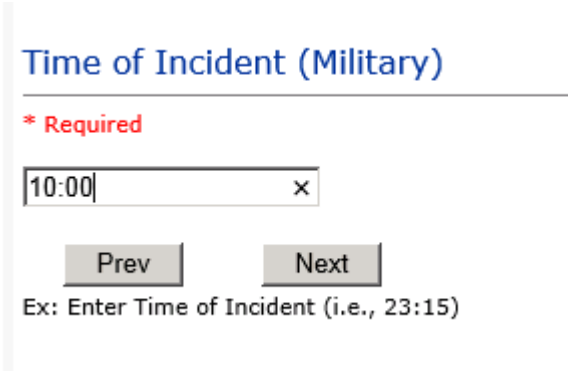
(Last Name, First Name)

Date of Incident

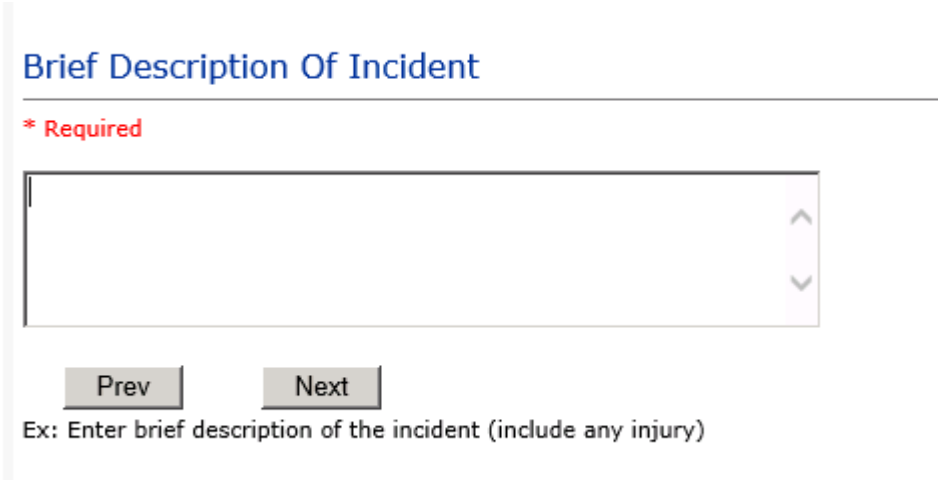


Ex: Select Incident Date

Time of Incident

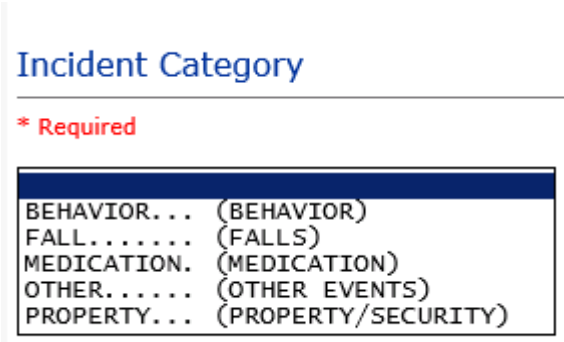


Description of Incident

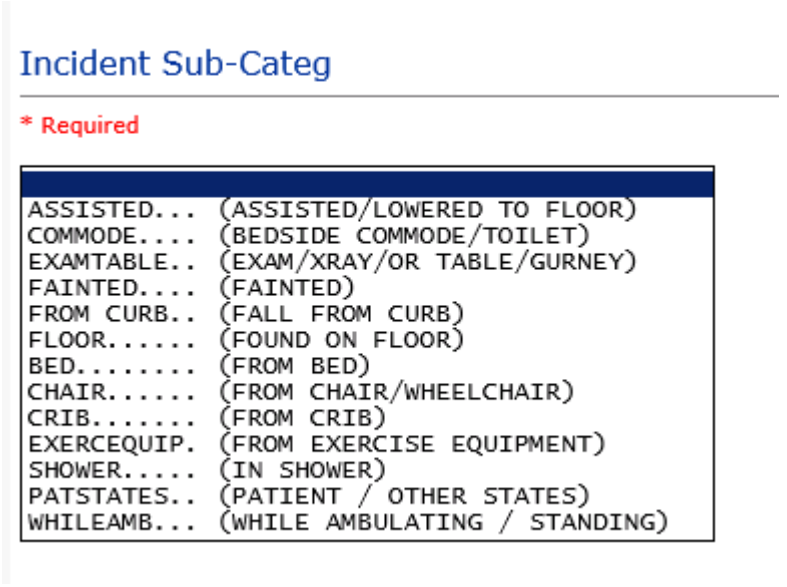


The Incident Category is filtered to only display the categories that apply to a NonPatient

Incident Category

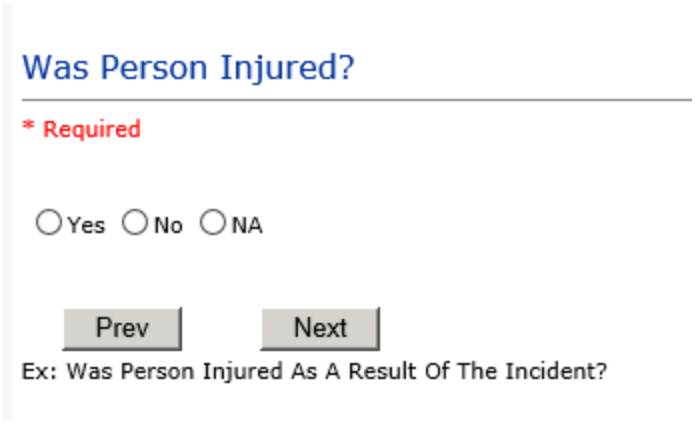


Incident Sub Category



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

Was Person Injured?

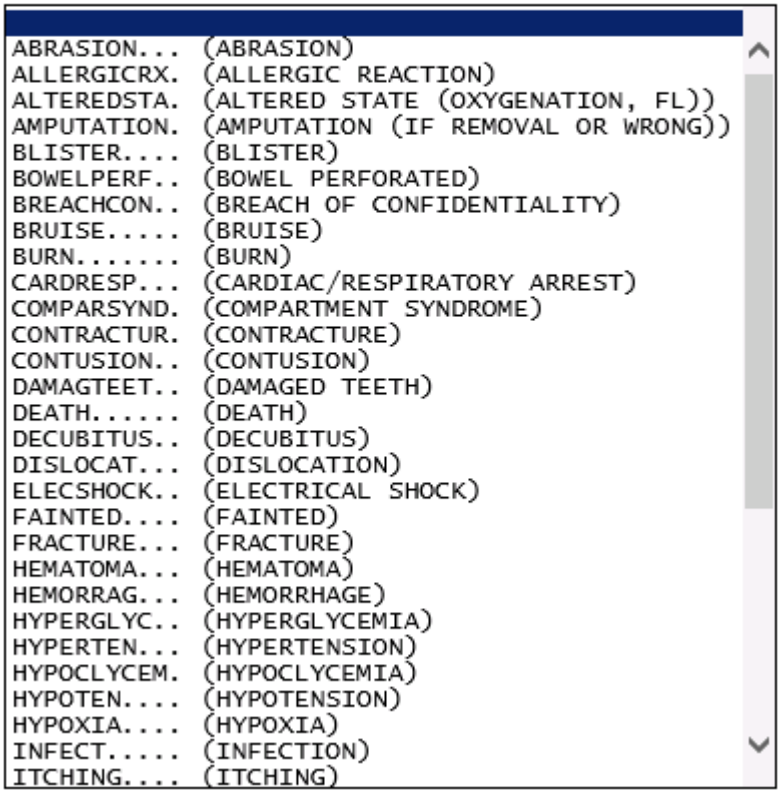


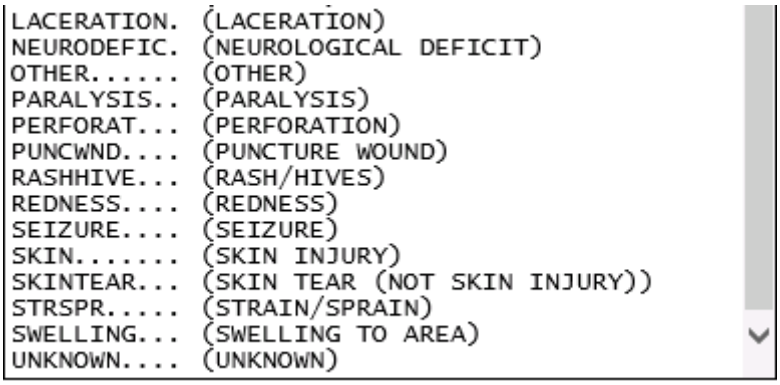
IF Y answered

Injury Type

Injury Type

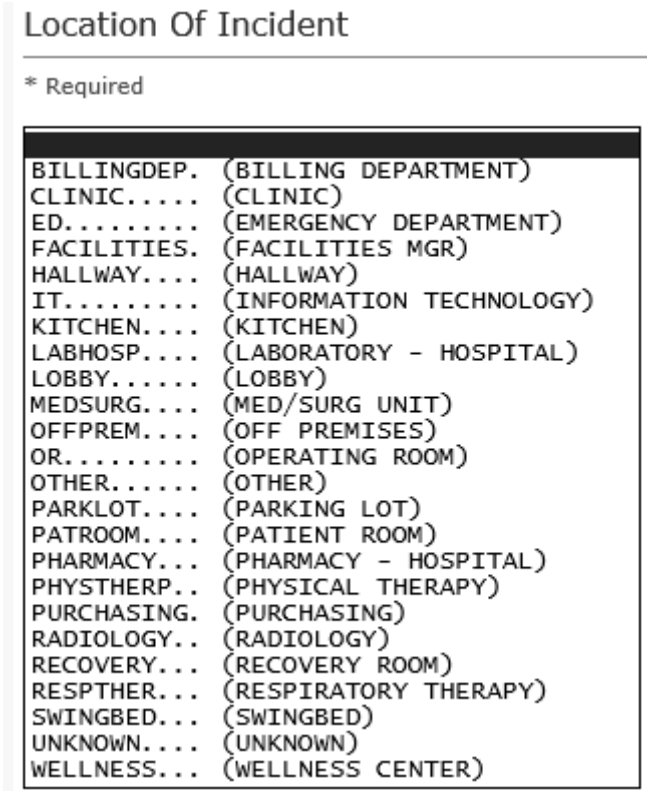
* Required

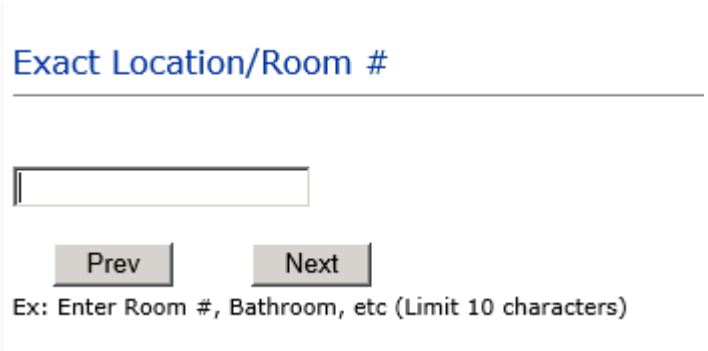




Select the Injury Sustained as a result of the incident.

Location of Incident

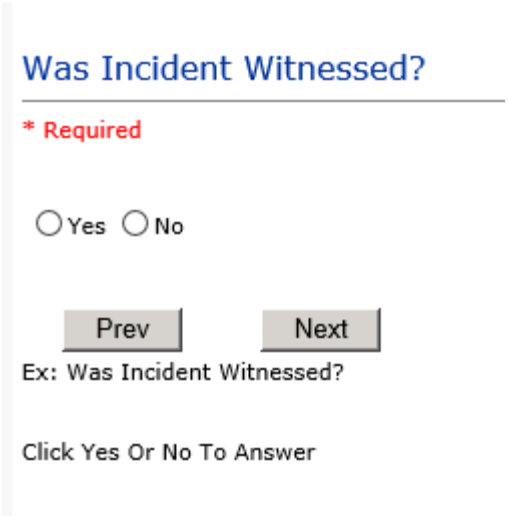




Reporters details automatically prefill as user who is entering incident

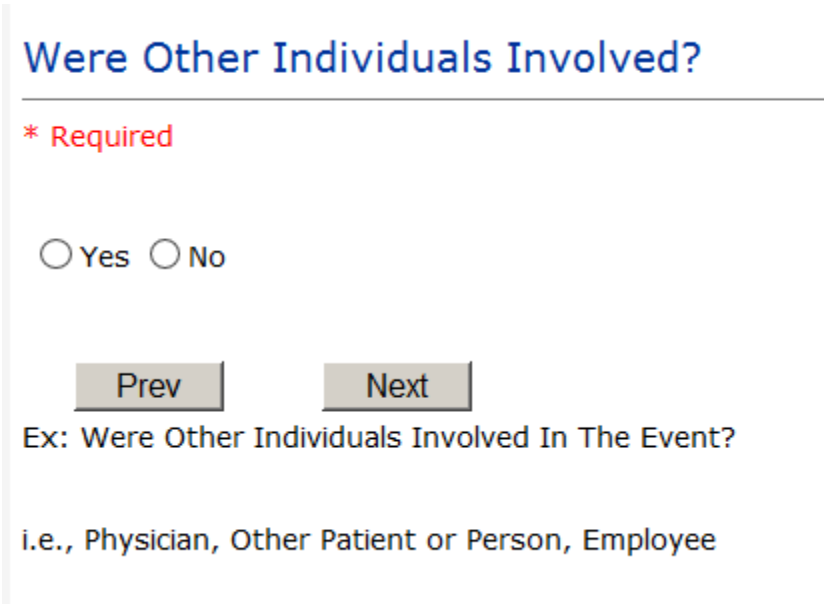
23		Reported By Type	**USER**
24		Reported/Entered By	**RISK3820**
25		Reporter Name	**RISK 3820 PROFILE**
26		Reported Date	**5/5/2014**
27		Reported Time	**13:41**
28	*	Date Incident/Event Rprt Received	**5/5/2014**

Was Incident Witnessed?



IF Y answer above, Witness questions will display for entry

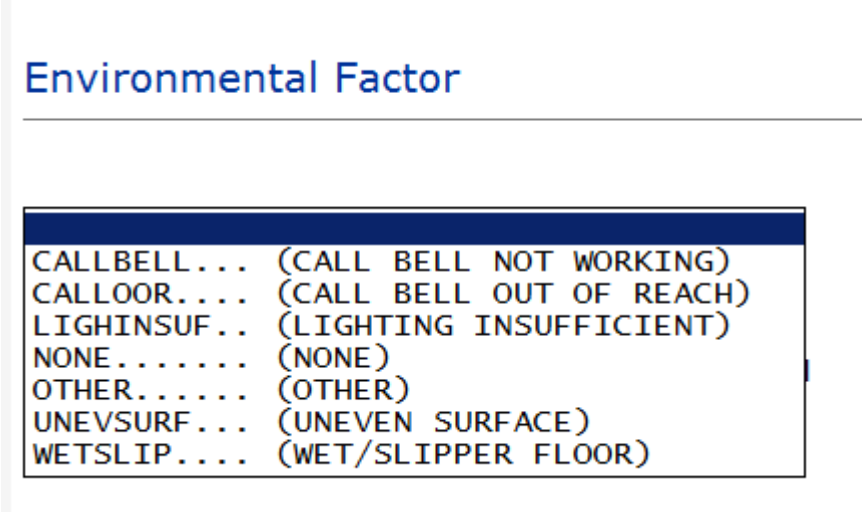
Were Other Individuals Involved?



IF Answer Y above, Individual Involved questions display for entry

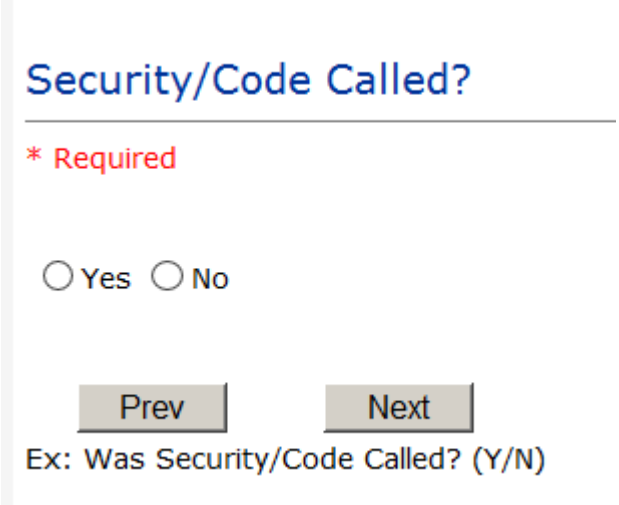
IF FALL is Incident Category

Additional question displays



IF BEHAVIOR is Incident Category

Additional questions displays



Was CPS/APS Called?

* Required

◯ Yes ◯ No

Prev Next

Ex: Was Child Protective Services/Adult Protective Services Called?

Click Yes Or No To Answer

Police Notified?

* Required

◯ Yes ◯ No

Prev Next

Ex: Click Yes Or No To Answer

FOLLOW UP Entry

Upon save of any incident, one or more automatic emails are generated to specific department managers/directors as designed by your facility Risk Management team. The email advises the particular manager that an event/incident 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, January 17, 2014 4:14 PM
To: deptmanagerx@wchs.org
Subject: Follow up and review for Event #: 38082015000001

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 - 01/17/2015
Where – MED/SURG
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

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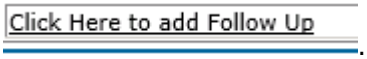
The auto emails above will have a link in the email that will allow supervisor/manager to click on the email link. Upon clicking on the link, the YES Login page will display. Login to YES, and upon successful login, the system will display the specific Incident on the screen for which the follow up/auto email was generated.

You can review the details of the Incident by clicking on the link 

at the bottom of the Grid containing all the incident details.

To enter follow up ï Under the ñAdditional Event Infoòsection to the right of the grid, click on 

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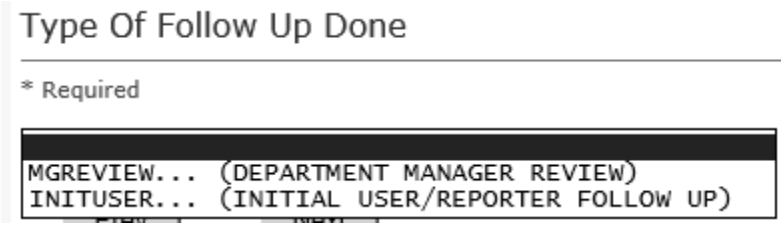
Adding Follow Up

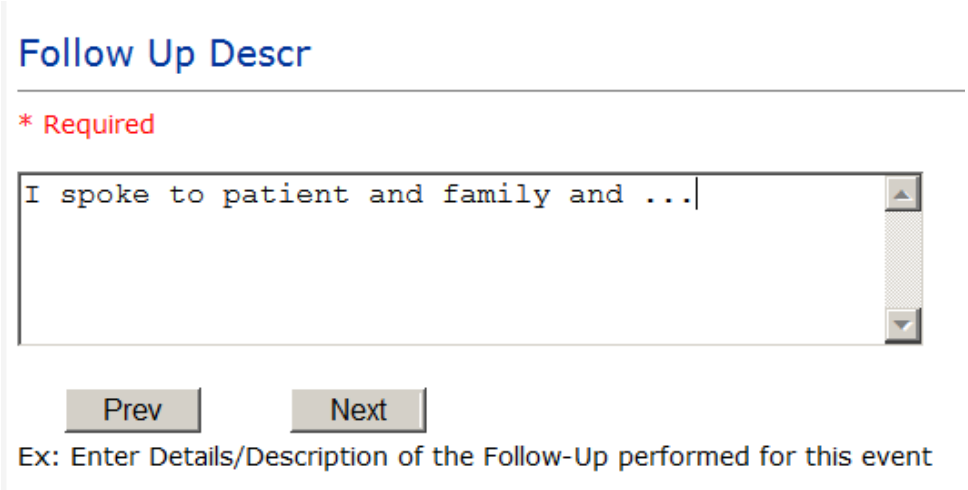
Upon clicking on the link above to enter follow up, the follow up questions display:



Initial 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.

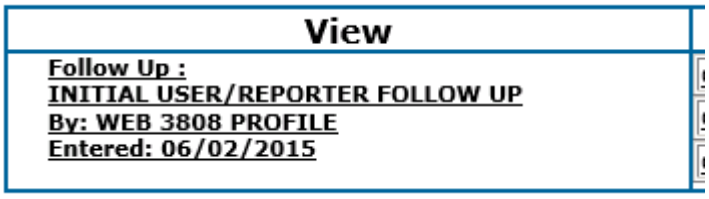
Upon selection of Initial Reporter Follow Up, the following questions display:



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.

Click  to save the follow up and return to the main event entry.

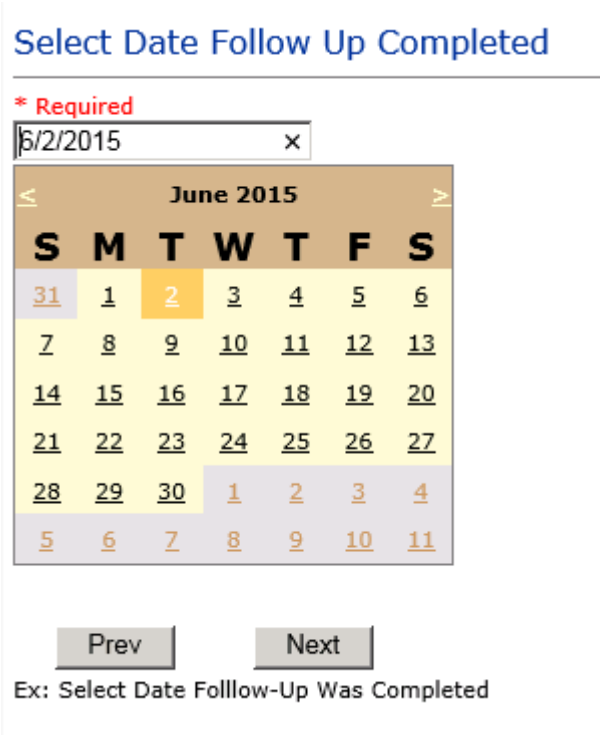


The follow up entry is displayed in the View section on the main event screen and can be viewed by any other manager/supervisor, etc., with access to search for existing events. Data can be viewed only, cannot be changed.

Reporter or Manager Follow Up

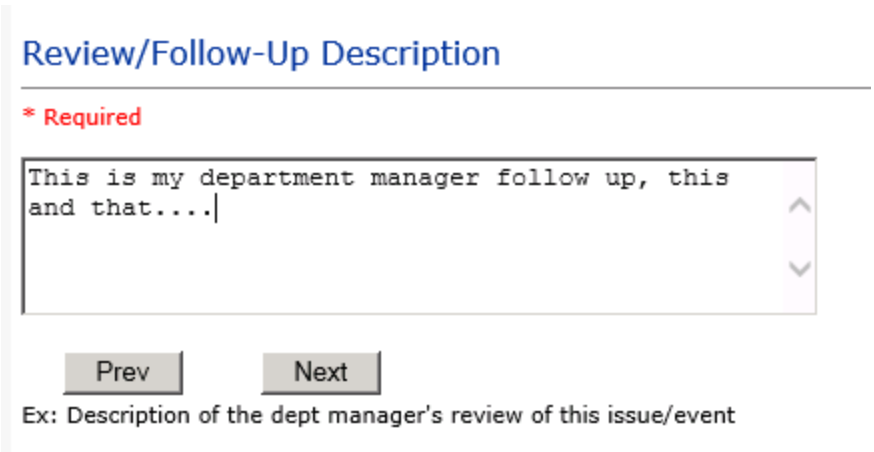
Upon selection of Reporter or Manager Follow Up from above list, the following questions will display:

Follow Up Date



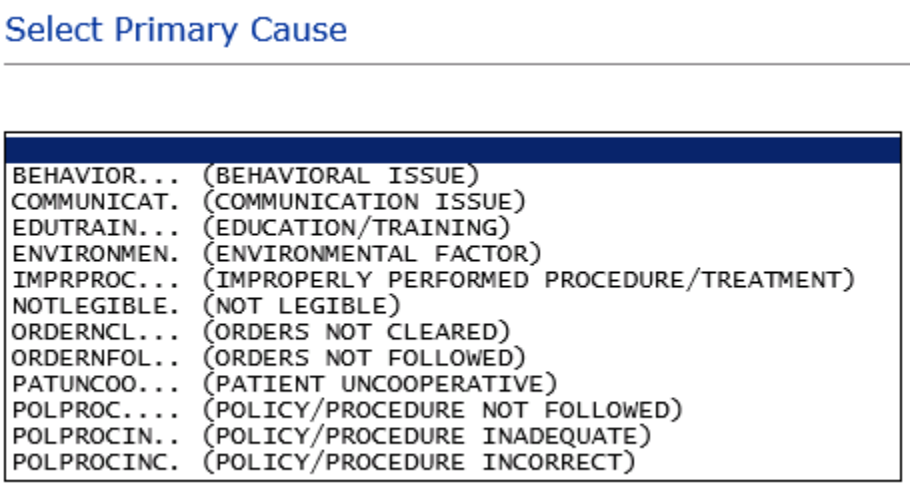
Select Date the follow up was performed. The system defaults to ñtodayôs dateò so you can Click NEXT if Todayôs Date is correct or click on the date follow up was completed on the calendar.

Enter Dept Manager Follow Up Details



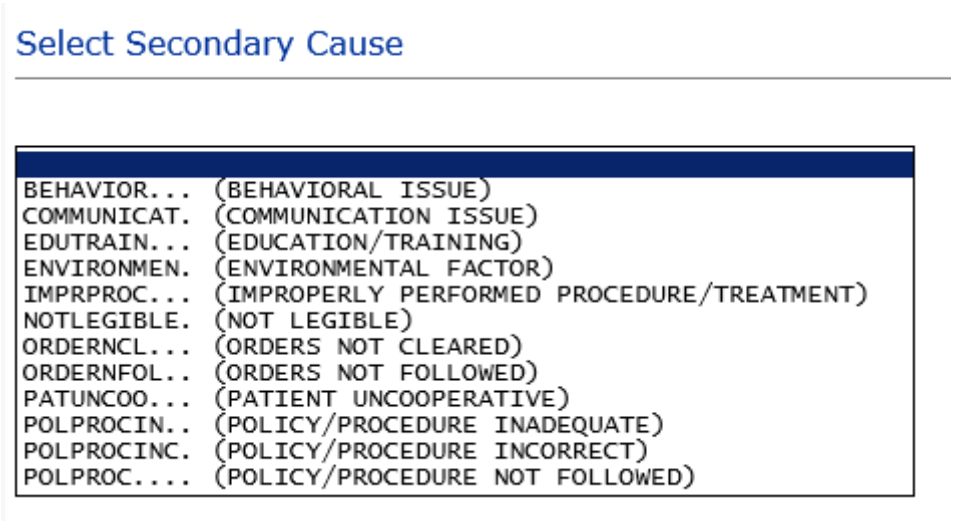
Enter a detailed description of the follow up you performed and click NEXT to continue.

Primary Cause of Incident

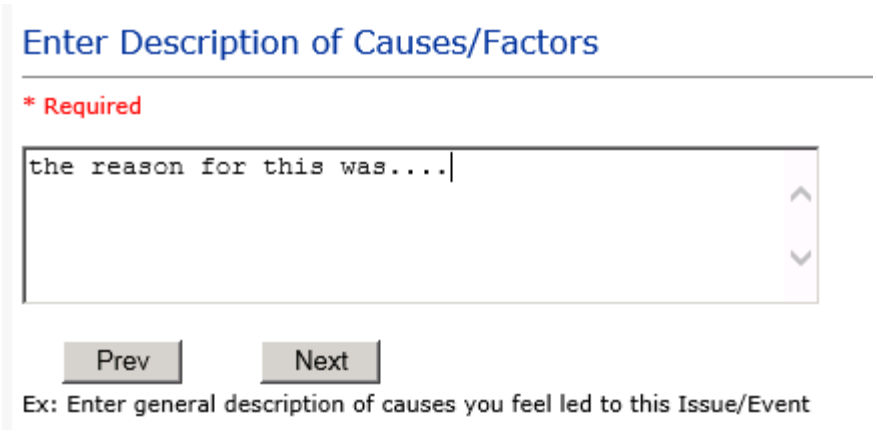


Select the primary cause for the incident from the dropdown.

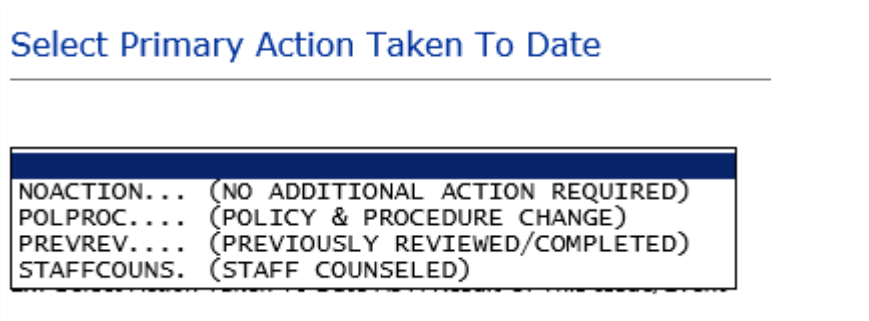
Secondary Cause of Incident



Description of Causes/Factors

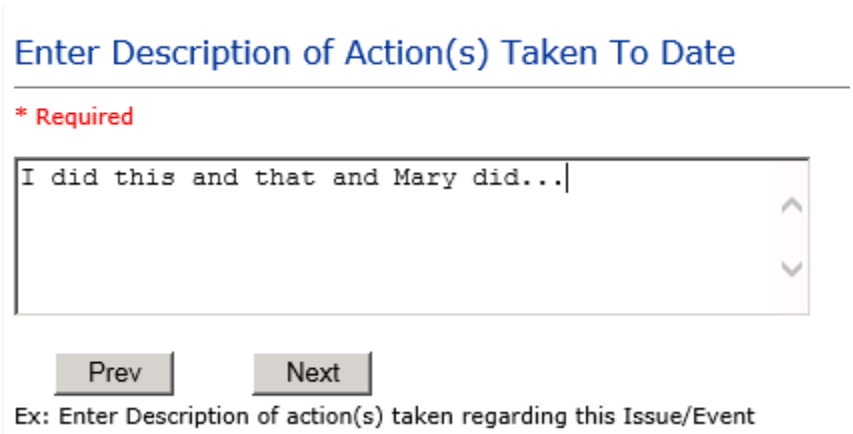


Primary Action Taken To Date



Date of Initial Action

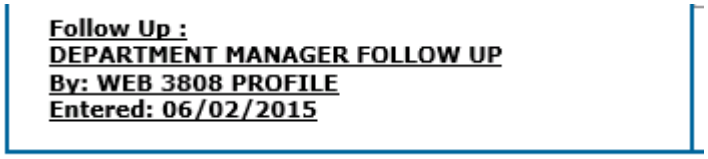
Description of Action(s) Taken



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.



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

Click  to return to the main screen and enter an Incident.

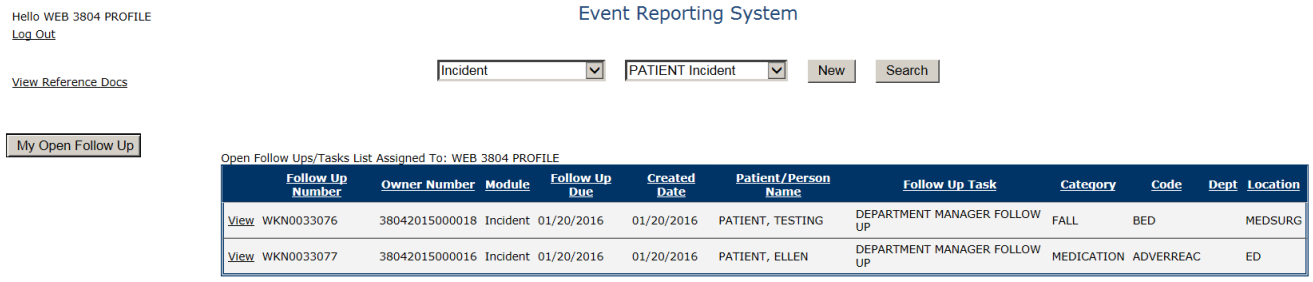
Click  the X on the upper right corner of your screen to EXIT the system.

Completing All Open Follow Ups

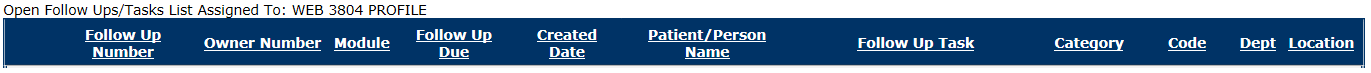
If you have additional events/incidents or complaints that are assigned to you for Follow Up, for which you would have also received individual emails, you will see a listing of Open Follow Ups when you click on CANCEL or Start New Entry from any Incident or Complaint screen.

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 ***).



The grid shows the following information:



Name of user whos is 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 ï date the follow up was assigned to the user (same date event or complaint was entered)
Created date ï date the follow up entry was assigned to the user
Patient/Person Name ï name of the patient or person involved in the event or complaint to be followed up
Follow Up task ï description of the follow up to be done by the user
Category ï Category of the event or complaint for which the follow up was assigned (i.e., Incident Category, Complaint Category, etc.)
Code ï Sub code of the event or complaint for which the follow up was assigned
Dept ï 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 ï Location is used as main department identifier)
Location ï Location involved in the event or complaint for which the follow up was assigned

Open Follow Up Grid Options

Sort ï 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)

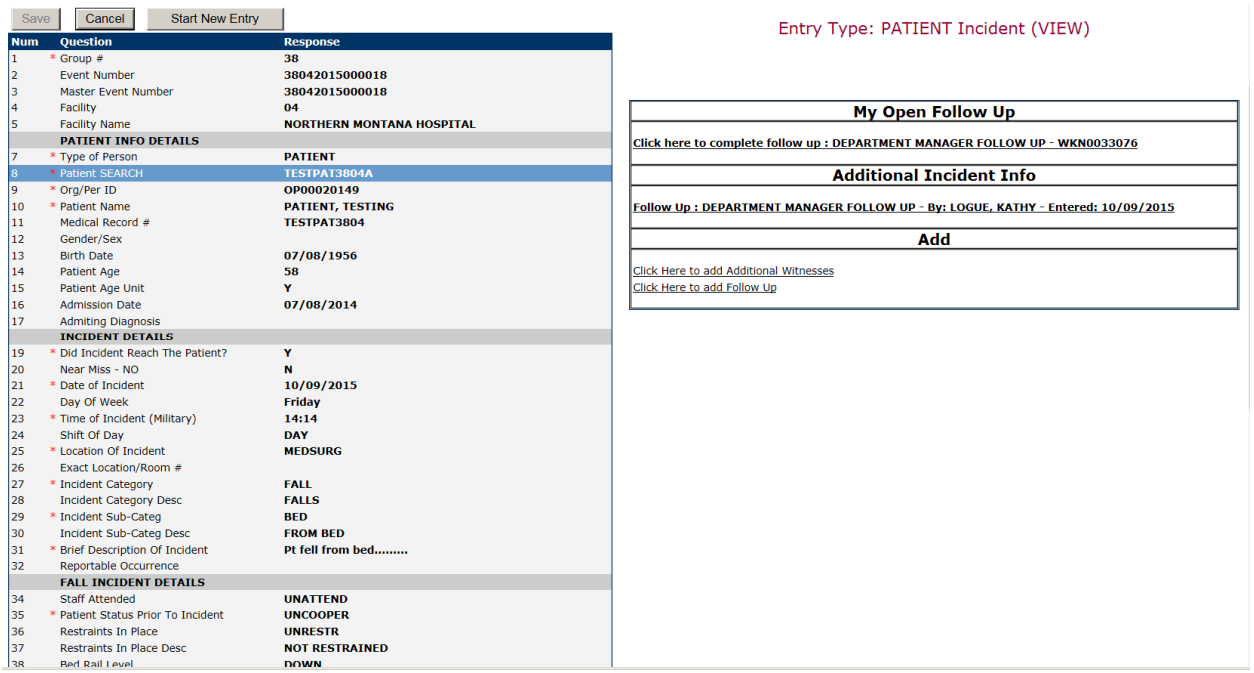
Select from My Open Follow Up List to Complete

Click VIEW link 

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 

, the particular record displays:



Num	Question	Response
1	* Group #	38
2	Event Number	38042015000018
3	Master Event Number	38042015000018
4	Facility	04
5	Facility Name	NORTHERN MONTANA HOSPITAL
	PATIENT INFO DETAILS	
7	* Type of Person	PATIENT
8	* Patient SEARCH	TESTPAT3804A
9	* Org/Per ID	OP00020149
10	* Patient Name	PATIENT, TESTING
11	Medical Record #	TESTPAT3804
12	Gender/Sex	
13	Birth Date	07/08/1956
14	Patient Age	58
15	Patient Age Unit	Y
16	Admission Date	07/08/2014
17	Admiting Diagnosis	
	INCIDENT DETAILS	
19	* Did Incident Reach The Patient?	Y
20	Near Miss - NO	N
21	* Date of Incident	10/09/2015
22	Day Of Week	Friday
23	* Time of Incident (Military)	14:14
24	Shift Of Day	DAY
25	* Location Of Incident	MEDSURG
26	Exact Location/Room #	
27	* Incident Category	FALL
28	Incident Category Desc	FALLS
29	* Incident Sub-Categ	BED
30	Incident Sub-Categ Desc	FROM BED
31	* Brief Description Of Incident	Pt fell from bed.....
32	Reportable Occurrence	
	FALL INCIDENT DETAILS	
34	Staff Attended	UNATTEND
35	* Patient Status Prior To Incident	UNCOOPER
36	Restraints In Place	UNRESTR
37	Restraints In Place Desc	NOT RESTRAINED
38	Bed Rail Level	DOWN

My Open Follow Ups

This section will display at the top right corner of the Event or Complaint screen under the heading ñMy Open Follow Upò

A link noted as ñ**Click here to complete follow up: DEPARTMENT MANAGER FOLLOW UP**òwill display as per below

Follow same instructions as above for documenting your follow up & closing it.

Click  to return to the main screen and enter an Incident or To view the rest, if any, of your Open Follow Ups and complete them.

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.

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

Any Questions

Contact your IT Help Desk for Login Issues/Questions

Contact your Risk Management Department for System Questions/How To

Contact RiskQual Technologies Support Services – support@riskqual.com