

Notification of an Incident – General

This Sheet will assist you to:

- Understand the basics of notifying an incident through the Incident Information Management System (IIMS).


Incident Notification:

Western Sydney Local Health District (WSLHD) is using the IIMS system for the notification and management of all WSLHD incidents including injuries to staff.

The notification of incidents will allow actions to be taken to reduce the impact/likelihood of incidents reoccurring.

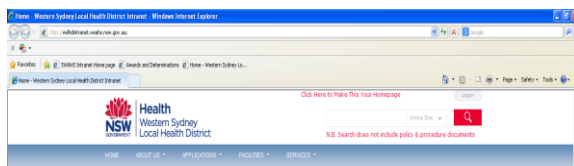
Incident Notification Process:


- Ensure that all first aid or emergency treatment is rendered and/or necessary actions are taken to prevent further injury or incident recurrence in the immediate future;
- Inform your line manager verbally of the incident/near miss;
- If the incident rates as a SAC level 1 or 2 inform your line manager/supervisor immediately.
- Complete the incident notification through IIMS.

 Treatment notes are still entered in the Health record (if applicable). The incident number should also be recorded in the treatment notes, but it is not necessary to include a printed copy of the incident form.

Open the Incident form:

- Open the WSLHD intranet webpage.

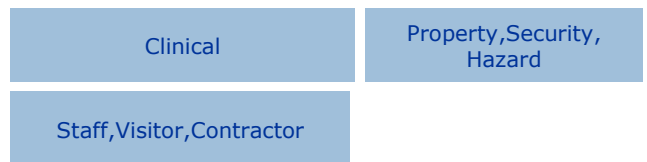


- Click on the **IIMS icon**  under 'Applications' menu.

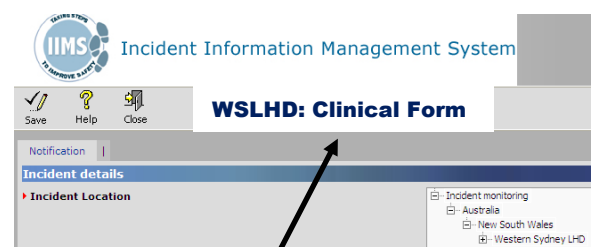
- Click on the **Incident form**



- Click on **Western Sydney** from the list of Local Health Districts.
- Select the incident category by clicking on the relevant button located at the bottom of the screen. The three incident categories are:



- Clinical – incidents related to the provision of clinical services and care to the patient.
- Property, Security, Hazard (PSH) – Incidents relating to the physical environment in which WSLHD operates, including the security and OH&S issues.
- Staff, Visitor, Contractor (SVC) – Incidents involving WSLHD staff or their visitors. This is the incident type used for staff injuries.




 The information required for each incident category will vary slightly.

- The incident form will now open.

Completing the Incident Form

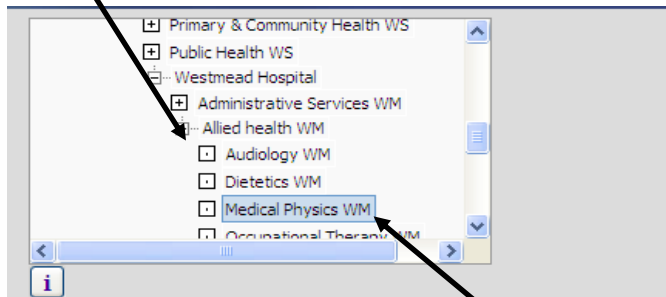
When notifying an incident complete as many fields as possible. This will ensure your manager has sufficient information to start investigating the incident and to make appropriate recommendations to reduce the likelihood or impact of the incident reoccurring. If a field is not applicable to the incident you are notifying it should be left empty.

- ✎ For assistance on what information is required for a field click on the  button.

Incident Location

The incident location determines which location will be responsible for managing the incident.

1. To select the Incident Location click on the + to expand Western Sydney LHD.
2. Use the + to expand the relevant sub-options until the desired location is visible.



Click on the **location name** to highlight it.

Once the location name has been highlighted in light blue it has been selected and you can move on to the next field.


Place of Incident Location

Type in the actual location the incident occurred. Eg. Clinic, kitchen, toilet etc.

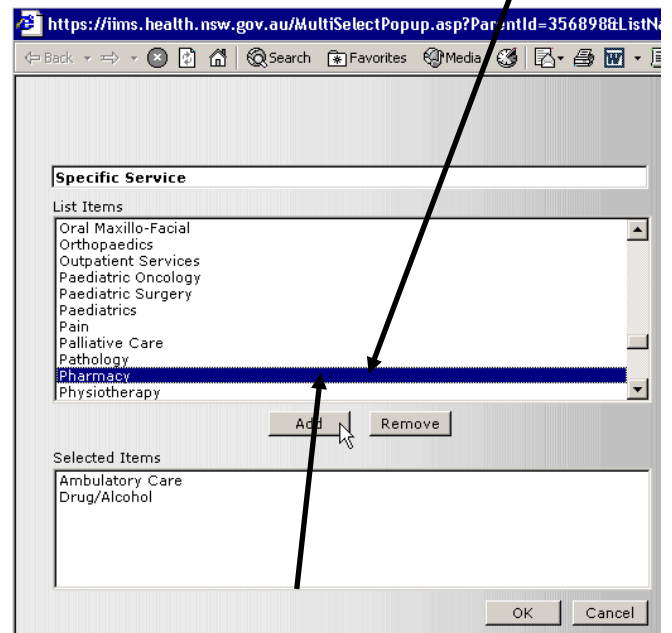
Specific Service

The specific service indicates all those services that may have an involvement in the incident that has occurred. As many services can be selected as are applicable to the incident including:

- Adolescent Health
 - Ambulatory care (Primary Health clinics)
 - Corporate Services
 - Cardiology
 - Dental – Oral Health
 - Emergency Medicine
 - Endocrinology
 - Medical Oncology
 - Mental Health – Inpatient
 - Mental Health – Community
 - Pharmacy
 - Surgical-general
- ✎ The service **Other** should **NOT** be selected. This prevents the relevant services being able to access the incident.

1. Click on the  button to open the Specific Service selection window.
2. Click on the service to highlight it.
3. Click on the **Add** button.

The service selected will now appear in the lower half of the window. Steps 2 and 3 can be



repeated for as many services as required.

4. Click on the **OK** button

Incident Date

The date the incident occurred. This should be entered in the format dd/mm/yyyy ie 20/01/2014

Time of Incident/Time Band

The Time of Incident is entered if known, otherwise a time range can be selected from the Time Band drop down box to give an approximation.

The Time of Incident should be entered in 24hr format as hh:mm ie. 20:30 (for 8:30pm)

Patient Details

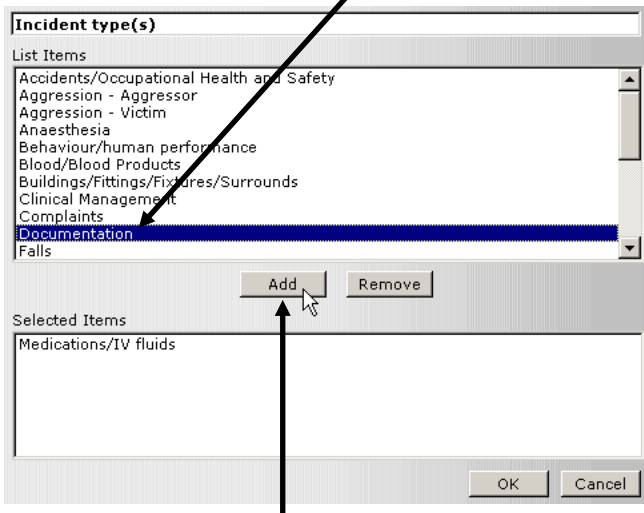
Enter as many details as are known.

- If the incident did not involve a patient (ie. Methadone discrepancy) leave the fields blank.
- The patient Date of Birth should be entered in the same format as the Incident Date (dd/mm/yyyy).

Incident Type(s)

As many incident types can be selected as are applicable. Eg. A staff injury will include Accidents/Occupational Health and Safety but may also include incident types such as Aggression – Victim, Fall etc.

1. Click on the [...] button to open the Incident Type selection window.
2. Click on the Incident Type to highlight it.



3. Click on the **Add** button.

The selected incident type will appear in the lower half of the window. Steps 2 and 3 can be repeated for as many incident types as required.

4. Click on the OK button

Principal Incident Type

If multiple incident types were selected it is necessary to select which is the main incident type from the drop down box. If only one incident type was selected then this will automatically be completed.



Incident Description

Write as much information as possible about the incident. The incident description should be objective, and state the facts about the incident. Patient names should not be entered in this field. If required, the name of any staff/inmates involved should be entered as de-identified data (ie. the first two letters of each name) in the Incident Description. This will allow the incident to be managed locally and the data to be provided in reports to other forums without identifying the parties involved.

Contributing Factors

List any factors that contributed to the incident.

What was the Outcome for the Subject?

The outcome field should be used where appropriate. i.e. If no patient was involved (methadone discrepancy) the field should be left blank.

1. Click on the [...] button to open the Outcome selection window.
2. Click on the incident outcome to highlight it.
3. Click on the **Add** button.
4. Click the **OK** button to close the window.

Incident Specific Fields

Different questions will be available based on the incident type(s) selected earlier in the incident notification form.

Not all these questions will be relevant. In the event that they are not, leave them blank. E.g. For a medication incident the **medication involved** field would need to be completed, but the IV Fluid involved field would be left blank.

The use of the option Other should be avoided as much as possible, especially if you do not complete the resulting Other text field. This creates extra work for the manager to determine what information is to be entered into that option.

SAC Rating

The Severity Assessment Code (SAC) should be completed for all incidents. This alerts your manager and senior management to the seriousness of the incident.


Severity assessment code (SAC)

Initial Severity Assessment Code (SAC)

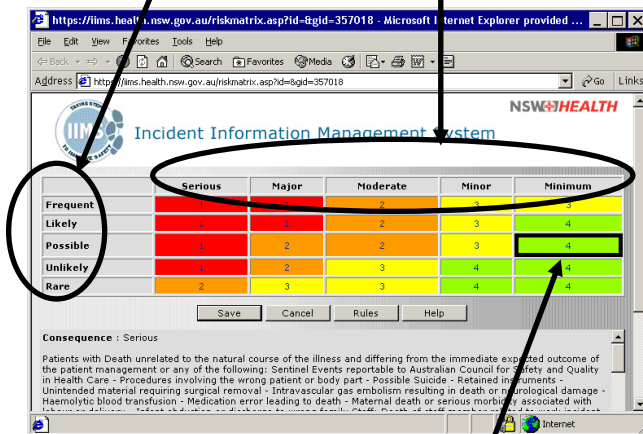


The SAC code is a combination of the consequence of the incident and the likelihood of it reoccurring that gives a score from 1 (critical) to 4 (minor).

1. Click on the button.

 Click on the Rules button to get some guidelines around the different levels of consequence and likelihood.

2. Cross-reference the consequence and likelihood.



	Serious	Major	Moderate	Minor	Minimum
Frequent	1	2	3	4	5
Likely	2	3	4	5	6
Possible	3	4	5	6	7
Unlikely	4	5	6	7	8
Rare	5	6	7	8	9

Consequence : Serious
Patients with Death unrelated to the natural course of the illness and differing from the immediate expected outcome of the patient management or any of the following: Sentinel Events reportable to Australian Council for Safety and Quality in Health Care - Procedures involving the wrong patient or body part - Possible Suicide - Retained Instruments - Unintended material requiring surgical removal - Intravascular gas embolism resulting in death or neurological damage - Haemolytic blood transfusion - Medication error leading to death - Maternal death or serious morbidity associated with

Initial Action Taken

Indicate what actions were taken at the time the incident occurred. This should include any staff that were notified and any treatments undertaken.

How Could the Incident Have Been Prevented

List any ideas/suggestions how this incident could be prevented in the future. This will assist your manager when they are developing an action plan.

Notifier Details

Include the details of the person notifying the incident to allow feedback to be made by the manager.

Source of Notification

This will be **Direct Notification** where you were involved in the incident or are notifying on behalf of a colleague.

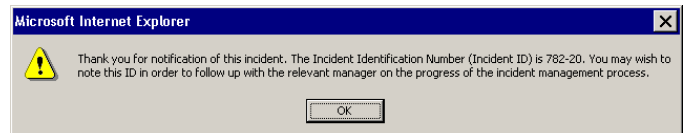
Submitting the Incident Form

Once all the information in the incident form has been completed the incident form needs to be submitted.

To submit an incident click on the **Save** button.



If there are no problems a window will appear informing you that the incident has been submitted. This message will include the unique incident ID for that incident. It is recommended that you record this number to enable you to follow up with your manager should you not receive any feedback (assuming you have completed your details).



If there are problems you will need to address the specific field. Refer to the relevant section of this tip sheet to ensure that the data has been entered in the correct manner.

Further Assistance

If you require assistance please contact your line manager/supervisor.

In addition if you experience any technical difficulties, you can log a job with the IT Help Desk on 1300 760 465.