YELLOWSTONE
INSURANCE EXCHANGE, RRG

Yellowstone Event System (YES)

User Guide

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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”, as well for tracking complaints/grievances.

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 + Last Name (for example Joe Smith is User ID: JSMITH)
Password:	rubyvalley (make sure password is entered lowercase)

IF the format for User ID does NOT allow you to login, your User ID may include a # 1 at the end (i.e., Joe Smith may bes JSMITH1).

Problem Logging In

If you have a problem logging in or once you click LOGIN, and message states “Invalid User Name/Password”, 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 computer’s Internet Explorer settings.

Go to your Internet Explorer icon . Click on Tools – Pop Up Blocker – 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 – contact your Risk Manager/Designated YES System Administrator as advised internally by your risk management/nursing direction or support@riskqual.com

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"

Click to select Incident to report an Incident/Event.

The following options display to the right:

PATIENT INCIDENT – 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 – 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.

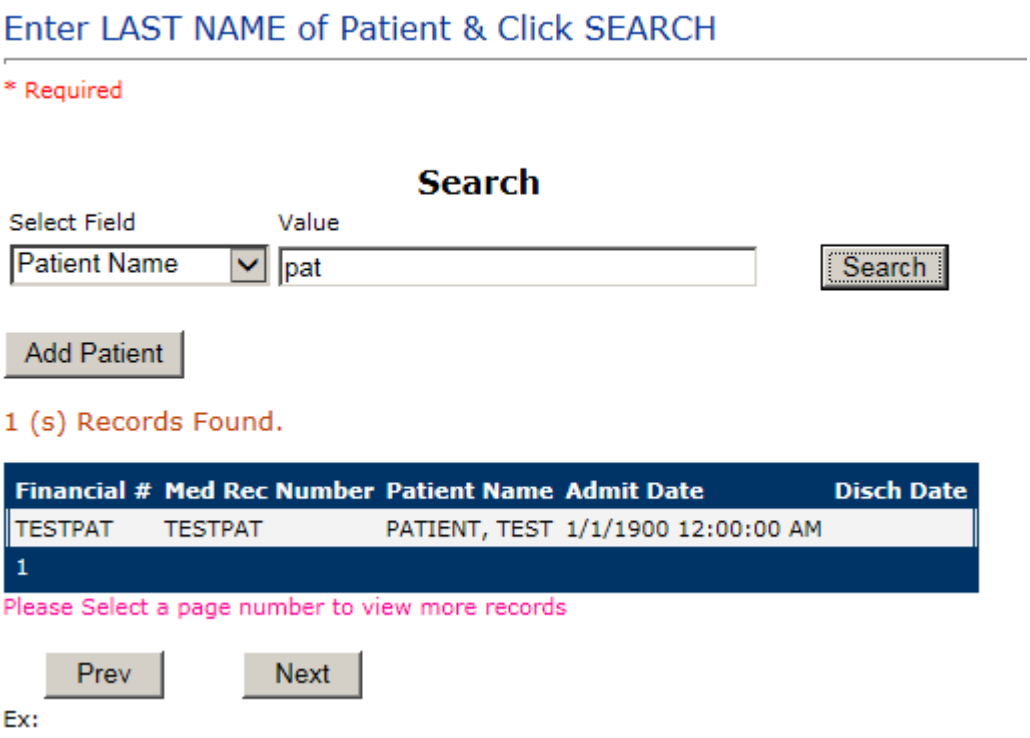
*** NOTE *** When entering an incident/event, all required questions must be answered at a minimum before you can SAVE. If you do not save your incident/event, it will not be saved automatically.

PATIENT Incident Entry

When selecting PATIENT Incident in the "Select Incident Type" prompt, 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.

Choose the type of Patient from the dropdown and the system will move to the next question.



Your IT Department has setup an interface from your Patient registration system to automatically feed the YES system with all patient admission demographics. If you cannot find a patient, please notify your IT department or your Risk Management department.

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.

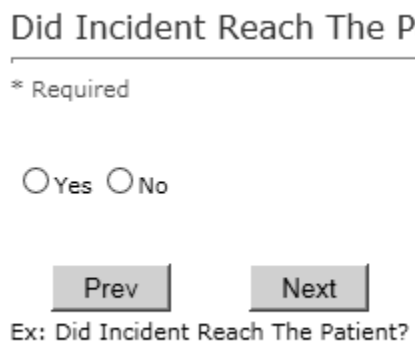
Highlight the respective patient admission associated with the incident and click to select it.

The respective patient's demographics display on the grid and system advances to the next question.

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

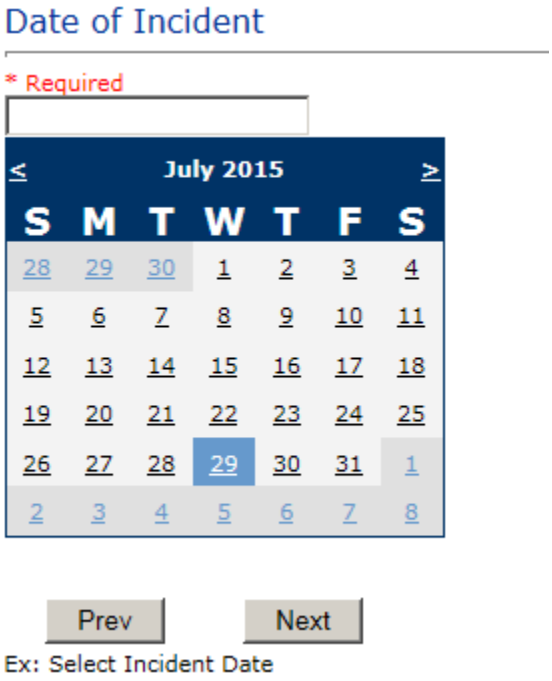
* Patient OrgPerID	**OP00020790**
* Patient Name	**PATIENT, TEST**
Medical Record #	**TESTPAT**
Gender/Sex	
Birth Date	**01/01/1900**
Patient Age	**0**
Patient Age Unit	**Y**
Admission Date	**01/01/1900**
Admiting Diagnosis	

Did the Incident Reach the Patient?



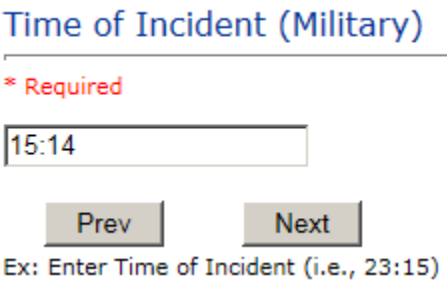
Select Yes or No and the system will advance to the next question.

Date of Incident



Choose the date of the event from the calendar. The system will advance to the next question.

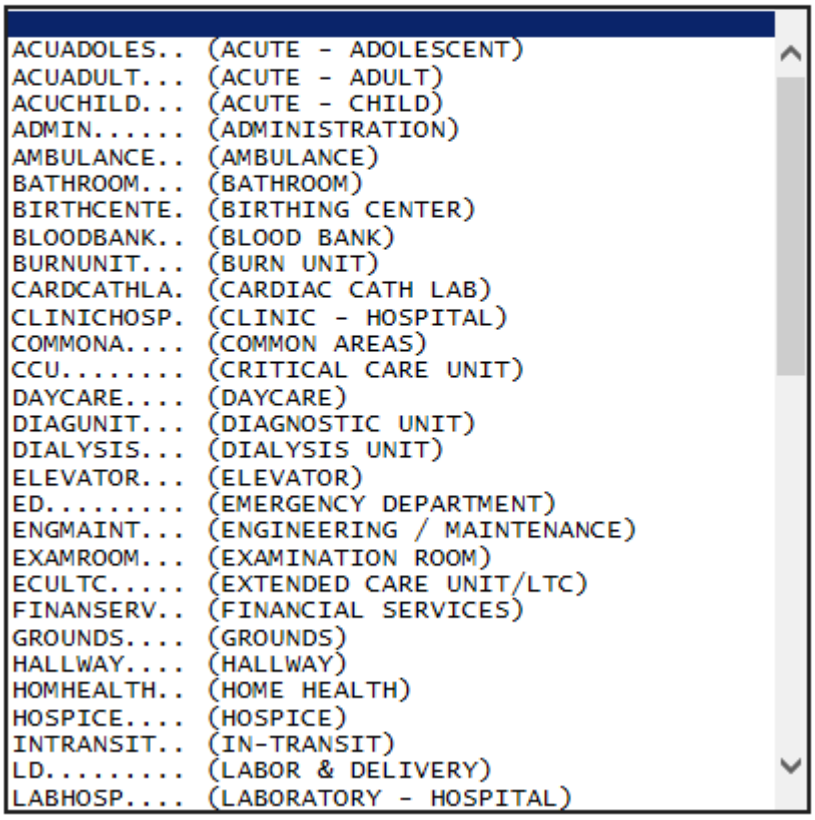
Time of Incident



Enter the time of the event and click Next. The system will advance to the next question.

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

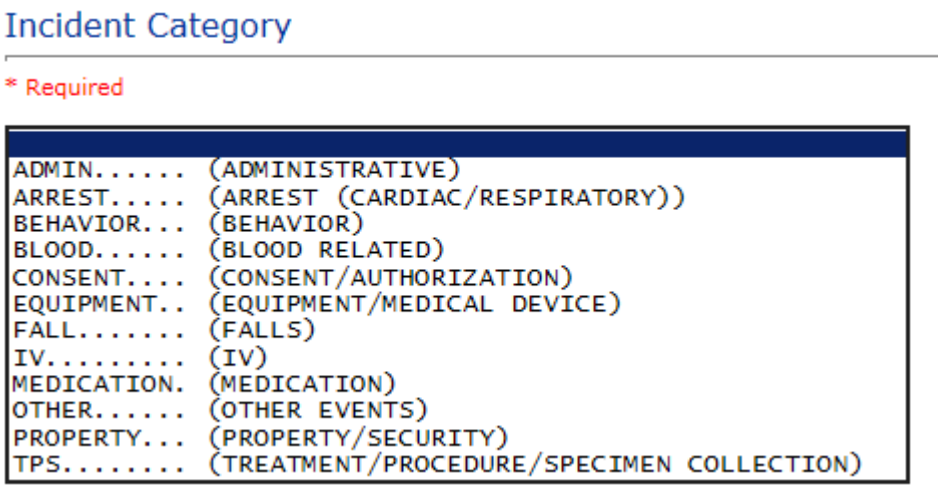


Exact Location

Enter the room number or exact location of the incident and click Next.

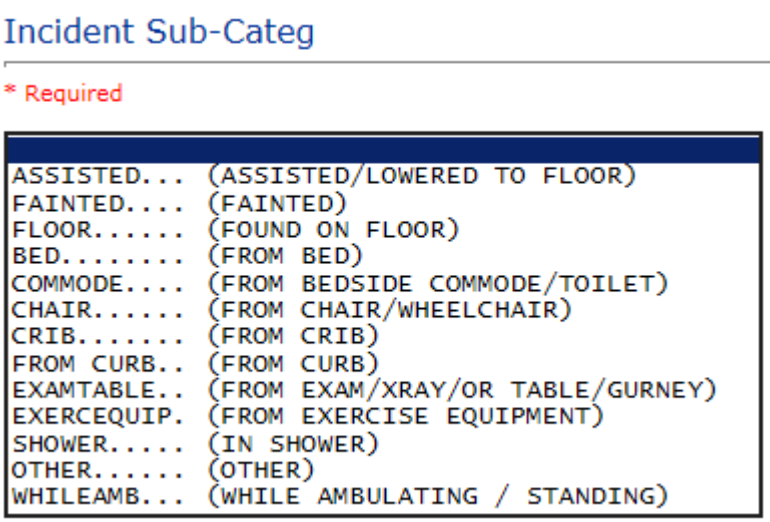
Choose the occurrence category from the dropdown. The system will advance to the next question.

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.

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Below are Ruby Valley's Specific Categories & Codes (as selected by your risk management department)

ADMIN sub category

COMMUNIC...	(COMMUNICATION)
COMPLAINT..	(COMPLAINT)
CONFIDENT..	(BREACH OF CONFIDENTIALITY/HIPAA)
CONTRACT...	(BREACH OF CONTRACT)
LFSFTY.....	(ENVIRONMENT OF CARE/LIFE SAFETY)
OTHER.....	(OTHER)
THEFT.....	(THEFT)

ARREST Sub Categories

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

BEHAVIOR Sub Categories

AGGRESSION.	(AGGRESSION)
AMA.....	(AGAINST MEDICAL ADVICE)
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)

BLOOD Sub Categories

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

CONSENT Sub Categories

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

EQUIPMENT Sub Categories

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

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FALL Sub Categories

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

IV Sub Categories

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

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MEDICATION Sub Categories

ADVERREAC..	(ADVERSE REACTION/ALLERGY)
CDINCCNT...	(CONTROL DRUG - INCORRECT COUNT)
CDNCNDN....	(CONTROL DRUG NARCOTIC COUNT NOT COMPLETE)
CDNW.....	(CONTROL DRUG NOT WASTED)
CONTRAIND..	(CONTRAINDICATED)
DISTRIB....	(DISTRIBUTION)
DOCUMENT...	(DOCUMENTATION)
EXPIRDRUG..	(EXPIRED DRUG)
EXTRDOSE...	(EXTRA DOSE)
FOODINTER..	(FOOD INTERACTION)
GIVENNORD..	(GIVEN, NOT ORDERED)
MEDINTER...	(MEDICATION/DRUG INTERACTION)
MEDNOTAVA..	(MEDICATION NOT AVAILABLE)
MISSDOSE...	(MISSED DOSE)
MONITORING.	(MONITORING)
OTHER.....	(OTHER)
PATNA.....	(PATIENT NOT AVAILABLE)
PRESCRIB...	(PRESCRIBING ERROR)
TRANSCRIPT.	(TRANSCRIPTION ISSUE)
WASTED.....	(MEDICATION WASTED)
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

4DEGLAC....	(4TH DEGREE LACERATION)
APGAR.....	(APGAR SCORE <5 @ 5 MIN)
BIRTRAUMA..	(BIRTH TRAUMA / INJURY)
COMPFORC...	(COMPLICATION OF FORCEPS/VACUUM EXTRACTION)
COMPINDLAB.	(COMPLICATION OF INDUCTION/AUGMENTED LABOR)
COMPLIC....	(COMPLICATION)
FAILHOMEDE.	(FAILED HOME DELIVERY)
INFABDUCT..	(INFANT ABDUCTION)
MECONASP...	(MECONIUM ASPIRATION/ABNORMAL STAINING)
NEONATINJ..	(NEONATAL INJURY)
NORESUC....	(NEONATE RESUSCITATION)
OTHER.....	(OTHER)
PRECDEL....	(PRECIPITOUS DELIVERY)
PROCDEL....	(PRECEPOUS DELIVERY)
RETURNDEL..	(RETURN TO DELIVERY ROOM)
SHOULDYS...	(SHOULDER DYSTOCIA)
STILLBIRTH.	(STILLBIRTH)
TOORCOMP...	(COMPLICATION - TO OR)
UNATTEND...	(UNATTENDED DELIVERY - DELIVERED BY RN)
UNPLANCS...	(UNPLANNED C/SECTION)

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OTHER Sub Categories

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

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

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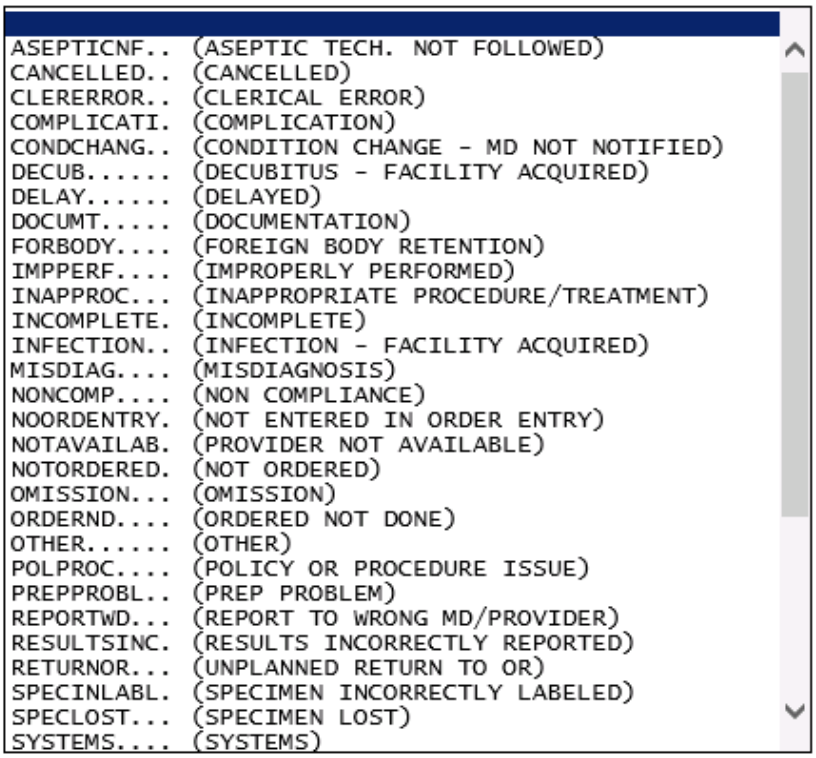
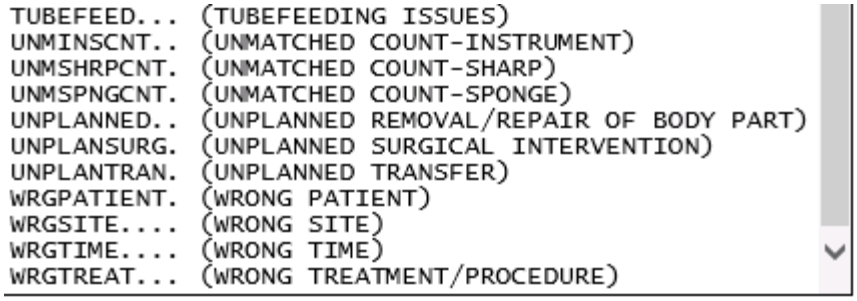
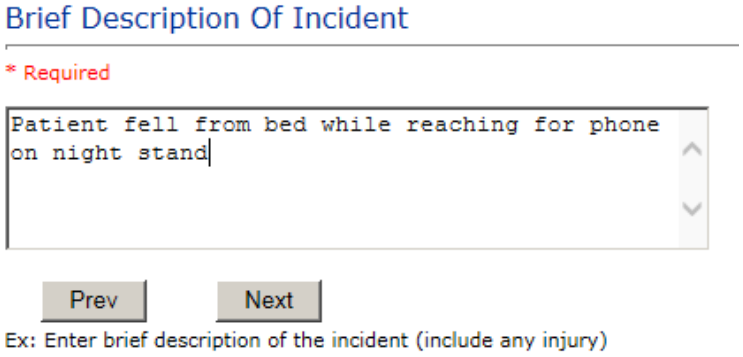
TPS – Treatment/Procedure/Specimen Collection Sub Categories



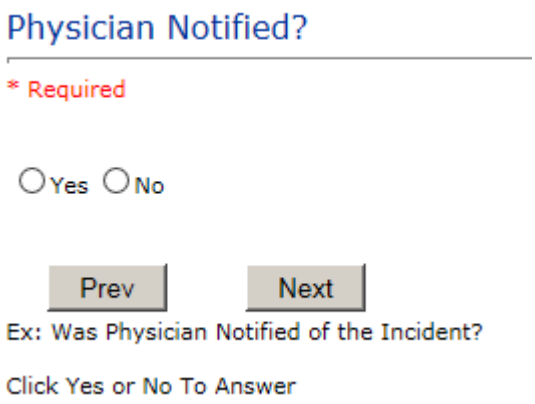


Brief Description of Incident



Enter a brief description of the incident and click Next.

Physician Notified?

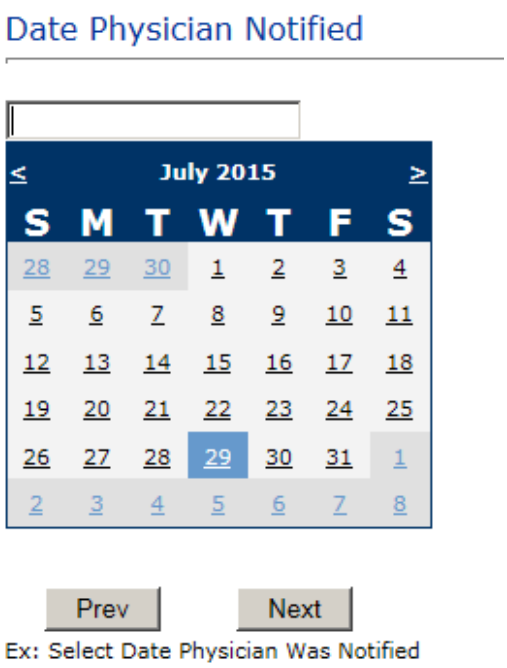


Select Yes or No to answer. If Yes, the following questions will display.

Physician Search

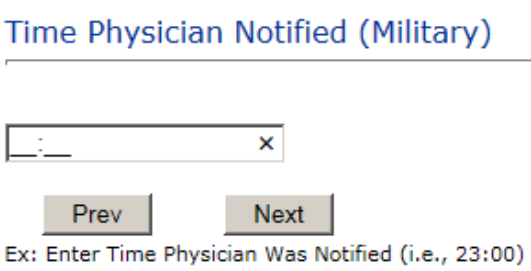
Enter the last name of the physician notified and click search. Highlight the name of the physician.

Date Physician Notified



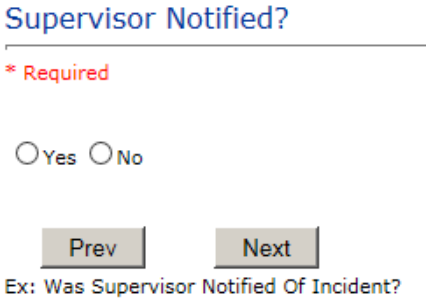
Select the date the physician was notified from the calendar.

Time Physician Notified



Enter the time the physician was notified, if known and click Next.

Supervisor Notified?



If Yes, the following will display:

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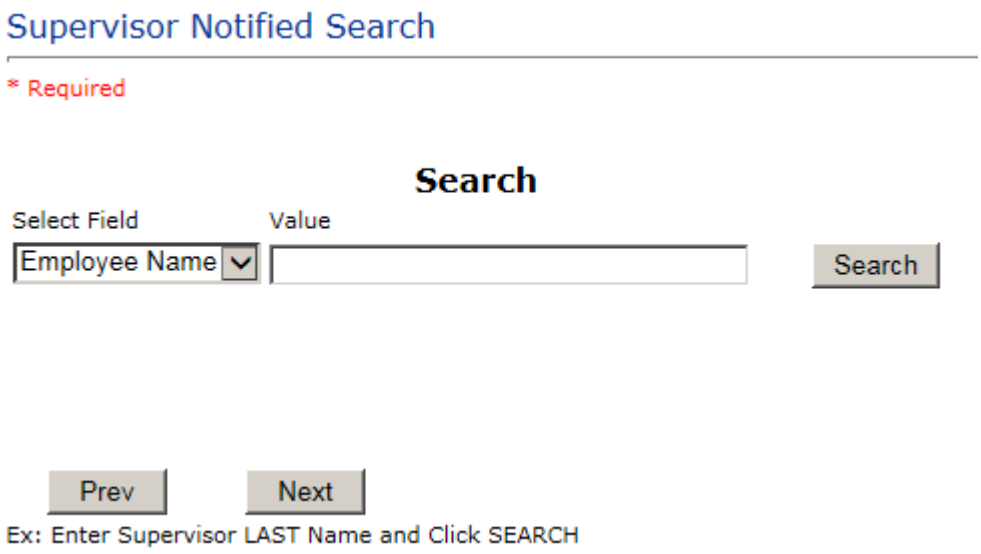
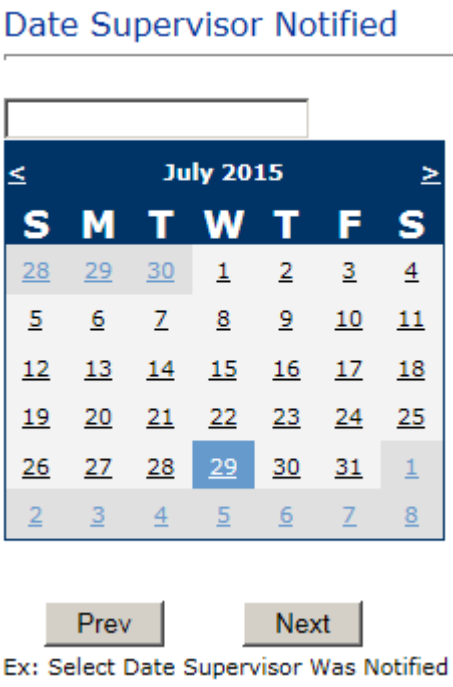
Supervisor Search



Enter last name of supervisor and click search. Highlight the name.

Date Supervisor Notified



Select the date the supervisor was notified from the calendar.

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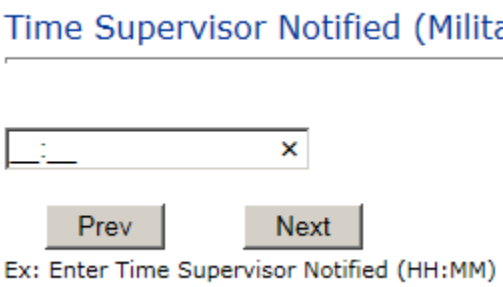
Time Supervisor Notified

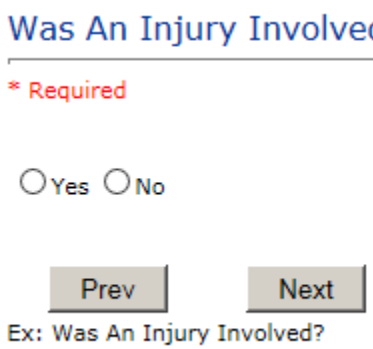


Enter the time the supervisor was notified in Military time and click Next.

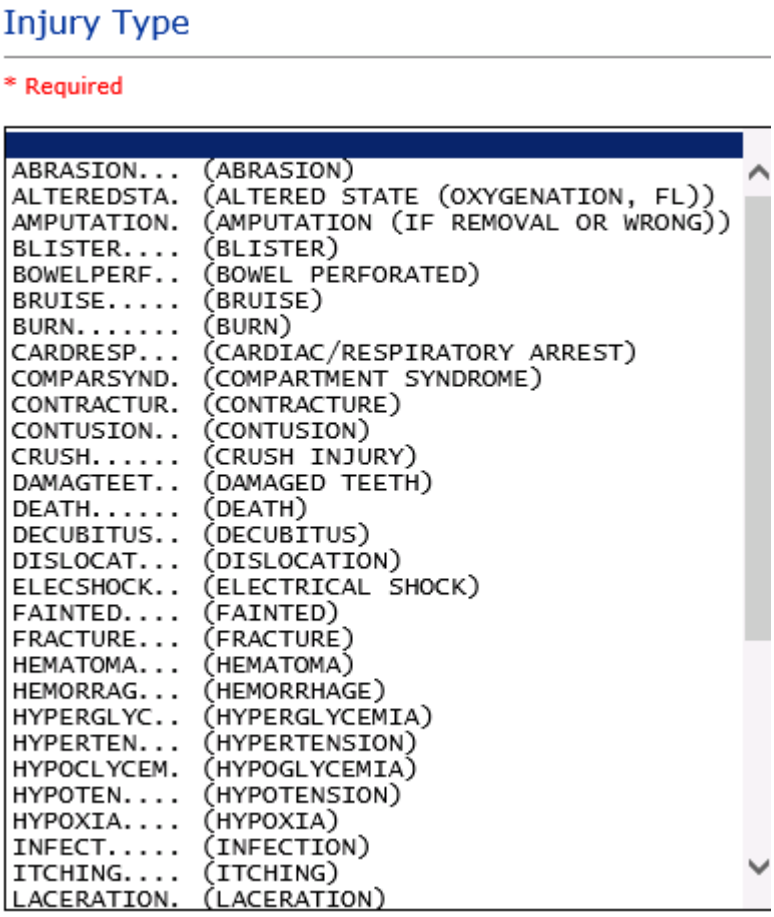
Other(s) Notified

Identify any other persons/agencies that were notified of this incident.

Injury Involved?

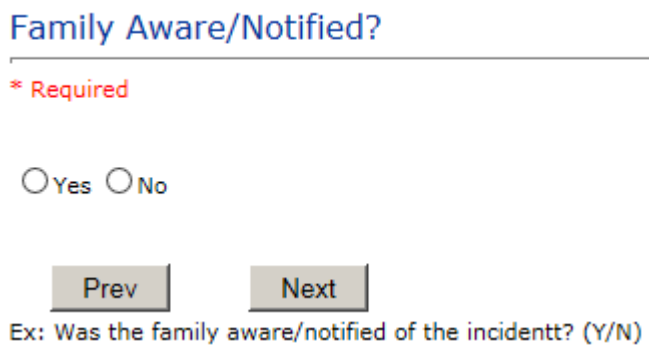


If Y, the following question will display. If N, it will not.



Choose type of injury sustained from the dropdown.

Family Aware/Notified?



Select whether Family Is Aware of the event/incident

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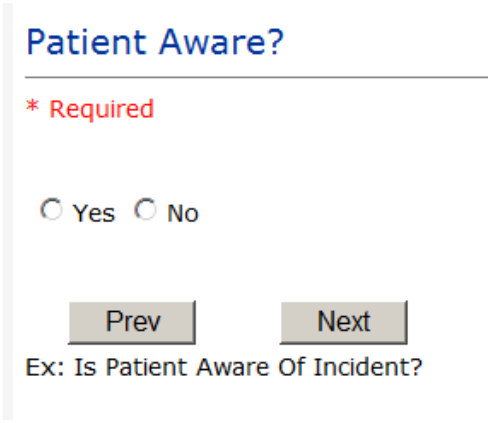
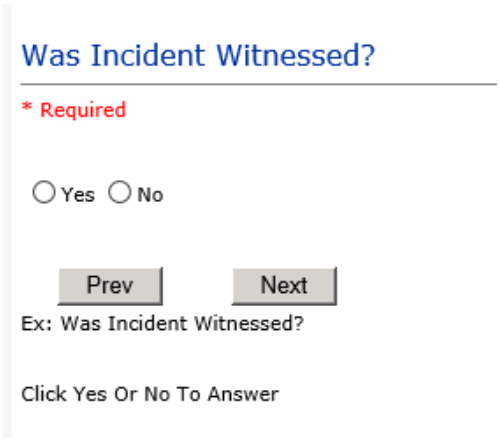
Patient Aware?



Select whether Patient Is Aware of the event?

Incident Witnessed?



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.

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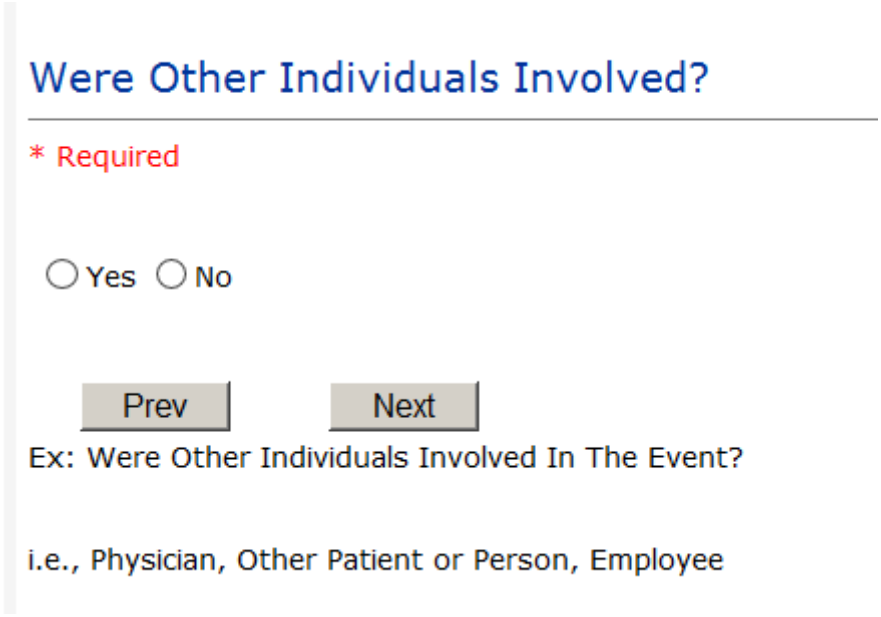


IF answer to above is Y, additional Party Involved questions will display for user to answer. See INDIVIDUALS INVOLVED section below in this document.

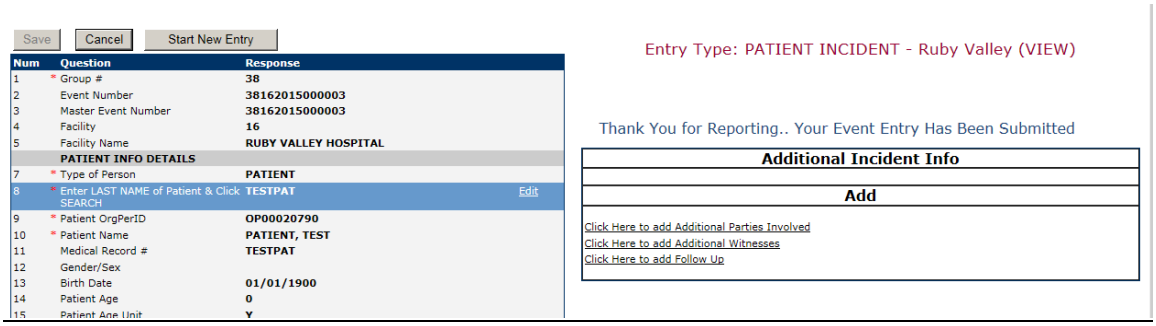
Save Your Incident

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:

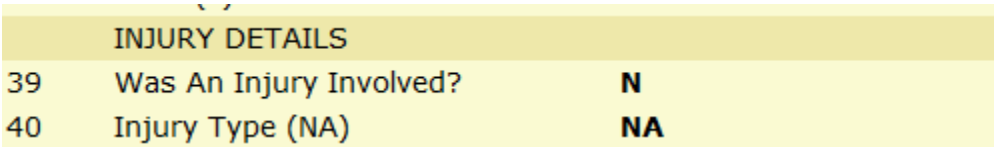


The options on the right will only display if user answered Y to Parties Involved or Y to Witnesses within the main entry questions. It will allow the user to add any Additional Witnesses, Additional Parties Involved in the Event, if any.

You can click on the respective option under “Additional Event Info” to add the additional information for the event, if applies.

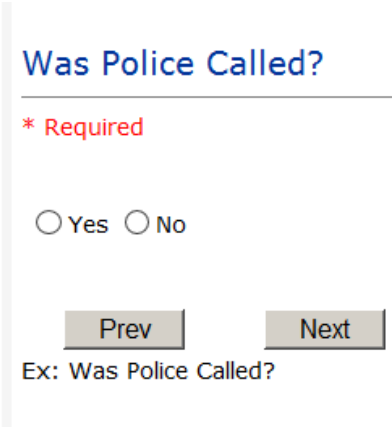
IF ADMIN is the Incident Category

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



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?

Patient/Person Restrained?

* Required

◯ Yes ◯ No

Prev Next

Ex: Patient/Person Restrained?

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

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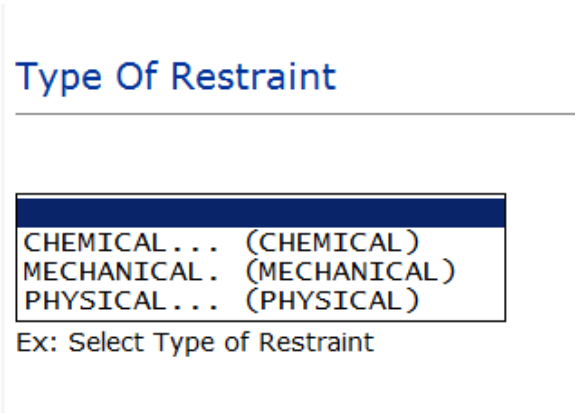

IF CONSENT is the Incident Category

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:

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Select Equipment/Device

```
ANES....... (ANESTHESIA EQUIPMENT)
BED........ (BED)
CATH....... (CATHETER)
COMMODE.... (COMMODE)
CT......... (CT)
DRAIN...... (DRAIN)
HEATPAD.... (HEATING PAD)
IV......... (IV EQUIPMENT)
LAB........ (LAB EQUIPMENT)
MONITOR.... (MONITOR)
MRI........ (MRI)
OTHER...... (OTHER)
PT......... (PHYSICAL THERAPY EQUIPMENT)
RT......... (RESPIRATORY THERAPY EQUIPMENT)
RESTR...... (RESTRAINT)
ROLCH...... (ROLLING STOOL/CHAIR)
SCOPE...... (SCOPE)
STRETCHER.. (STRETCHER)
SUCTION.... (SUCTION)
VENT....... (VENTILATOR)
XRAY....... (XRAY)
```

Model Number

12345 ×

Prev Next

Ex: Enter Model Number

Brand Name

IV R Us ×

Prev Next

Ex: Enter Brand Name

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Serial Number

123888 ×

Prev Next

Ex: Enter Serial Number

Equip/Device Tagged?

◯ Yes ◯ No

Prev Next

Ex: Was Equipment Tagged as defective?

Taken Out Of Service?

◯ Yes ◯ No

Prev Next

Ex: Was Equipment Taken Out Of Service?

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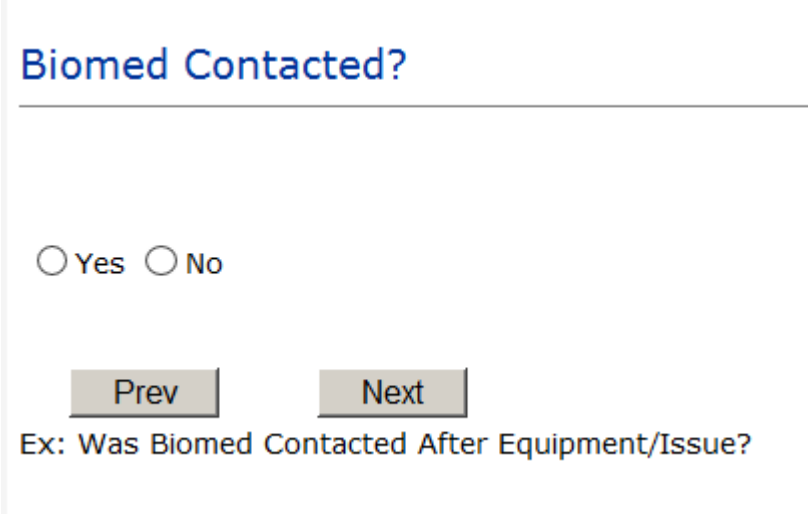
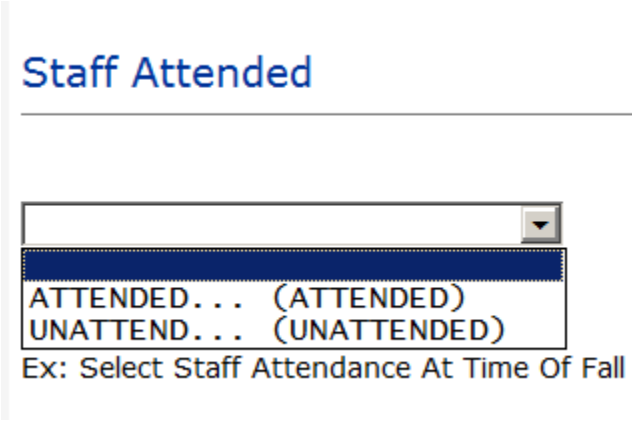
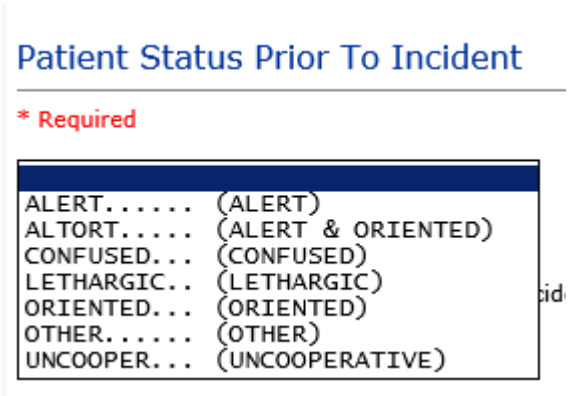


IF FALL is the Incident Category

Additional questions can display for user to enter more information:



Select staff attendance details for the Occurrence.



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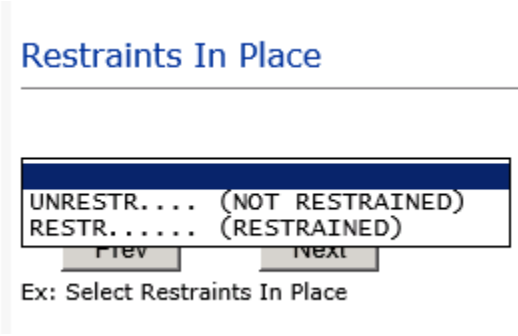
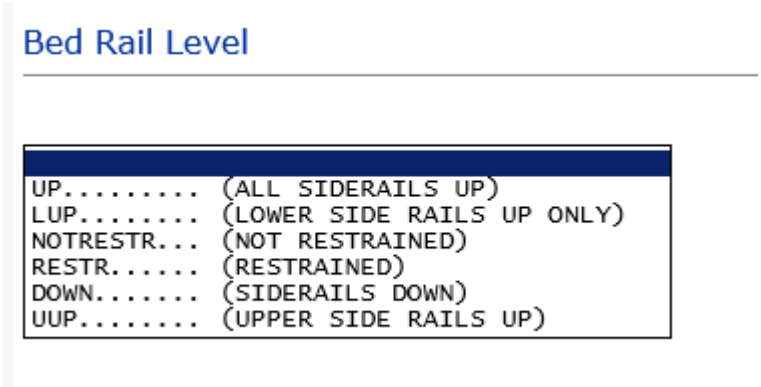
Select Status of the patient prior to the Incident

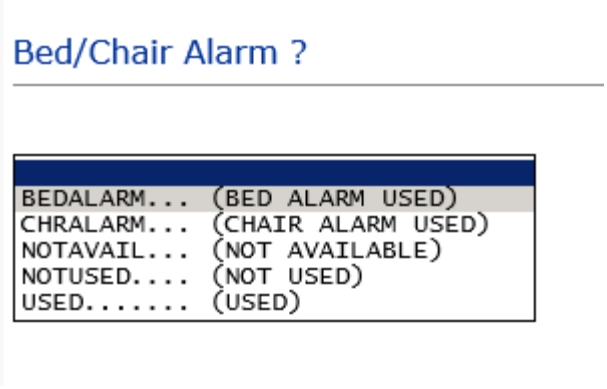


Ex: Select Restraints In Place

Select restraints information.



Select Bed Rail Level if applies



Select Bed/Chair Alarm if applicable

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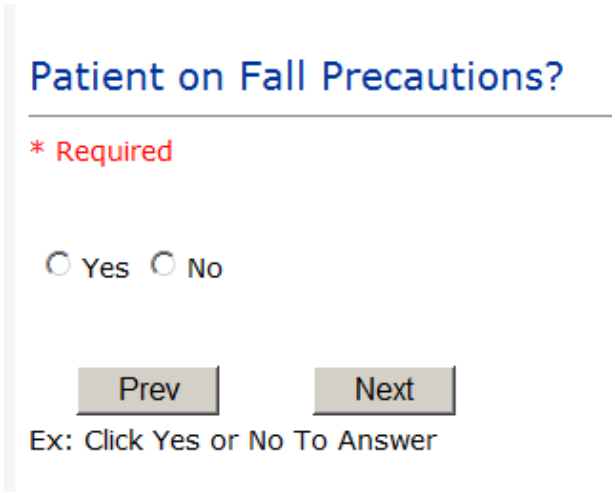
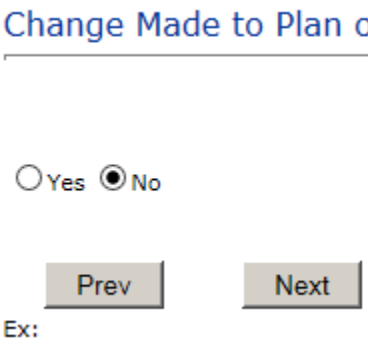
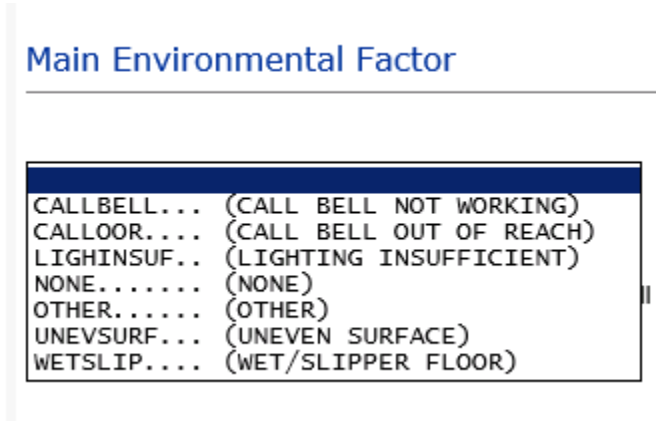


Select Y or N to note if Patient Was On Fall Precautions?



Select Y or N to note if a change was made to the plan of care



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 Name Of Medication/IV Ordered

* Required

Advil PM

Prev Next

Ex: Enter Name of Medication or IV Solution Ordered

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)

Dose/Amount Administered

200cc ×

Prev Next

Ex: Enter Dose/Amount Administered

Route Given

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

Med Severity for this event

```
:......... (An error occurred that may have contributed to or resulted in temporary harm to the patient and required initial or prolonged hospitalization )
:......... (An error occurred that may have contributed to or resulted in temporary harm to the patient and required intervention )
:......... (An error occurred that may have contributed to or resulted in the patient's death )
:......... (An error occurred that may have contributed to or resulted in permanent patient harm )
):........ (An error occurred that reached the patient and required monitoring to confirm that it resulted in no harm to the patient and/or required inverven
:......... (An error occurred that reached the patient but did not cause patient harm)
4......... (An error occurred that required intervention to sustain life )
3......... (An error occurred, but the error did not reach the patient (An "error" of omission" does reach the patient)
\......... (Circumstances or events that have the capacity to cause error)
```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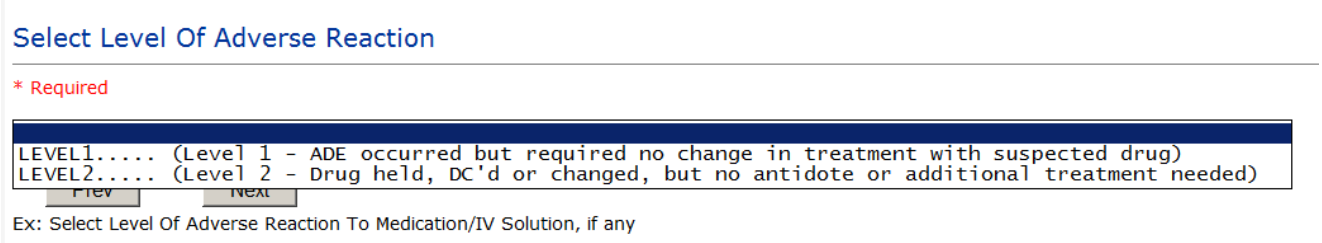
If Category = MEDICATION AND Sub Category = ADVERSE REACTION

Additional question displays for entry:



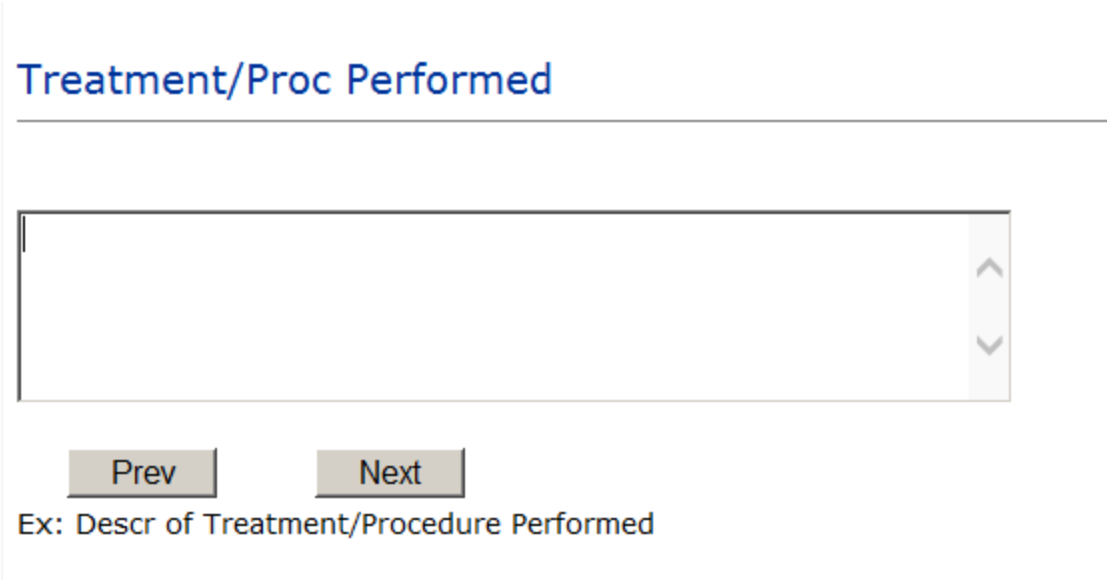
Level 1 through 6 will be included in Lookup

If OTHER or PROPERTY/SECURITY is the Incident Category

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

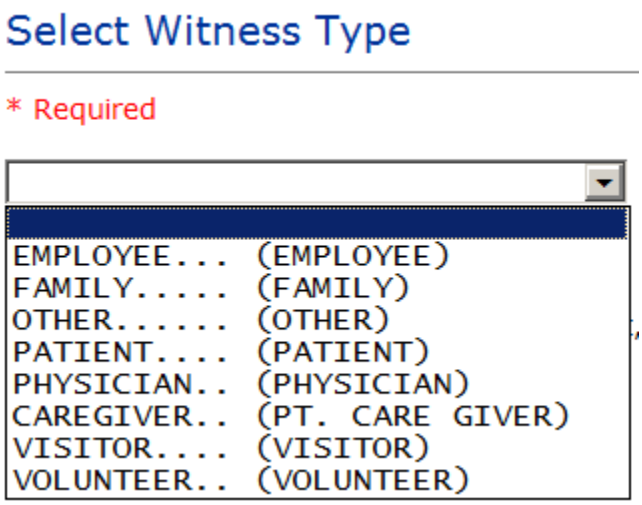
If TPS is the Incident Category

Additional question displays for entry:



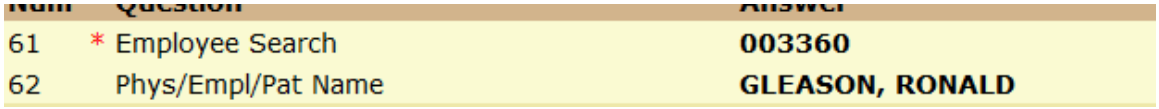
IF WITNESSES = Y

Additional Witness Questions will display for user to enter

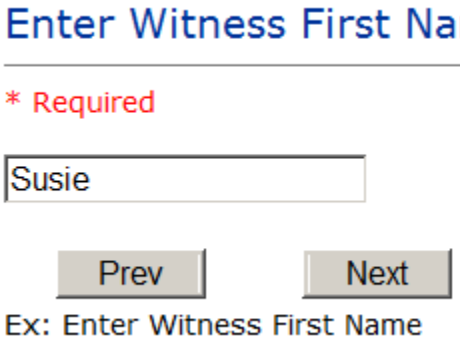


User selects Witness' type of person.

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, the you will be prompted to enter the Witness First and Last Name



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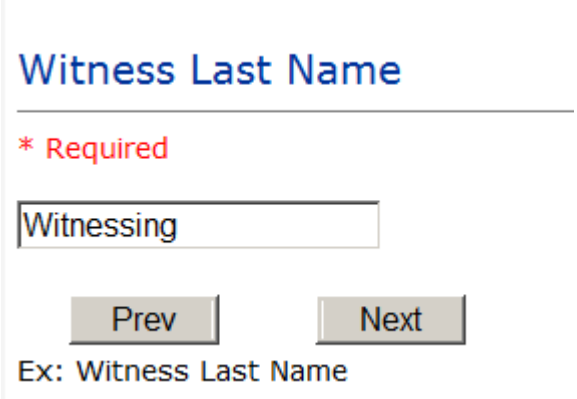
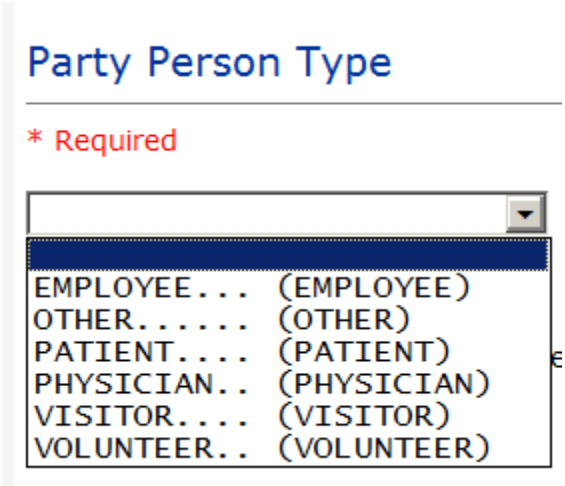


IF OTHER INDIVIDUALS/PARTIES INVOLVED = Y

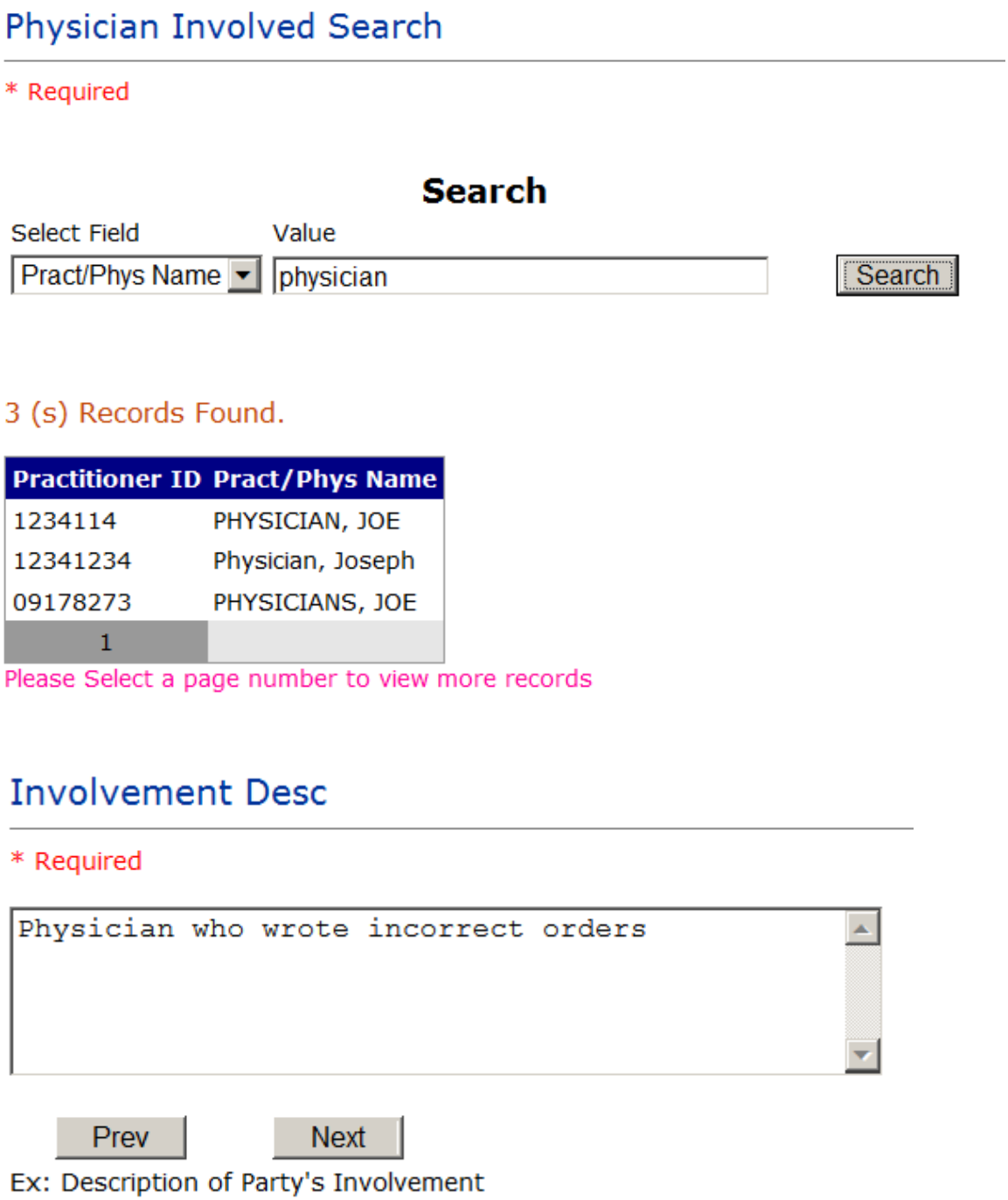
User selects if any other parties were directly involved in the event (i.e., physician, employee, other patient, etc.)

If Other Parties Directly Involved is Y – 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 – you can enter additional medications involved, if apply to the right under Additional Event Info “Click Here to add Additional Medication Involved”

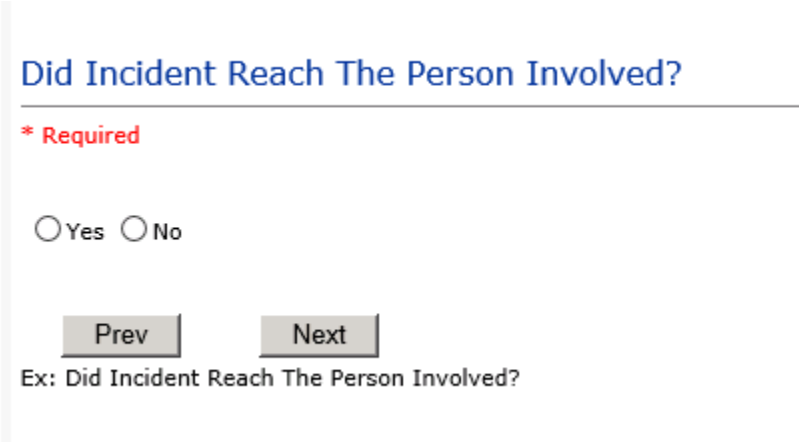
IF Incident Category selected was EQUIPMENT – you can enter additional equipment/devices involved, if apply to the right under Additional Event Info “Click Here to add Additional Equipment involved”

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

NON Patient Incident 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:

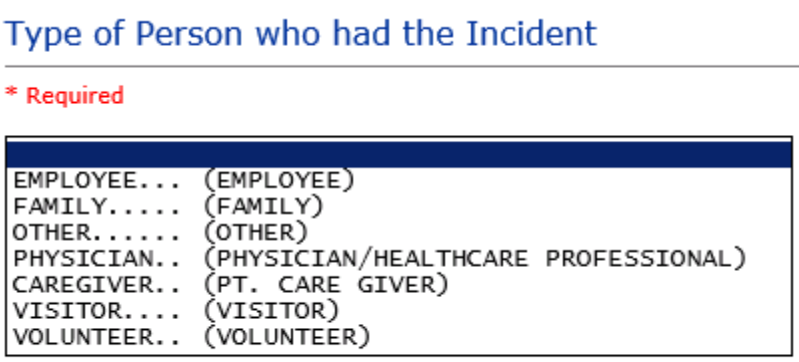
Incident Reach Person Involved?



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.

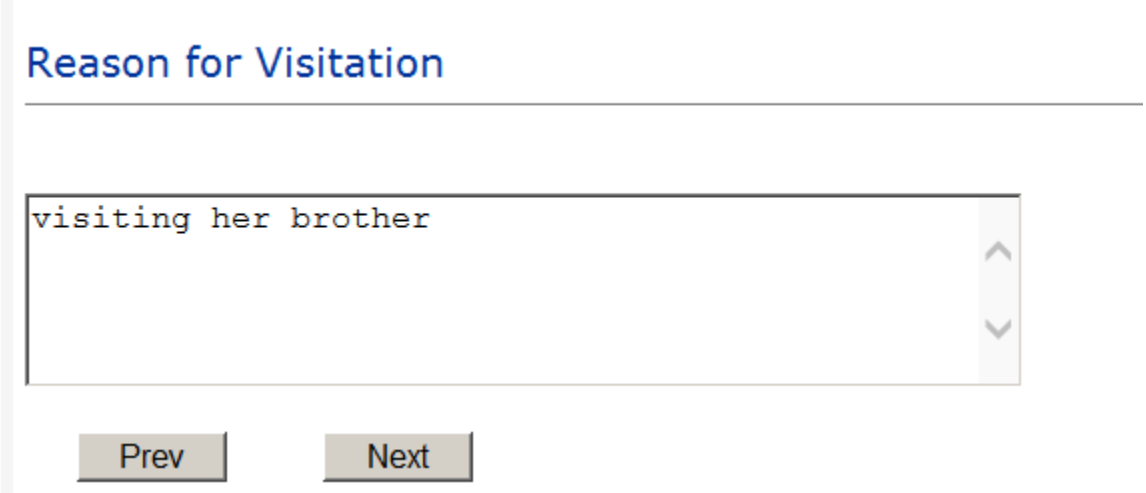
Type of Person Who had the Incident



Enter the Name of the Person involved in the incident

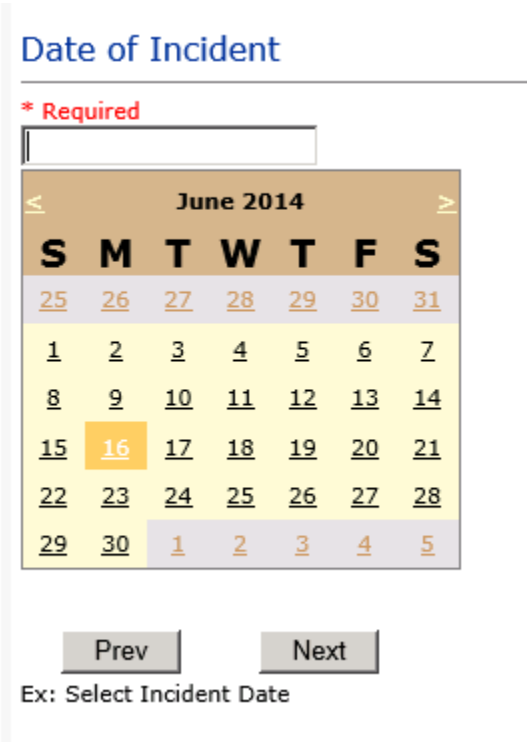
If VISITOR is selected, User can enter reason why that non-patient person is in the hospital/facility

Reason for Visitation

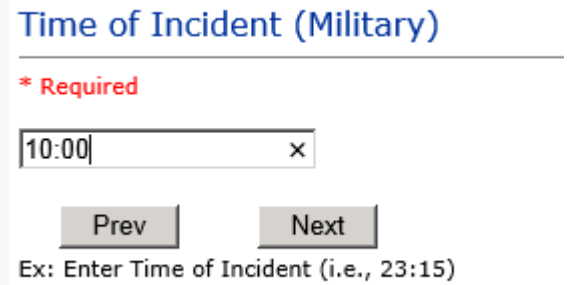


(Last Name, First Name)

Date of Incident



Time of Incident



Description of Incident

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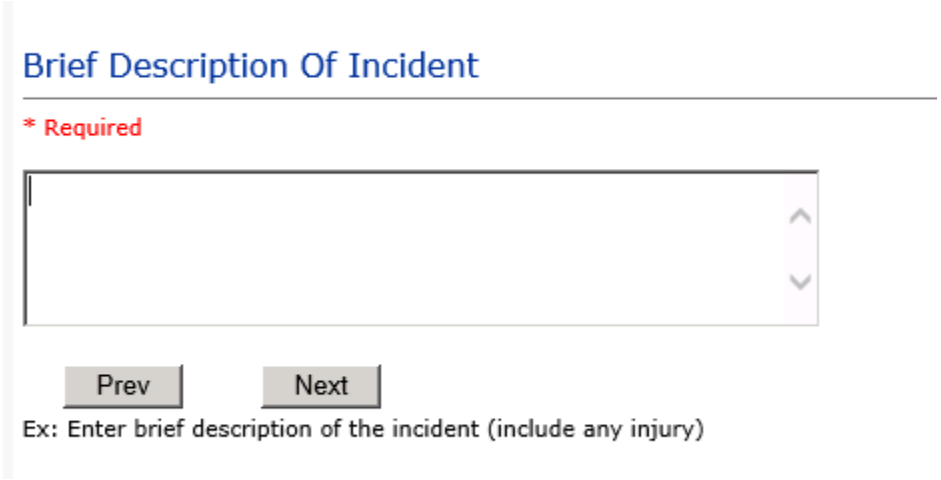
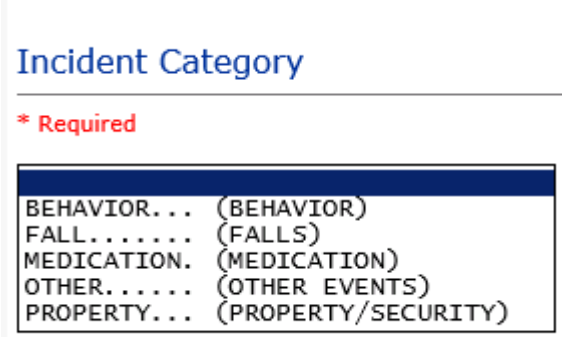
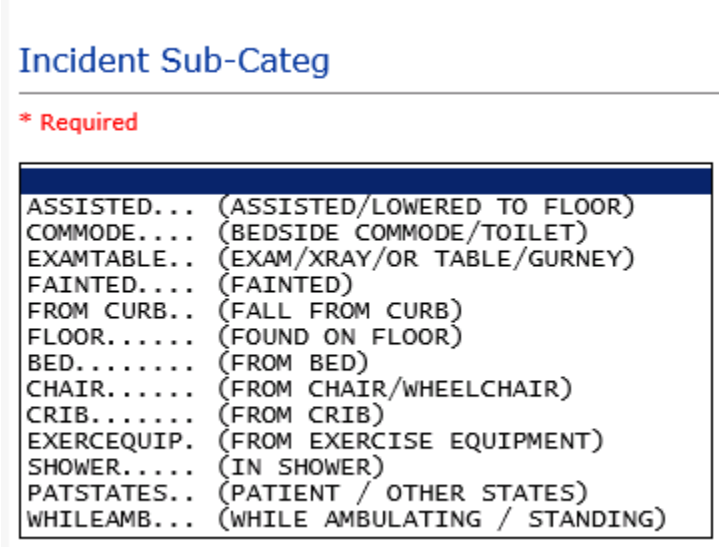


The Incident Category is filtered to only display the categories that apply to a NonPatient

Incident Category



Incident Sub Category



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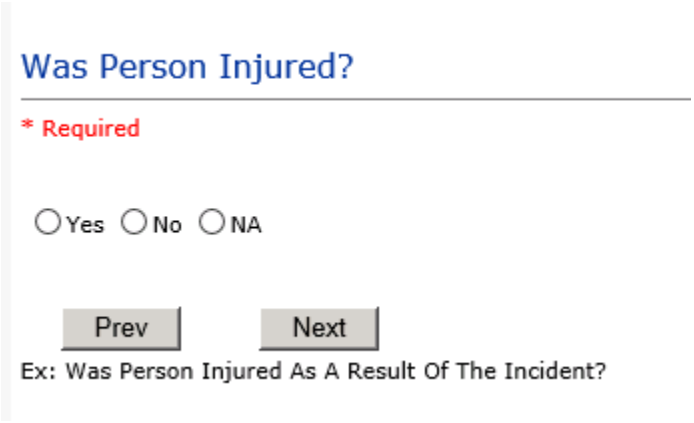
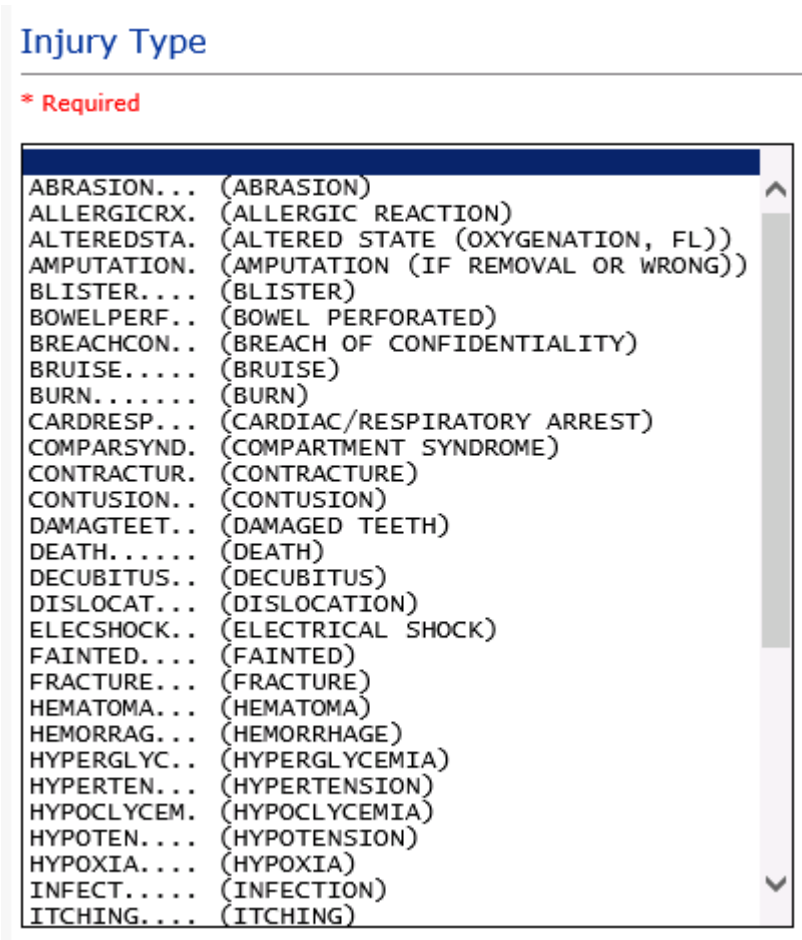
Respective incident sub categories display based on the Incident category selected (setup for now same filters as in Patient Incident Entry)

Was Person Injured?



IF Y answered

Injury Type



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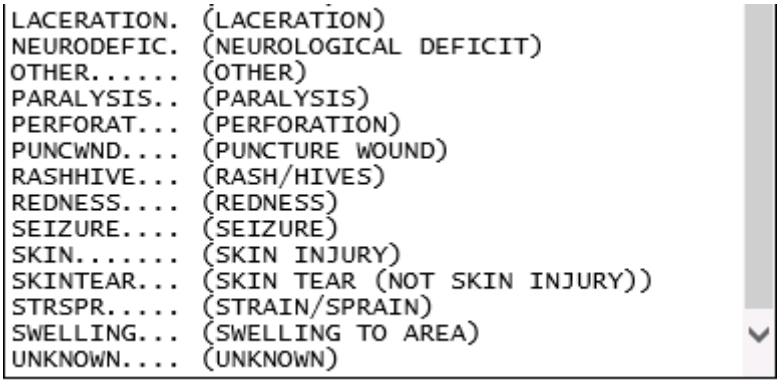
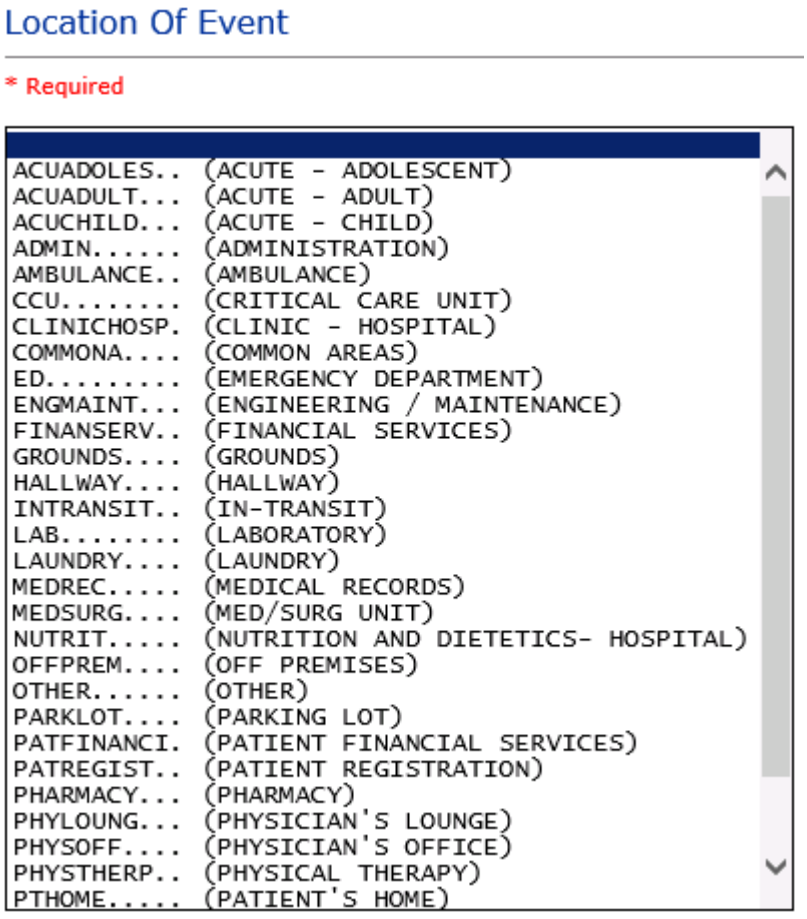
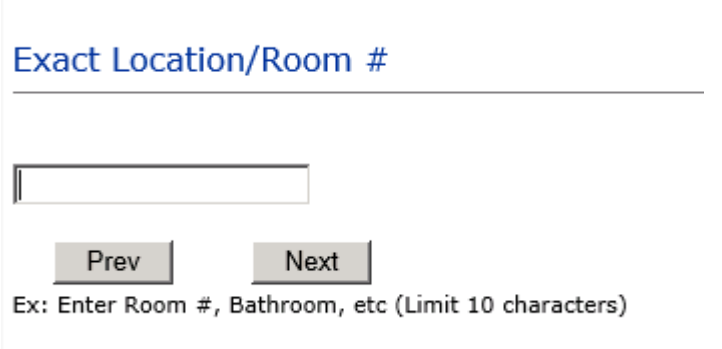


Select the Injury Sustained as a result of the incident.

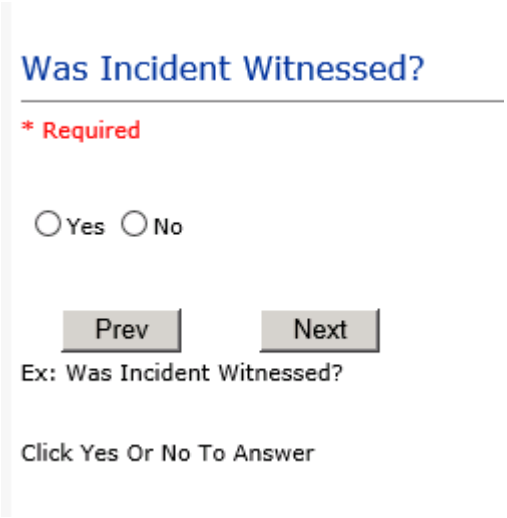
Location of Incident





Reporters details automatically prefill as user who is entering incident

Was Incident Witnessed?



IF Y answer above, Witness questions will display for entry

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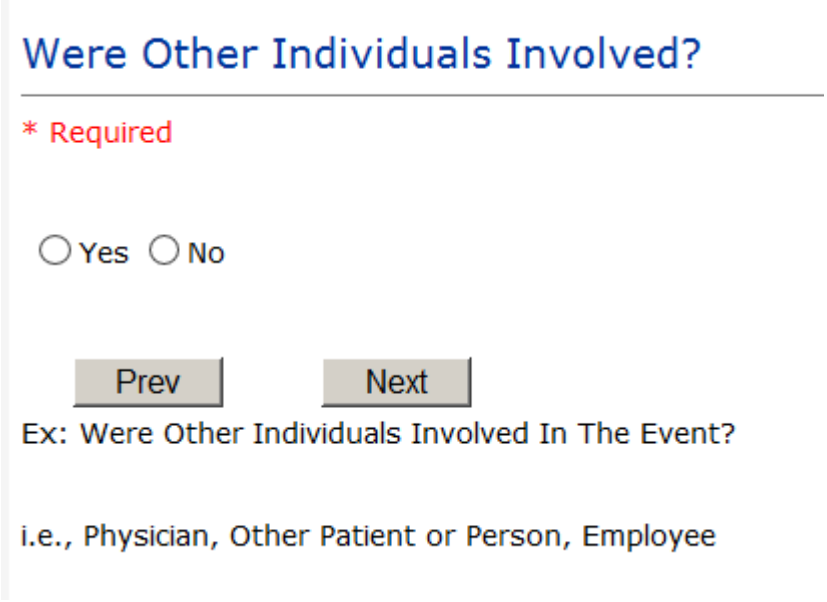
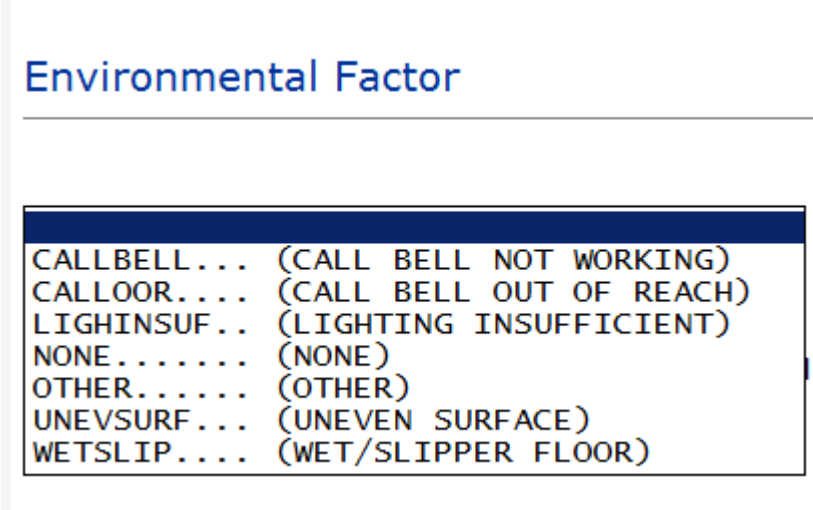
Were Other Individuals Involved?



IF Answer Y above, Individual Involved questions display for entry

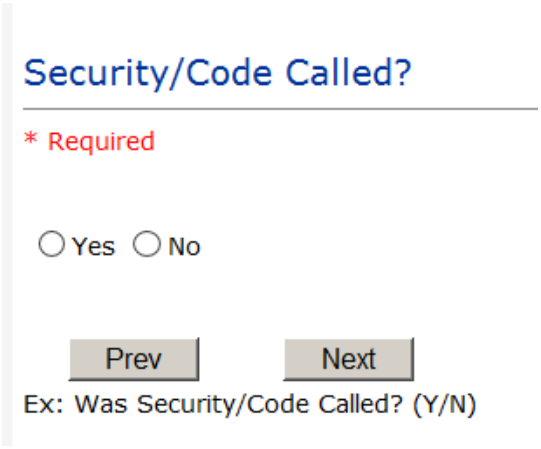
IF FALL is Incident Category

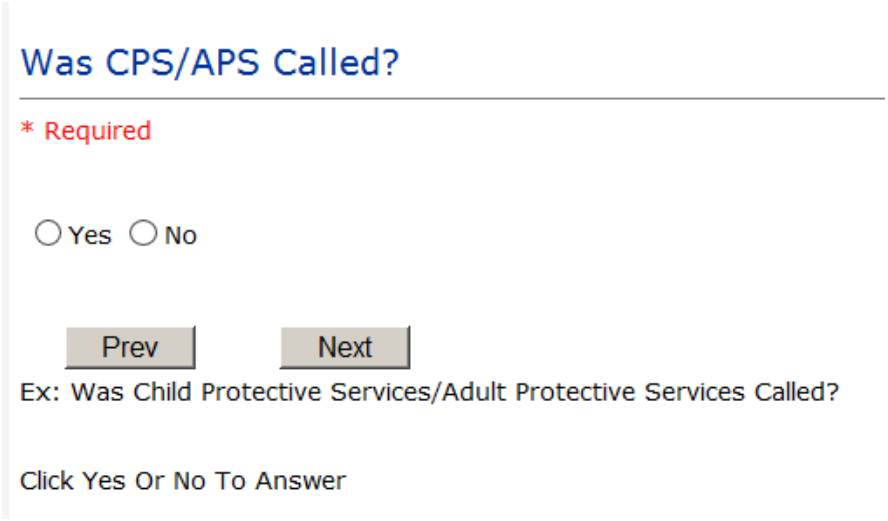
Additional question displays

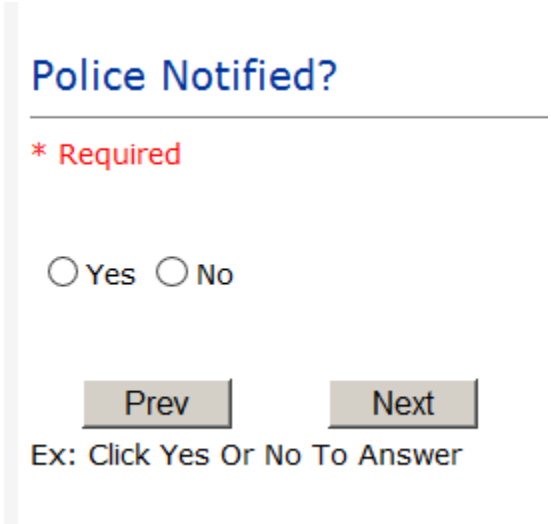


IF BEHAVIOR is Incident Category

Additional questions displays







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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

==========

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.

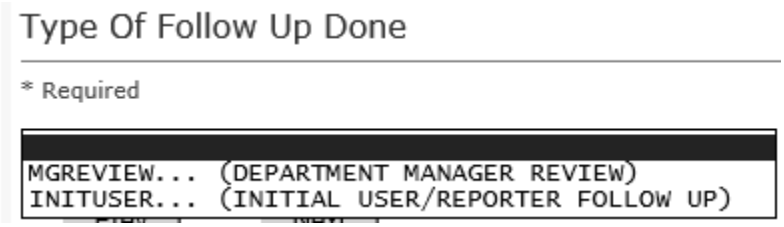
You can review the details of the Incident by clicking on the link

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

To enter follow up – Under the “Additional Event Info” section to the right of the grid, click on Click Here to add Follow Up.

Adding Follow Up

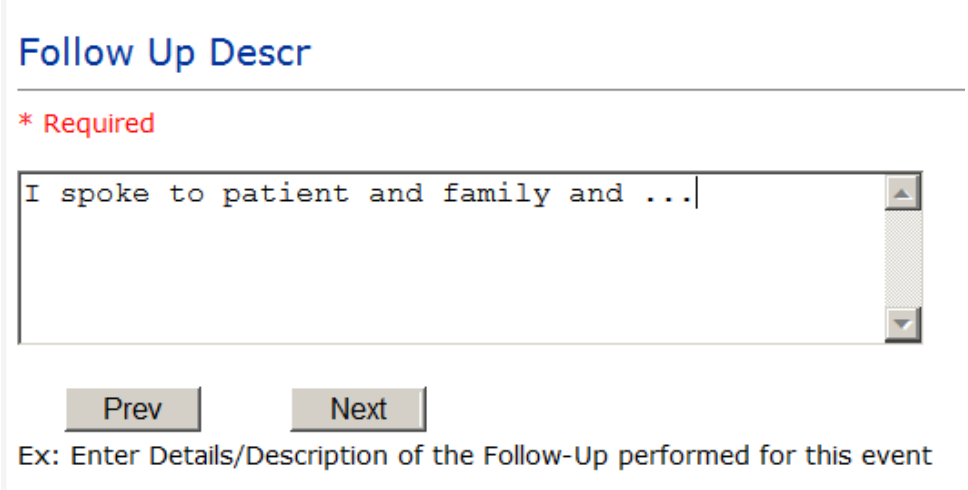
Upon clicking on the link above to enter follow up, the follow up questions display:



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.

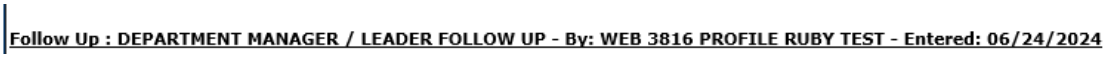
Upon selection of Initial Reporter Follow Up, the following questions display:



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.

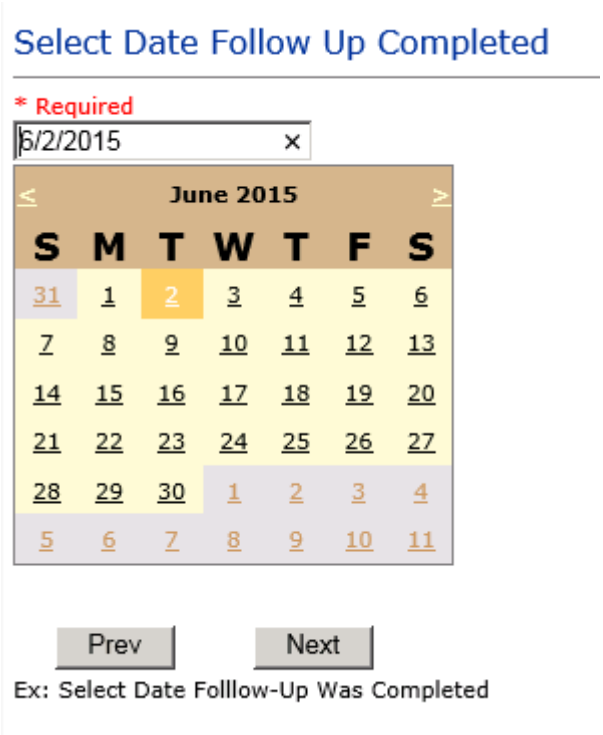


The follow up entry is displayed in the View section on the main event screen and can be viewed by any other manager/supervisor, etc., with access to search for existing events. Data can be viewed only, cannot be changed.

Reporter or Manager Follow Up

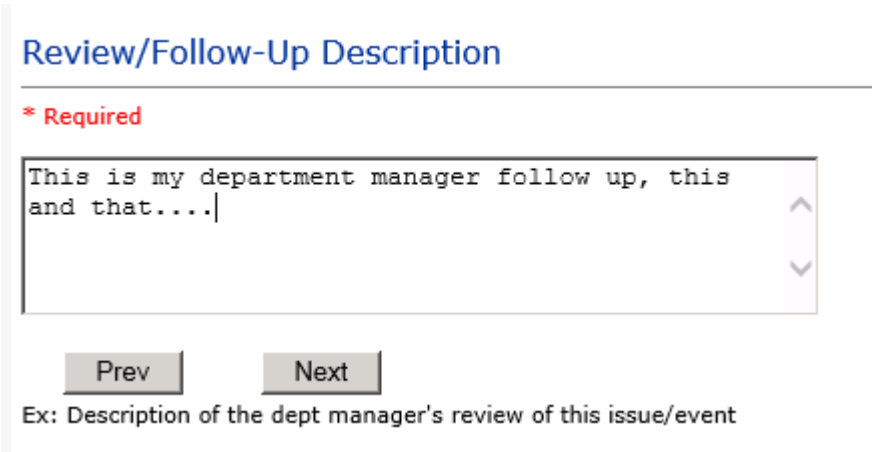
Upon selection of Reporter or Manager Follow Up from above list, the following questions will display:

Follow Up Date



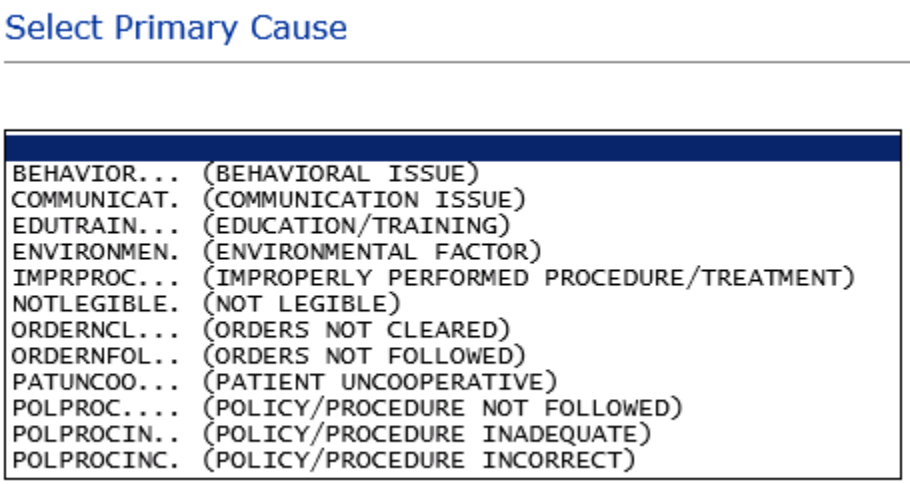
Select Date the follow up was performed. The system defaults to “today’s date” so you can Click NEXT if Today’s Date is correct or click on the date follow up was completed on the calendar.

Enter Dept Manager Follow Up Details



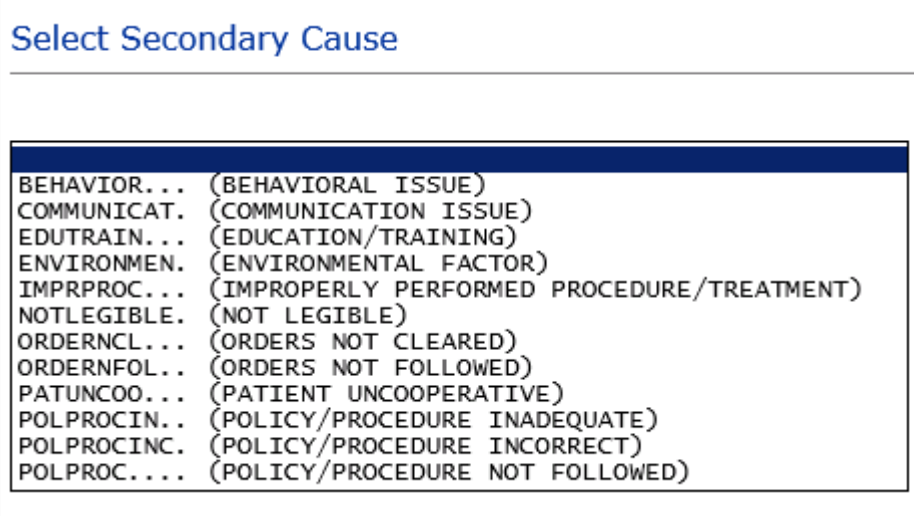
Enter a detailed description of the follow up you performed and click NEXT to continue.

Primary Cause of Incident

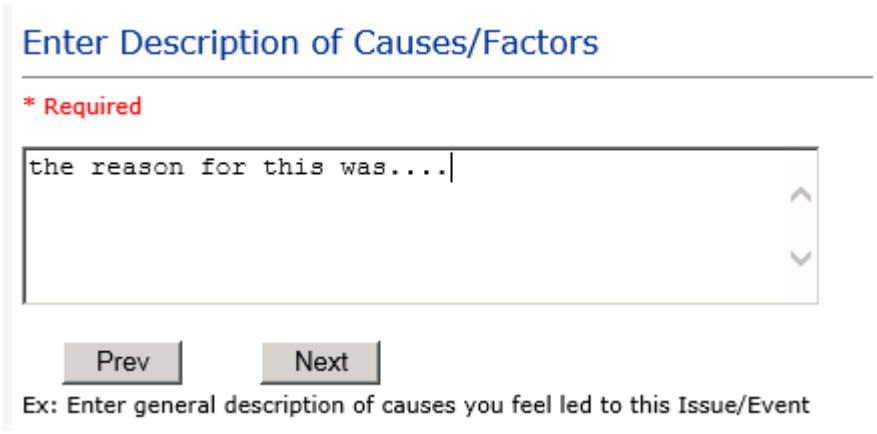


Select the primary cause for the incident from the dropdown.

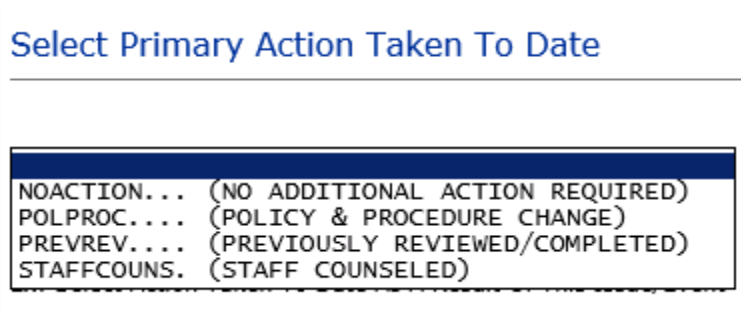
Secondary Cause of Incident



Description of Causes/Factors

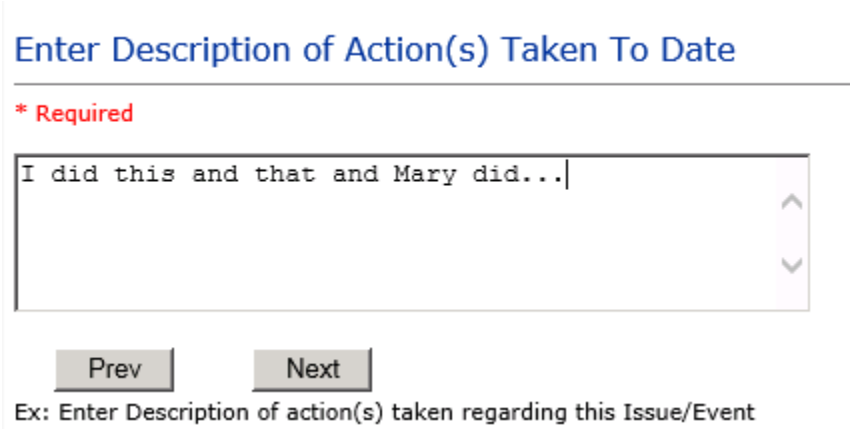


Primary Action Taken To Date



Date of Initial Action

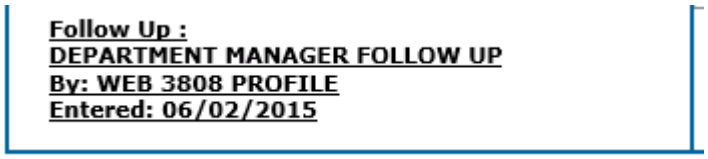
Description of Action(s) Taken



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.

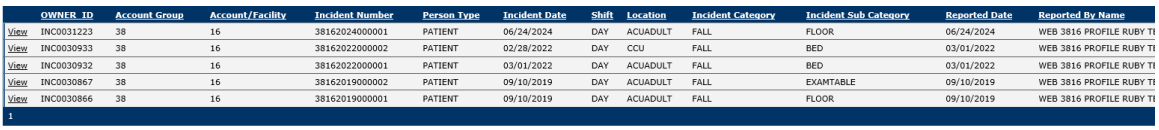
Click the X on the upper right corner of your screen to EXIT the system.

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:

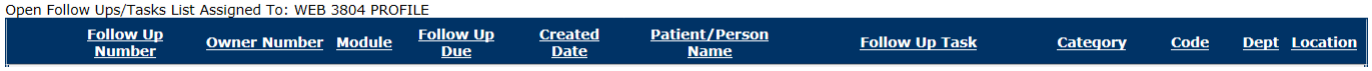
(***IF you are a department manager, and do not see this option below, you are not assigned to receive Open Follow Up queue. Contact your Hospital Risk Manager to advise them ***).



	OWNER_ID	Account Group	Account/Facility	Incident Number	Person Type	Incident Date	Shift	Location	Incident Category	Incident Sub Category	Reported Date	Reported By Name
View	INC0031223	38	16	38162024000001	PATIENT	06/24/2024	DAY	ACUADULT	FALL	FLOOR	06/24/2024	WEB 3816 PROFILE RUBY TI
View	INC0030933	38	16	38162022000002	PATIENT	02/28/2022	DAY	CCU	FALL	BED	03/01/2022	WEB 3816 PROFILE RUBY TI
View	INC0030932	38	16	38162022000001	PATIENT	03/01/2022	DAY	ACUADULT	FALL	BED	03/01/2022	WEB 3816 PROFILE RUBY TI
View	INC0030867	38	16	38162019000002	PATIENT	09/10/2019	DAY	ACUADULT	FALL	EXAMTABLE	09/10/2019	WEB 3816 PROFILE RUBY TI
View	INC0030866	38	16	38162019000001	PATIENT	09/10/2019	DAY	ACUADULT	FALL	FLOOR	09/10/2019	WEB 3816 PROFILE RUBY TI

1

The grid shows the following information:



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

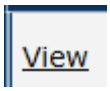
Category – Category of the event or complaint for which the follow up was assigned (i.e., Incident Category, Complaint Category, etc.)
Code – Sub code of the event or complaint for which the follow up was assigned
Dept – Department involved in the event or complaint for which the follow up was assigned (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)

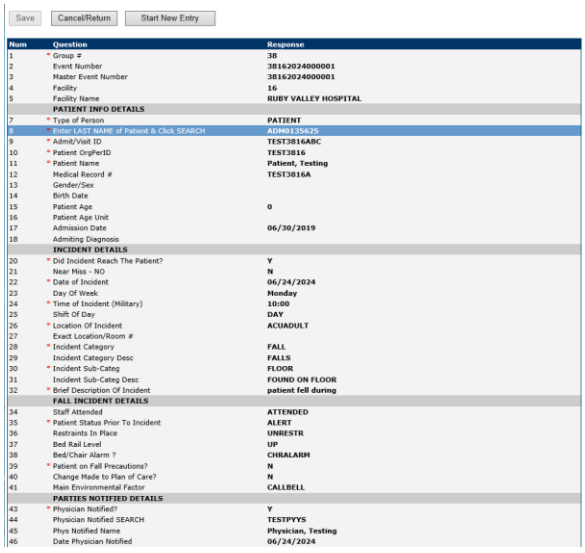
Select from My Open Follow Up List to Complete

Click VIEW link 

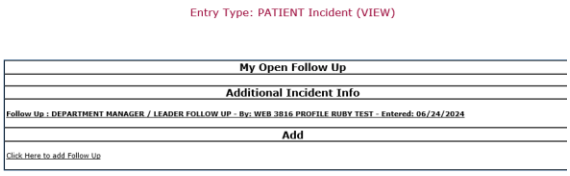
in front of any Open Follow up task to open the event or complaint associated with that follow up task assigned to you.

Upon clicking View in front of any record on the Open Follow Up grid

, the particular record displays:


Save | Cancel/Return | Start New Entry

Num		Question	Response
1	*	Group #	38
2		Event Number	38162024000001
3		Master Event Number	38162024000001
4		Facility	16
5		Facility Name	RUBY VALLEY HOSPITAL
		PATIENT INFO DETAILS	
7	*	Type of Person	PATIENT
8	*	Enter LAST NAME of Patient & Click SEARCH	ADM0135625
9	*	Admit/Visit ID	TEST3816ABC
10	*	Patient OrgPerID	TEST3816
11	*	Patient Name	Patient, Testing
12		Medical Record #	TEST3816A
13		Gender/Sex	
14		Birth Date	
15		Patient Age	0
16		Patient Age Unit	
17		Admission Date	06/30/2019
18		Admiting Diagnosis	
		INCIDENT DETAILS	
20	*	Did Incident Reach The Patient?	Y
21		Near Miss - NO	N
22	*	Date of Incident	06/24/2024
23		Day Of Week	Monday
24	*	Time of Incident (Military)	10:00
25		Shift Of Day	DAY
26	*	Location Of Incident	ACUADULT
27		Exact Location/Room #	
28	*	Incident Category	FALL
29		Incident Category Desc	FALLS
30	*	Incident Sub-Categ	FLOOR
31		Incident Sub-Categ Desc	FOUND ON FLOOR
32	*	Brief Description Of Incident	patient fell during
		FALL INCIDENT DETAILS	
34		Staff Attended	ATTENDED
35	*	Patient Status Prior To Incident	ALERT
36		Restraints In Place	UNRESTR
37		Bed Rail Level	UP
38		Bed/Chair Alarm ?	CHRALARM
39	*	Patient on Fall Precautions?	N
40		Change Made to Plan of Care?	N
41		Main Environmental Factor	CALLBELL
		PARTIES NOTIFIED DETAILS	
43	*	Physician Notified?	Y
44		Physician Notified SEARCH	TESTPYYS
45		Phys Notified Name	Physician, Testing
46		Date Physician Notified	06/24/2024


Entry Type: PATIENT Incident (VIEW)

My Open Follow Up

Additional Incident Info

Follow Up : DEPARTMENT MANAGER / LEADER FOLLOW UP - By: WEB 3816 PROFILE RUBY TEST - Entered: 06/24/2024

Add

Click Here to add Follow Up

My Open Follow Ups

This section will display at the top right corner of the Event or Complaint screen under the heading “My Open Follow Up”

A link noted as “**Click here to complete follow up: DEPARTMENT MANAGER FOLLOW UP**” will 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.

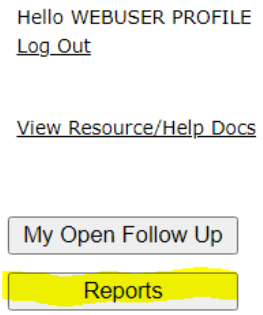
REPORTS Option

Department Managers, Risk Management or Admins, Directors and/or some Supervisors may have been assigned access to run Reports for their particular areas of responsibility. This option will be designated to you by your Risk Management team.

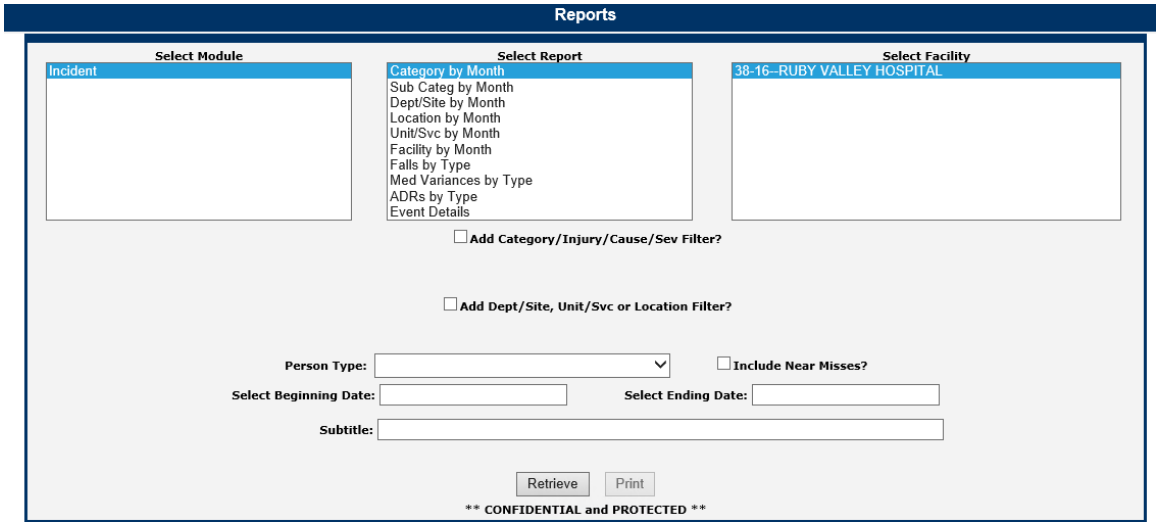
If you should be able to run reports and do not see the REPORTS button option on the main screen, contact your risk/quality management department administrator.

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.

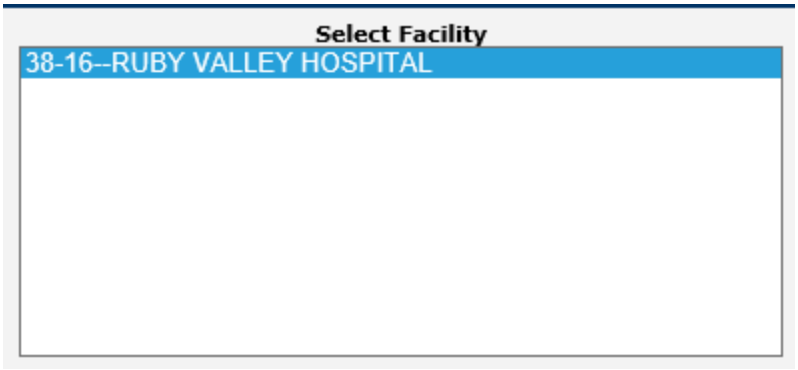
Select Report – Once you select a Module, click to select a Report to run

- **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.
- **Department by Month** – Displays a graph and comparison report grid showing Department where Event or Issue Occurred by Month - *** THIS IS NOT USED by Your FACILITY – LOCATIONS are your Departments ***
- **Location by Month** – Displays a graph and comparison report grid showing Location (Dept) where Event or Issue Occurred by Month
- **Unit by Month** – Displays a graph and comparison report grid showing Unit/Service related to the respective module selected. **This is NOT utilized by your facility**

- **Falls by Type** – Displays a graph and comparison report grid showing Fall category Events 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 by Sub Type by Month.
- **Event Details** – Displays a listing of Events for the respective filters (detailed below). You can export the list to MS Excel as needed.

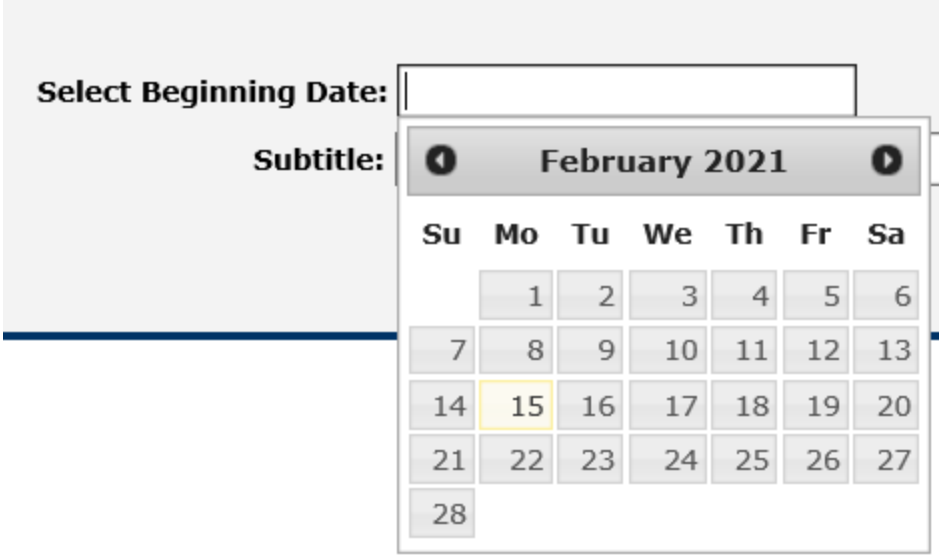
Select Facility – Select the Facility for the report.

To Multi select facilities, If you have multiple facilities or Facility assigned, you can select more than one for the 1 report if you wish by clicking the first one, click Shift and click the next one to multi select:

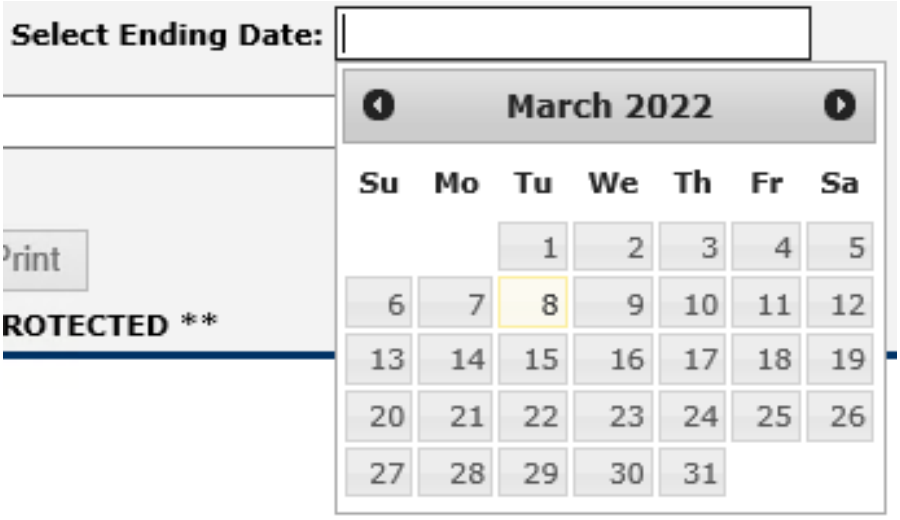


Upon selecting a specific report (i.e., Category by Month), selecting the Facility, you can further select an additional Filter to run the report or a Date Range for all.

Beginning Date – Click to display the Calendar and select the beginning date range for your report. You can also manually type the beginning date (i.e., 01/01/2021):



Ending Date – Click to display the Calendar and select the ending date range for your report. You can also manually type the ending date (i.e., 02/15/2021)



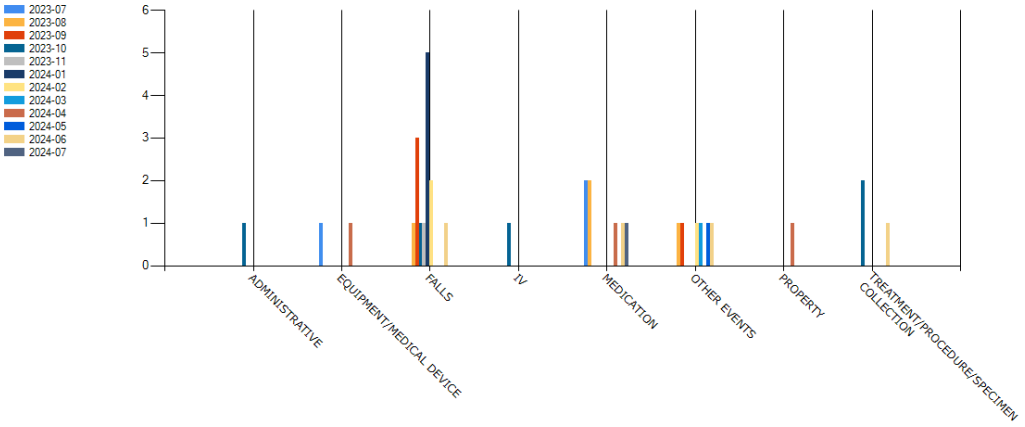
Sub Title – You can enter a sub title to describe the filters you entered for the report if you wish so that the reader will know what specific information is included in the report

Click Retrieve button

to retrieve the report per the Facility and date range entered:

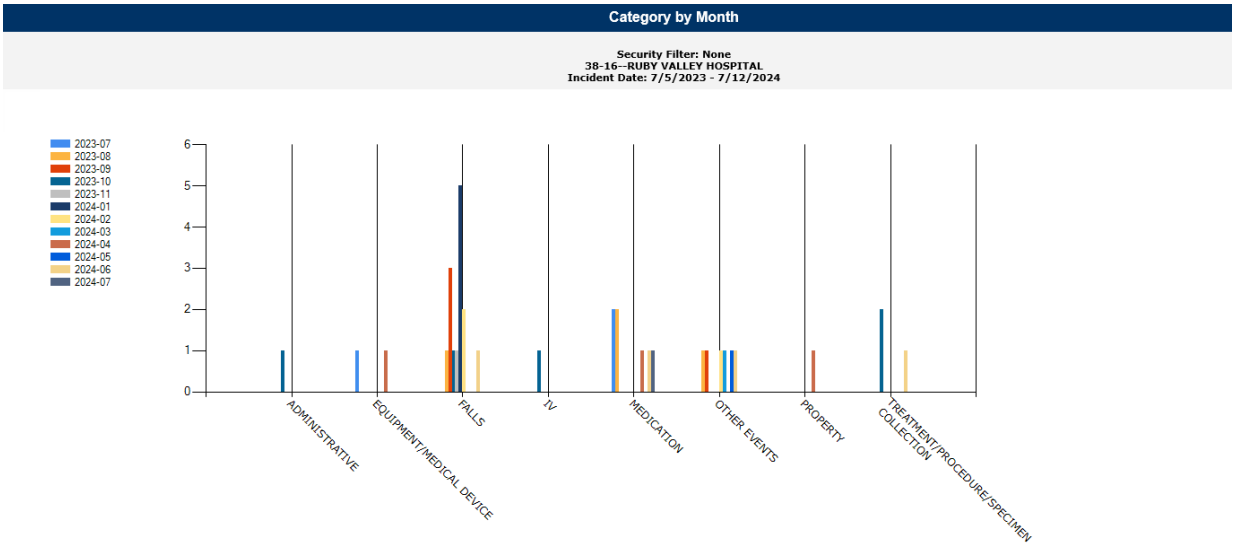
Category by Month

Security Filter: None
38-16--RUBY VALLEY HOSPITAL
Incident Date: 7/5/2023 - 7/12/2024



INCIDENT CATEGORY	2023-07	2023-08	2023-09	2023-10	2023-11	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	Total
ADMINISTRATIVE	0	0	0	1	0	0	0	0	0	0	0	0	1
EQUIPMENT/MEDICAL DEVICE	1	0	0	0	0	0	0	0	1	0	0	0	2
FALLS	0	1	3	1	1	5	2	0	0	0	1	0	14
IV	0	0	0	1	0	0	0	0	0	0	0	0	1
MEDICATION	2	2	0	0	0	0	0	0	1	0	1	1	7
OTHER EVENTS	0	1	1	0	0	0	1	1	0	1	1	0	6
PROPERTY	0	0	0	0	0	0	0	0	1	0	0	0	1
TREATMENT/PROCEDURE/SPECIMEN COLLECTION	0	0	0	2	0	0	0	0	0	0	1	0	3
Total	3	4	4	5	1	5	3	1	3	1	4	1	35

Other examples:



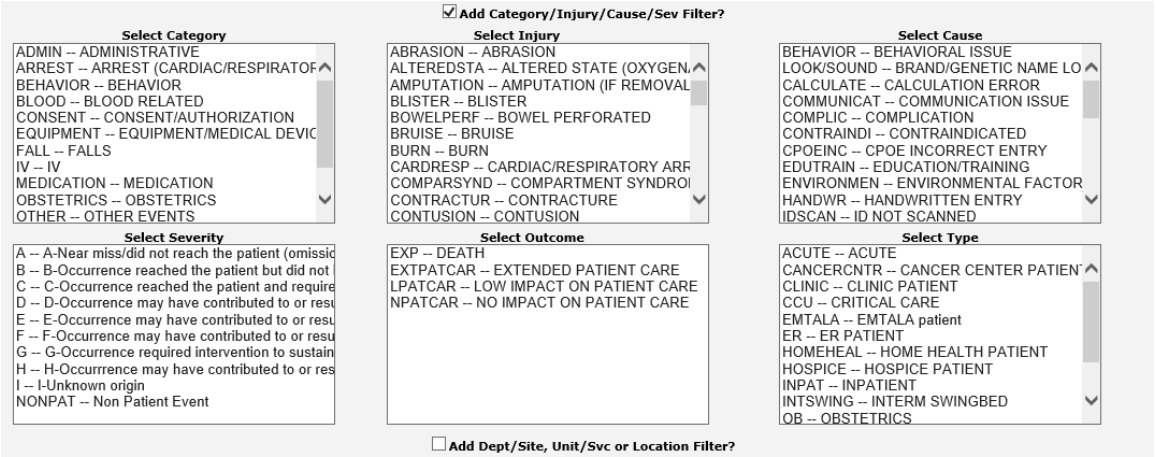
INCIDENT CATEGORY	2023-07	2023-08	2023-09	2023-10	2023-11	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06	2024-07	Total
ADMINISTRATIVE	0	0	0	1	0	0	0	0	0	0	0	0	1
EQUIPMENT/MEDICAL DEVICE	1	0	0	0	0	0	0	0	1	0	0	0	2
FALLS	0	1	3	1	1	5	2	0	0	0	1	0	14
IV	0	0	0	1	0	0	0	0	0	0	0	0	1
MEDICATION	2	2	0	0	0	0	0	0	1	0	1	1	7
OTHER EVENTS	0	1	1	0	0	0	1	1	0	1	1	0	6
PROPERTY	0	0	0	0	0	0	0	0	1	0	0	0	1
TREATMENT/PROCEDURE/SPECIMEN COLLECTION	0	0	0	2	0	0	0	0	0	0	1	0	3
Total	3	4	4	5	1	5	3	1	3	1	4	1	35

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

Add Category, Injury/Cause/Sev Filter

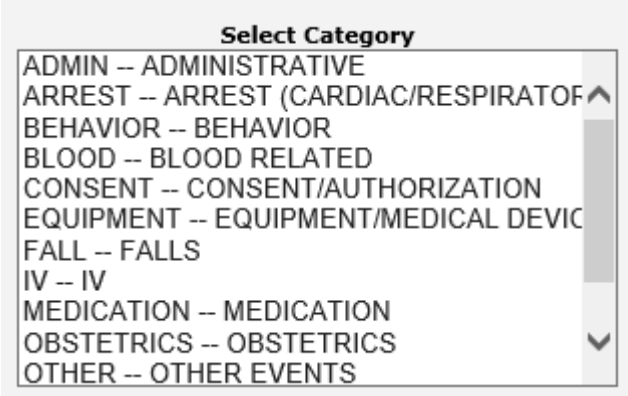
You can add additional filters besides the date range and Facility to your report as needed using this filter section:

Click on the checkbox to display the respective filters:



Category

Click to display the active Categories available within the module you selected (i.e., Event or Complaint/Grievance). A listing displays of the respective active codes available:



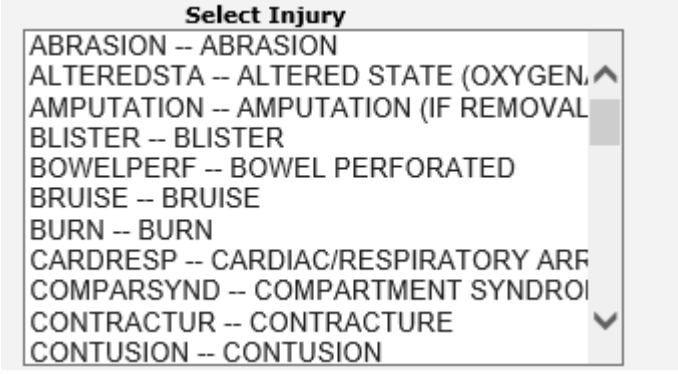
Select the Category to filter your report by.

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

To Muti Select – Click on the first Category. Click SHIFT Key and also click on Next Category to highlight multiple.

Injury

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

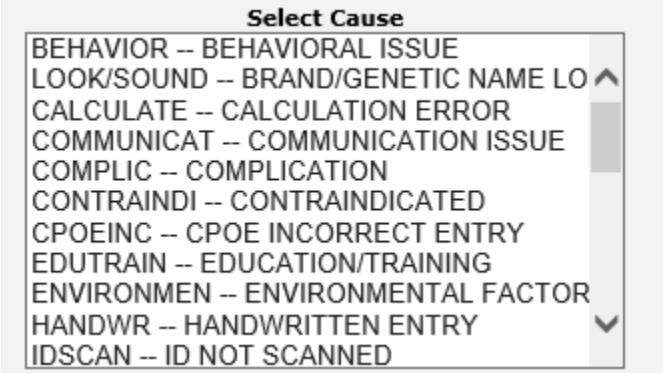


Add an Injury filter by clicking on the respective value.

To Muti Select – Click on the first Injury. Click SHIFT Key and also click on Next Injury to highlight multiple. **If you want all Incidents WITH Injury – Click SHIFT highlight all of them except NONE**

Cause

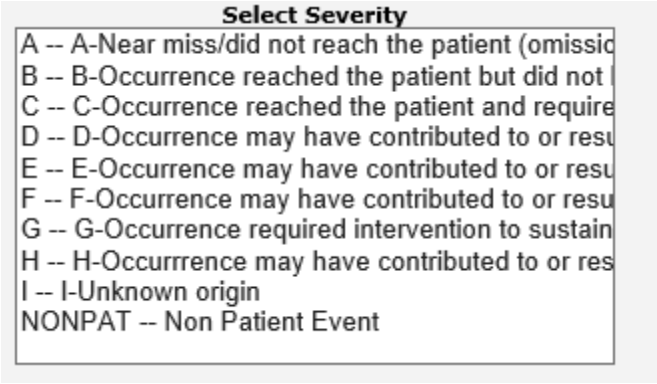
Click to display the active Causes available within the module you selected. This will only yield results if your Risk/Quality Management team has assigned causes to the Events when reviewed. A listing of the codes available displays:



To Muti Select – Click on the first Cause. Click SHIFT Key and also click on Next Cause to highlight multiple.

Severity

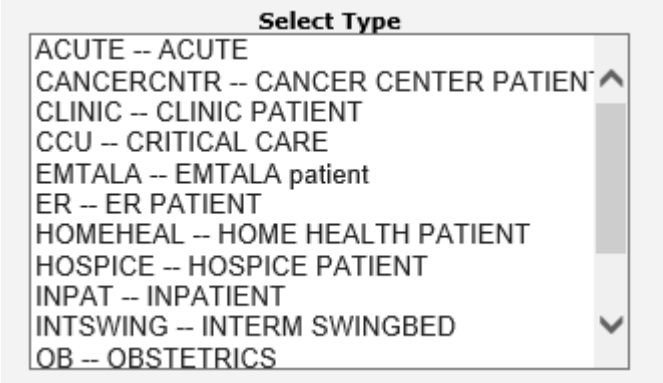
Click to display the active overall Risk Severity (Error Category) assigned to the particular records within the module you selected (i.e., Event – Risk Severity).



To Muti Select – Click on the first Error Category. Click SHIFT Key and also click on Next Error Category to highlight multiple.

Type (Patient Type)

Click to display the patient type you wish to further filter - **Verify that your facility users enter Patient Type for their incident entries before you filter**



To Muti Select – Click on the first patient type. Click SHIFT Key and also click on Next patient type to highlight multiple.

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 or Location Filter

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

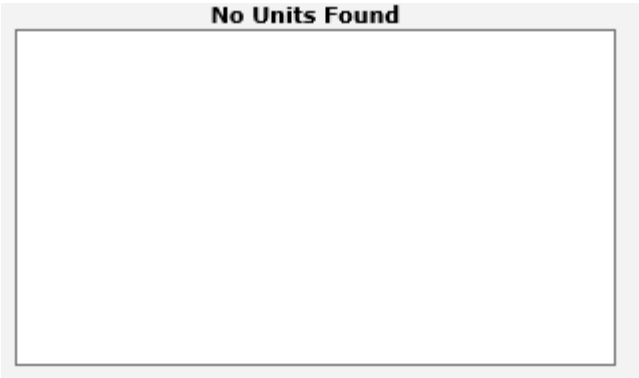
Click on the filter to display the active lists of Departments, Units or Locations (UNIT does not apply to your Facility)

Department

You do not have departments setup – Your facility uses LOCATION as main dept/location where events occur.

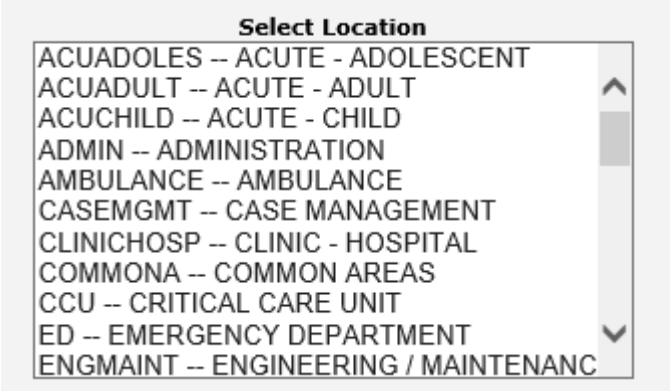
Units/Svc

There are No UNIT values applicable to your facility.



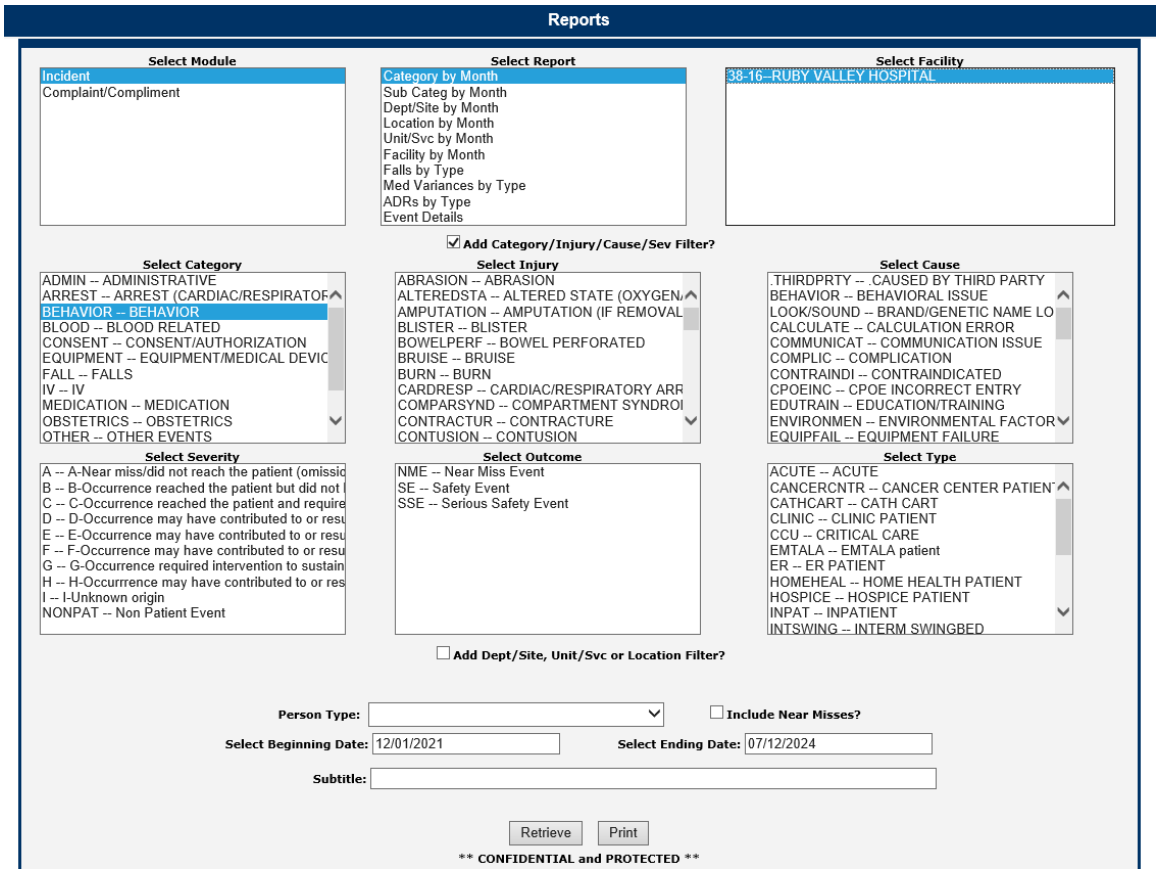
Location

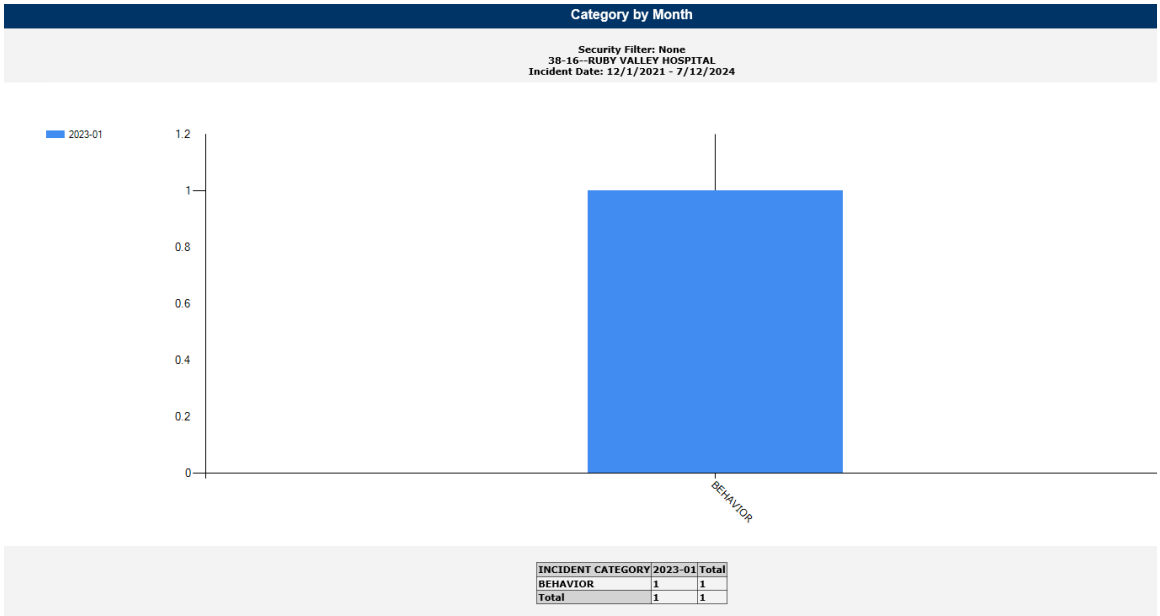
Click to select a Location or SHIFT Click to continue selecting multiple locations for your report output.



To Muti Select – Click on the first Location. Click SHIFT Key and also click on Next Location to highlight multiple.

Click to retrieve your report with filters and dates:





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

Additional Filters

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

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

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: Med/Surg.).

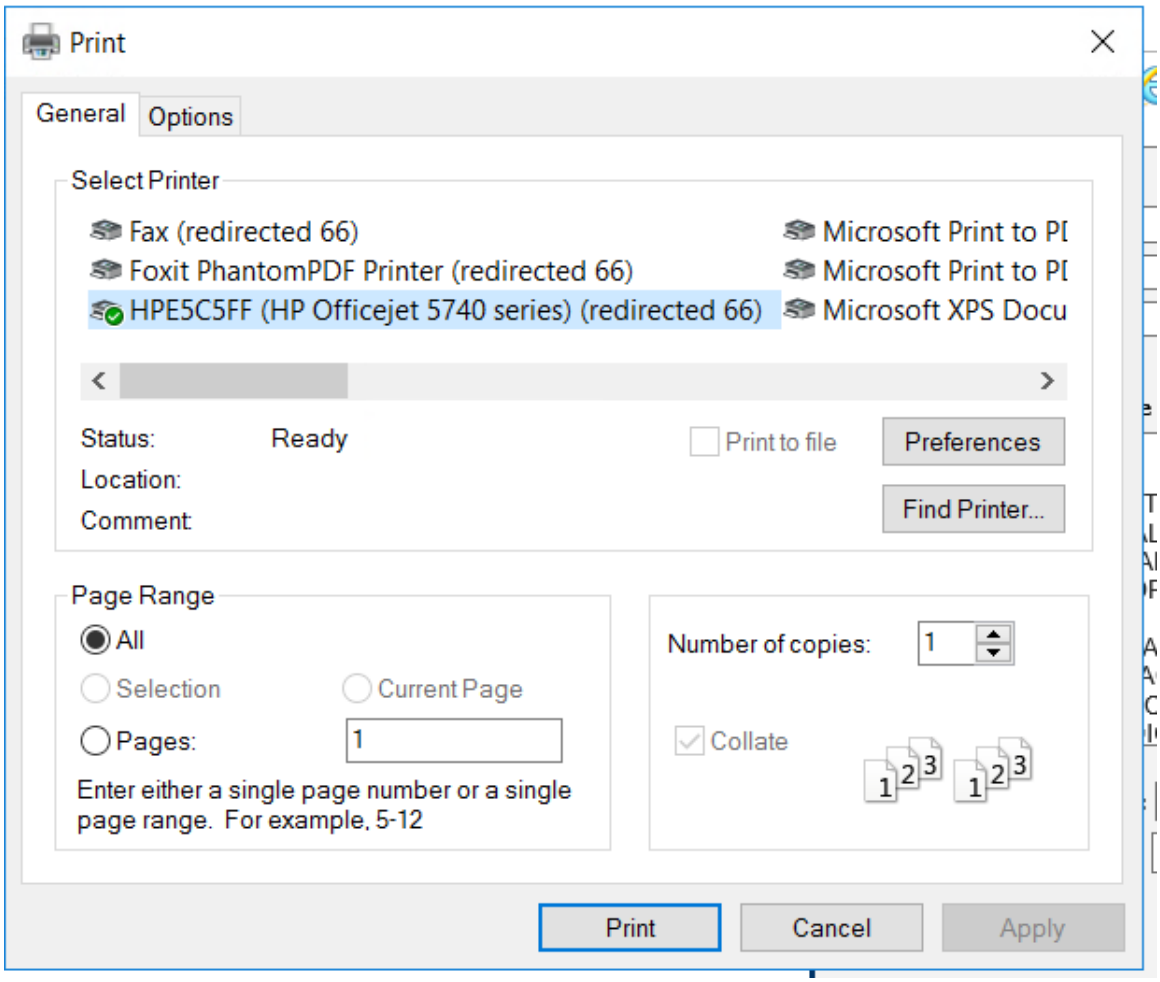
IF you do not see the correct number/counts of data that you expect, please check with your HAS Administrator or RiskQual Support – support@riskqual.com for assistance.

Print Report/Graph

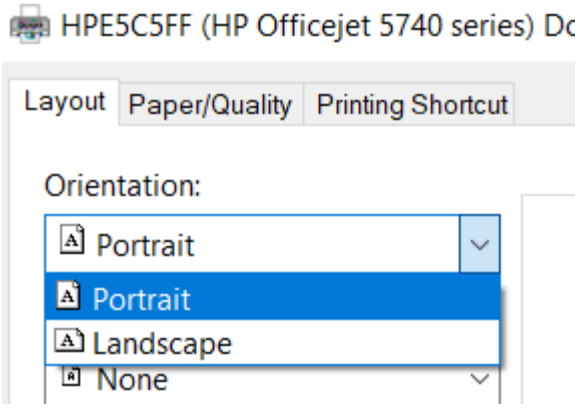
You can print the report/graph by clicking PRINT button

.

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:

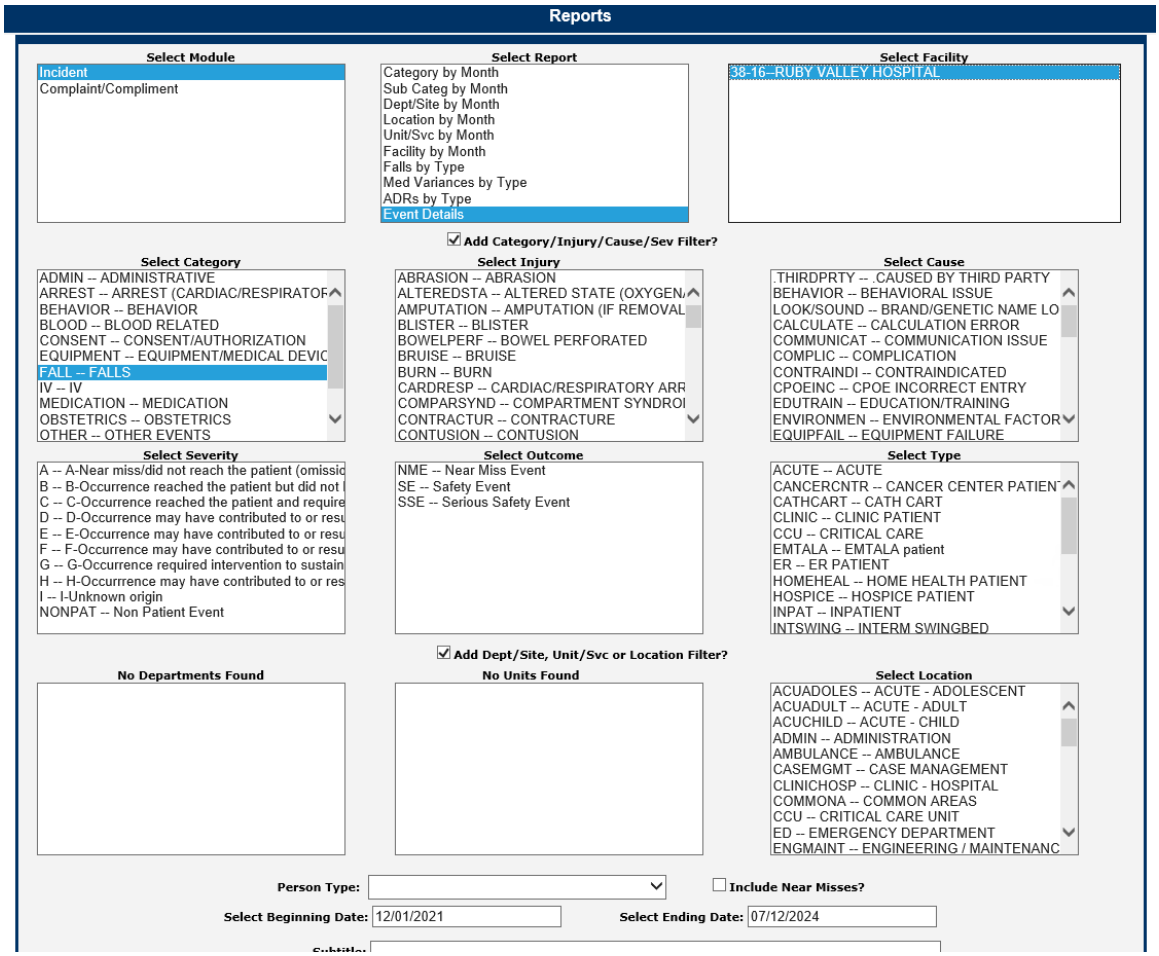


If you DO NOT SEE your assigned printer in the list above, check with your IS Department for assistance.

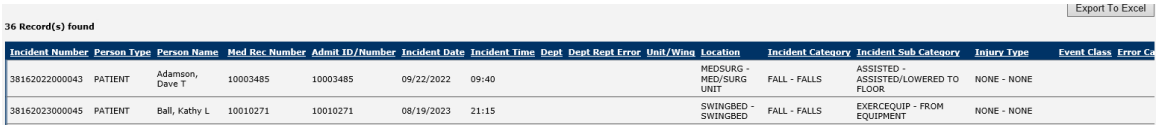
Event Details Report

This report displays detail data/log of the events or Events based on the filters you've assigned. It then allows you to Export the list to Excel.

Select Event Details Report, select any specific filters you wish to select (i.e., Category FALL), select the date range and run your report:



Click on Retrieve and the list will display:



The listing shows several key items from each Event in the output relevant for you to review such as type of person who had the Event, person/patient name, Med Rec Number, Admit #/Encounter #, Event Date, Event Time, Department Where Occurred, Dept Reporting, Location, Event Category.

Slide to the right to see the additional ones:

38162023000022	EMPLOYEE	Branum, Allison			04/19/2023	07:40	GROUNDS - GROUNDS	FALL - FALLS	OTHER - OTHER	ABRASION - ABRASION
38162024000005	PATIENT	CHRISTIE, PATRICIA	21781	10013074	01/21/2024	18:40	MEDSURG - MED/SURG UNIT	FALL - FALLS	COMMODE - FROM BEDSIDE COMMODE/TOILET	NONE - NONE
38162023000019	PATIENT	Collins, Don	21068	10007603	03/29/2023	12:00	CLINICHOSP - CLINIC - HOSPITAL	FALL - FALLS	CHAIR - FROM CHAIR/WHEELCHAIR	NONE - NONE
38162023000025	PATIENT	Collins, Don	21068	10007603	05/01/2023	17:23	ACUADULT - ACUTE - ADULT	FALL - FALLS	CHAIR - FROM CHAIR/WHEELCHAIR	NONE - NONE
38162022000018	OTHER	Dave Adamson			08/07/2022	22:00	MEDSURG - MED/SURG UNIT	FALL - FALLS	FLOOR - FOUND ON FLOOR	NONE - NONE
38162023000011	EMPLOYEE	Dr. Roman Hendrickson			02/28/2023	08:25	CLINICHOSP - CLINIC - HOSPITAL	FALL - FALLS	OTHER - OTHER	STRSPR - STRAIN/SPRAIN

Sub Category, Injury Type, Outcome, Risk Severity, Event Status, Event Description.

Sort

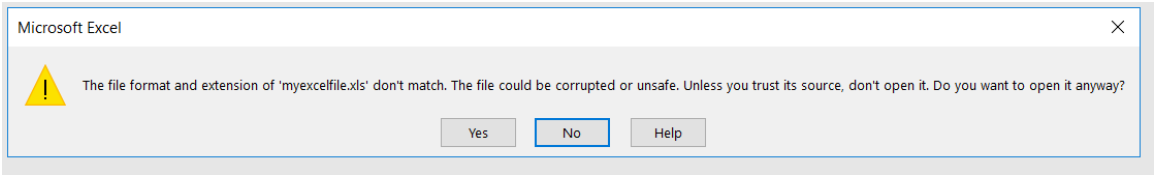
You can click on any of the columns to sort by that column.

Export to Excel

Click Export to Excel button

to export the list to MS Excel.

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:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Incident Number	Person Type	Person/Org Name	Med Rec Number	Admit ID/Number	Incident Date	Incident Time	Dept/Clinic	Report error dept	Unit/Floor	Location	Incident Category	Incident Sub Category	Injury Type	Outcome	Risk S
SLSLH2020000001	PATIENT	Patient, Testing	SLSLH12345	SLSLHPAT123455	09/17/2020	23:00	ACF - Hospital/Acute Care Facility			PATROOM - Patient Room	FALL - Fall		NONE - No injury		
SLSLH2020000002	PATIENT	Patient, Testing	SLSLH12345	SLSLHPAT123455	09/17/2020	17:15	ACF - Hospital/Acute Care Facility			PATROOM - Patient Room	FALL - Fall	FOUNDFLR - Found on Floor	NONE - No injury		
SLSLH2020000005	PATIENT	Patient, Testing	SLSLH12345	SLSLHPAT123455	09/28/2020	13:00	ED - Emergency Department			PATROOM - Patient Room	FALL - Fall	FROMBED - From Bed	SKINTEAR - Skin Tear		
SLSLH2020000008	PATIENT	PatientToo, Testing	PATTEST123456666	PATTEST1235699	10/01/2020	12:22	ACF - Hospital/Acute Care Facility			PARKINGLOT - Parking Lot	FALL - Fall	TOILETING - While Toileting	NONE - No injury		
SLSLH2020000009	PATIENT	PatientToo, Testing	PATTEST123456666	PATTEST1235699	10/01/2020	12:30	ACF - Hospital/Acute Care Facility			PATROOM - Patient Room	FALL - Fall	TOILETING - While Toileting	ABRASION - Abrasion		

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

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