Using Premier Health Electronic System to File an Incident Report

A: Test Environment for Teaching

B: Live Application

10

How to Complete an Incident Report in the Test System

NOTE: This document is for training purposes and outlines how to navigate to the incident report link in the Live system and then switch over to the **Test** system to practice entering a test patient. **CAUTION:** During training **only enter data into the TEST system.**

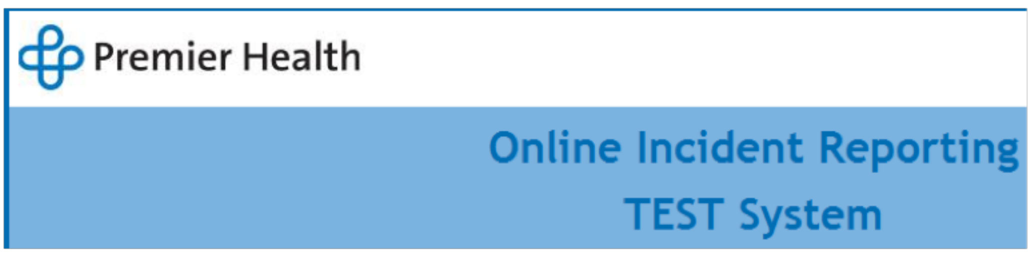
1. You can access the Incident Report through the **Premier Health Intranet** webpage at: http://inet.phpnet/php/php.asp

2. In the lower left hand column left click on the Incident Report Form

This will launch you to the Online Incident Reporting Webpage. This is the Live system. Follow the instructions below to the Test system.

NOTE: FOR DEMONSTRATION PURPOSES USE THE LINK BELOW TO THE TEST PAGE. CLOSE THE LIVE PAGE AND CLICK ON THE LINK BELOW TO THE TEST PAGE.

http://deptwebs.mvh.org/gsh/corce/IncidentReportToTEST.htm

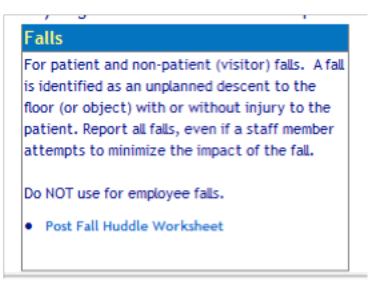


MAKE SURE THE SCREEN SAYS "TEST SYSTEM" AND CONTINUE.

3. Select the form which best represents the type of event you will be reporting.

a. Hover your cursor over the blue title bar of the specific event in order to select the form

b. Please do not use these forms for employee incidents.



4. The following screen will appear:

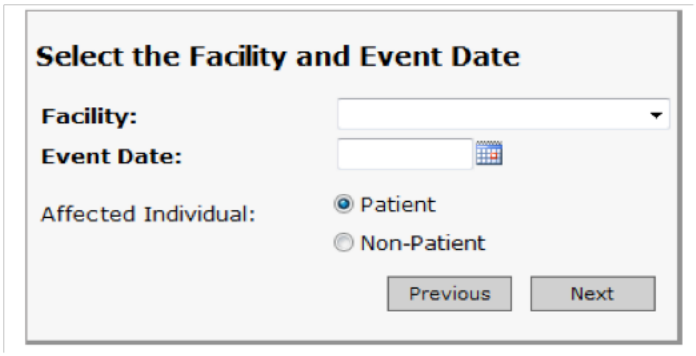
a. Select the facility where the event occurred. NOTE: For the demonstration, make the facility match the test patient facility you choose in step 5. (GSH or MVH)

b. Select the date that the incident occurred.

c. Determine the affected individual

i. Patient – individual who has been registered into EPIC

ii. Non-patient – individual who might be a visitor, vendor or a patient who is receiving a service of which we do not register in EPIC



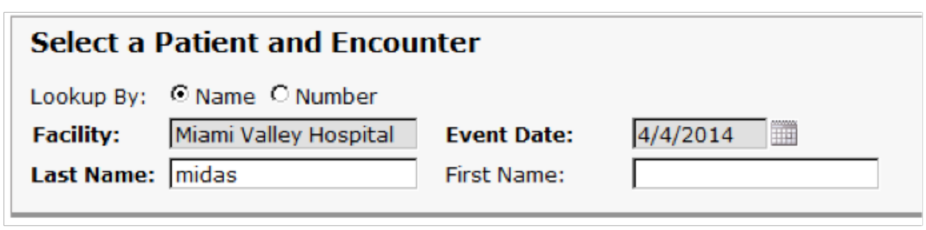
5. Click Next

USE ONE OF THE TWO TEST PATIENTS FOR THE NEXT STEPS

Facility	MRN	Account Number	Patient... Name	Start Date	Discharge Date
GSH	314360184	222360197	MIDAS,ONE	4/4/2014	4/4/2014
MVH	214360392	122360425	MIDAS,TWO	4/4/2014	4/4/2014

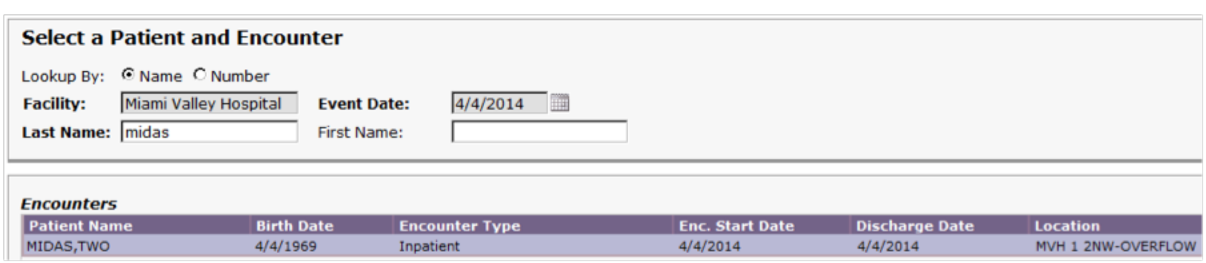
6. The Select a Patient & Encounter screen will appear

a. Type in patient last name, first name of patient

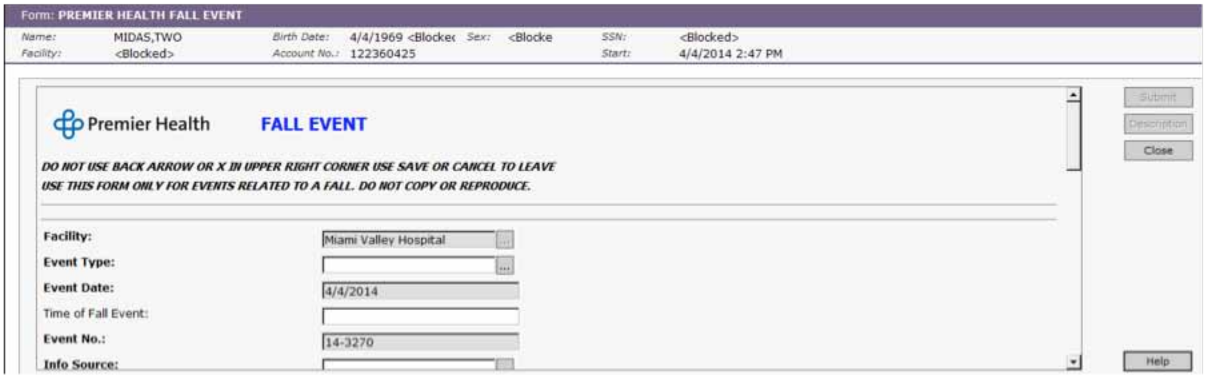


b. If the date of event matches an encounter for that patient, the encounter will display

c. Double click on the encounter line to launch the incident report form you selected.

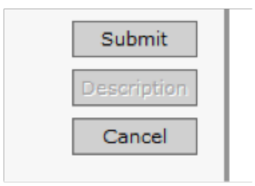


7. Complete the line items contained within the incident reporting form.



8. Within each RDE form, there is a narrative box toward the end of the form. This is the area where you will provide additional details about the event in your words what you witnessed, saw or experienced.

9. Once you have completed the line items within the reporting form the ‘Submit’ button will illuminate, click ‘Submit’ when ready to submit.



Midas Tips:

The **TAB key** is your navigational key in MIDAS. Use this key to advance and move quickly through the form.

Date Fields that have the icon beside them

- You can directly enter the date into this field MMDDYYYY format
- You can click on the calendar icon and select the date from the calendar
- SHORTCUT - you can enter a "T" = Today or "-1" = Yesterday, "-2" = 2 days ago, etc.

Ellipsis Button This means you must select and item from the allowed pick-list

- **For location fields—**type the facility acronym (AMC, GSH, MVH or UVMC) first and then hit the tab key. This will narrow the items to search upon
- **For physician or employee names—**type the first 4 letters of the last name and click the tab key. Again this narrows the list of search items.

Bolded Items are mandatory fields and must be filled out in order to submit the report.

Each page in RDE has a **20-minute countdown timer.** If you do not complete the RDE within 20 minutes the data entered maybe lost. The counter does reset with your movement within the RDE form.

Once you have started the form you cannot save it and come back to it later.

Once the form is submitted, you cannot edit it.

- If necessary changes need to be made, contact your supervisor who will contact Risk Management

Never use the Internet **"Back"** arrow to go back a step.

Never use the **"X"** to exit an RDE form. Instead us the Cancel button to exit the form without submitting it.

NOTE: If you have any issues with these instructions contact Chris Connelly in Premier Quality at 896-2388

HOW TO SUBMIT AN ONLINE INCIDENT REPORT

1

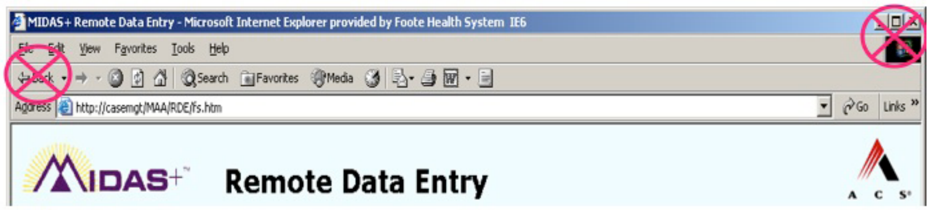
Examples of Reportable Events

- Failure to notify physician of abnormal values/results
- Failure to notify physician of patient issue
- Procedure issues
- Behavioral issues

- It is better to over-report than under-report
- When in question, fill out Incident Report

2

Helpful Hints for Electronic Incident Reporting



1) Never use the **“Back”** button to go back a step and Never use the **“X”** to exit a form. Doing so may lock the form for 30 minutes! Instead, use the “**Cancel**” button on the form.
2) Use the Tab keys to advance and move quickly through the form.
3) Each page has a 20-minute countdown timer. This timer is reset to 20 minutes each time the user makes a keystroke. If the user has allowed 20 minutes to go by with no activity, the system will inform the user that a timeout has occurred, return the user to the beginning of the data entry process, and the incident report will be deleted.

3

Helpful Hints For Entering an Incident Report

Date Fields: Fields that have the 31 icon beside them expect a date to be entered. You can click on the icon to cause a calendar to pop up so you can pick a date, or you can simply enter a date yourself.

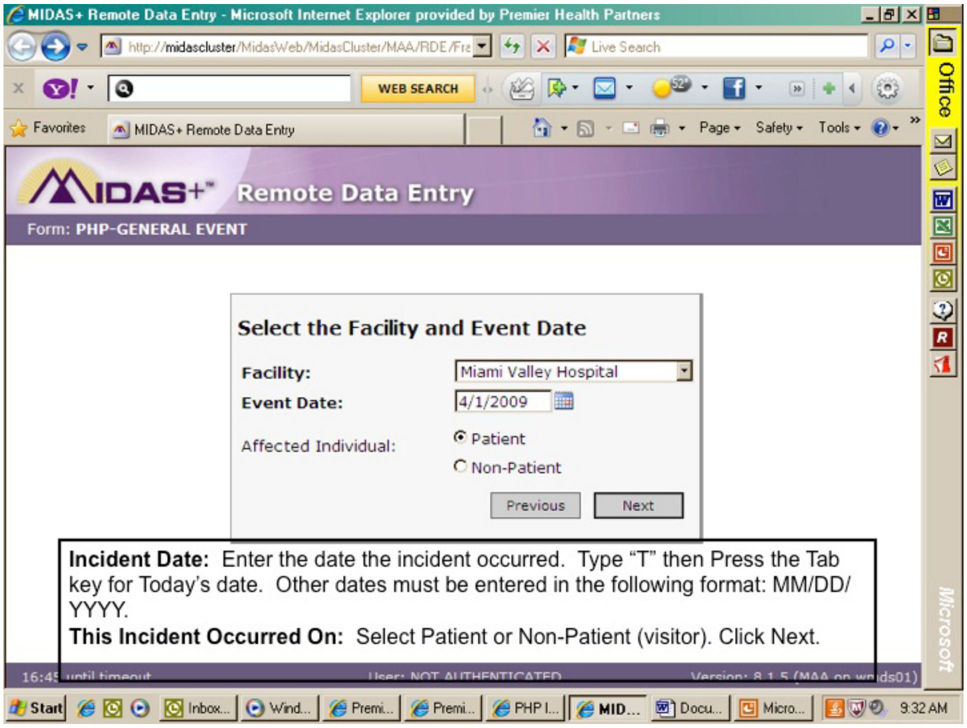
Shortcut Date Entries: You can enter a “T” to use today’s date. You can enter the value “-1” which means yesterday, or “-2” which means 2 days ago.

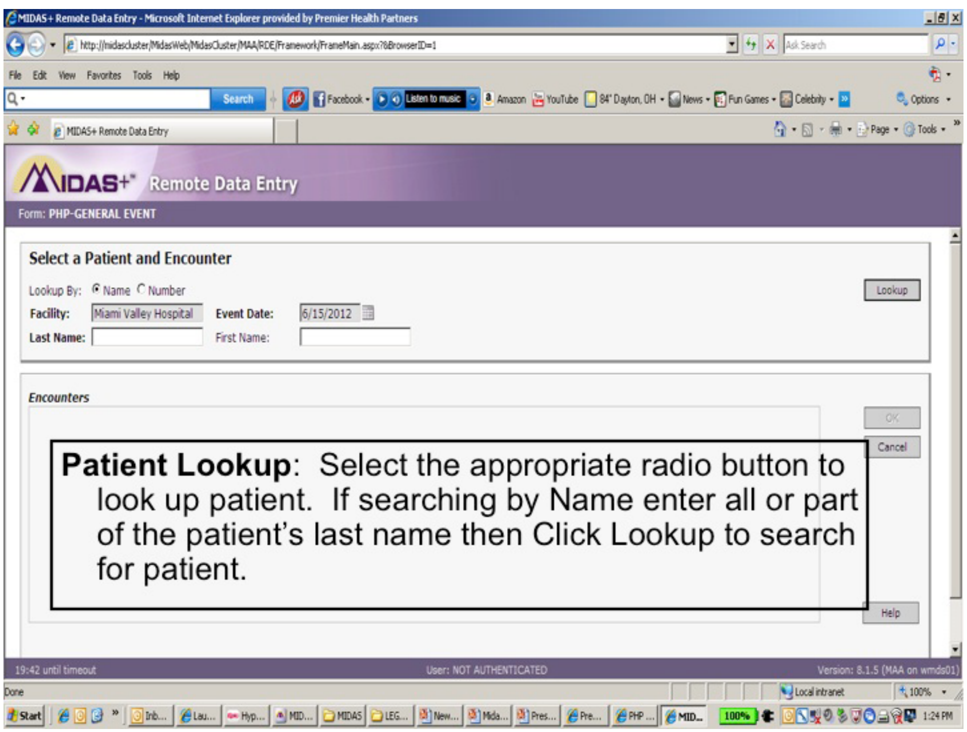
Ellipsis Button: If you type in a few letters into a name field then click the Ellipsis button **.....** you can narrow your search of names greatly.

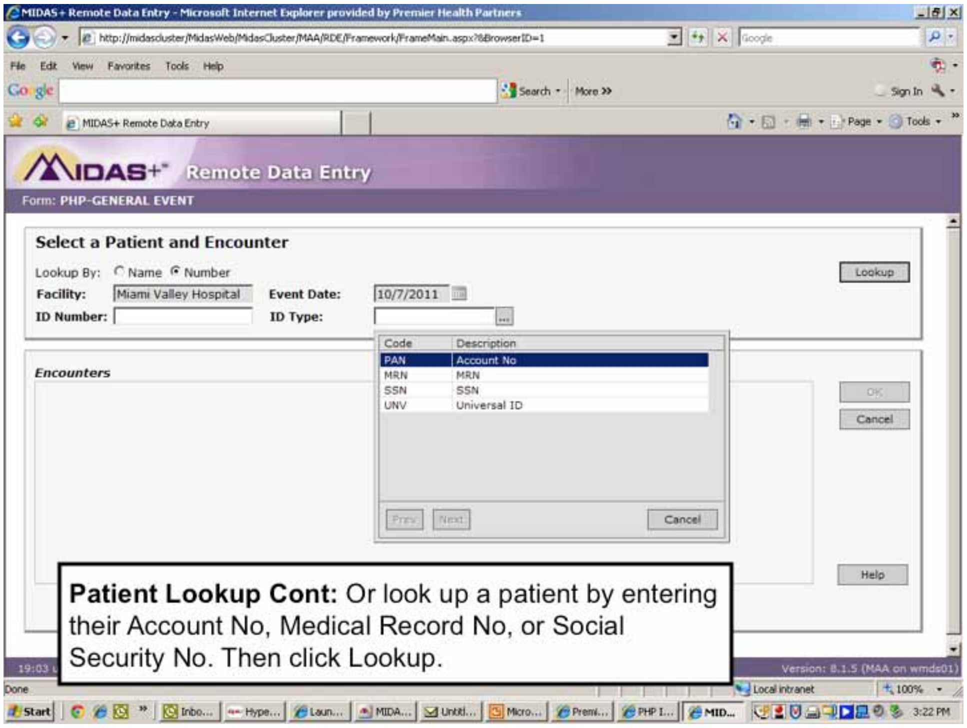
Mandatory Fields: A **BOLDED** field must be filled in before you can save the report. Be sure all required fields have something entered before you finish the entry.

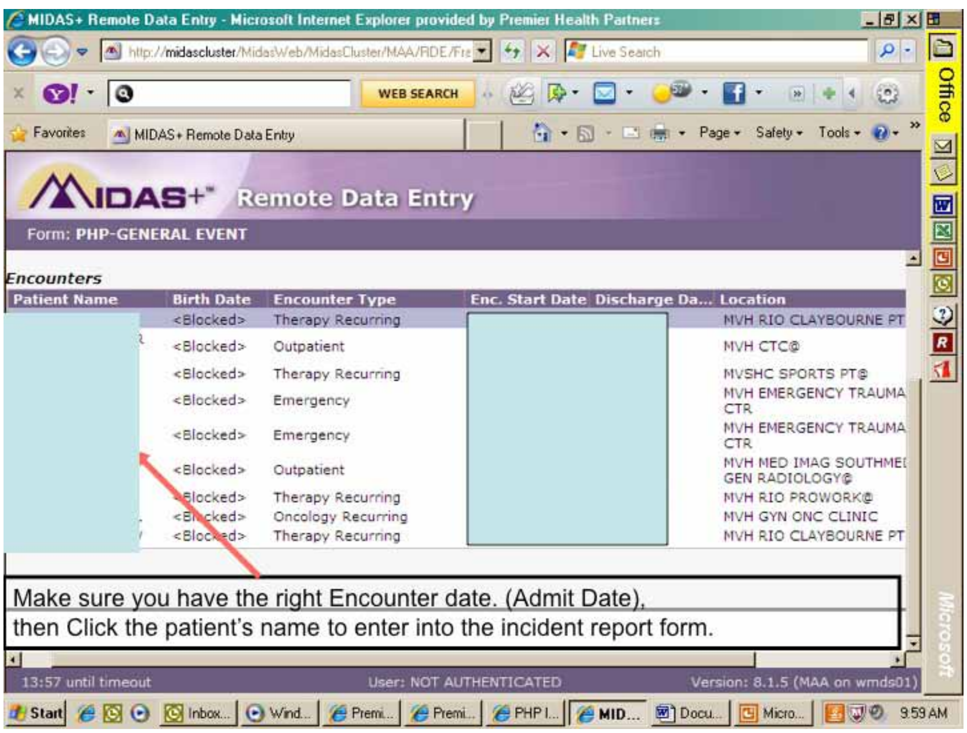
Anonymous Remote Data Entry: If a user makes an anonymous entry, the system will automatically enter “RDE,Risk@” in the “Entered By Field”. Do not remove the “RDE,Risk@” term unless you are going to change the entry to your name. There is no way to reverse the deletion or re-enter the “RDE,Risk@” term once it is removed.

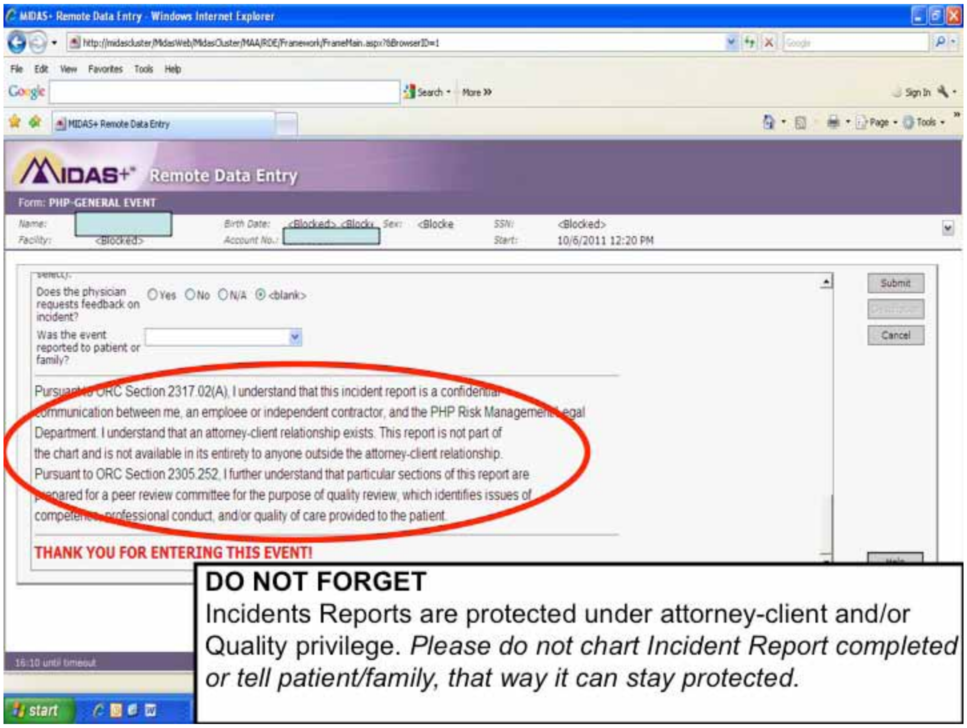
4

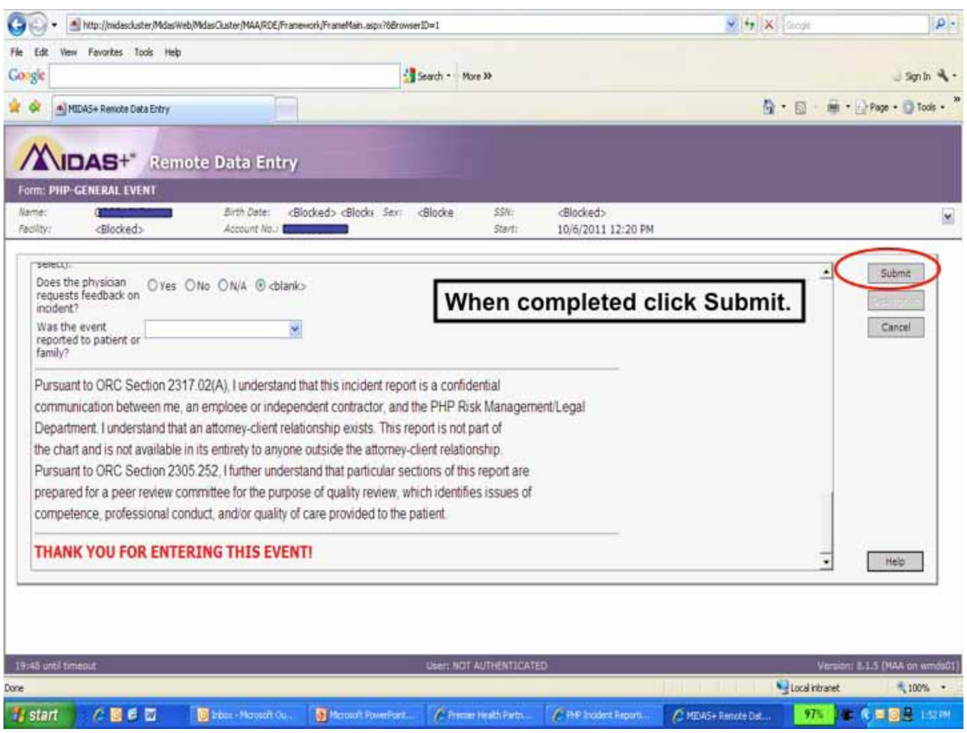

MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Select the Facility and Event Date
Facility: Miami Valley Hospital
Event Date: 4/1/2009
Affected Individual: Patient Non-Patient
Previous Next
Incident Date: Enter the date the incident occurred. Type “T” then Press the Tab key for Today’s date. Other dates must be entered in the following format: MM/DD/YYYY.
This Incident Occurred On: Select Patient or Non-Patient (visitor). Click Next.


MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Select a Patient and Encounter
Lookup By: Name Number
Facility: Miami Valley Hospital
Event Date: 6/15/2012
Last Name:
First Name:
Lookup
Encounters
OK
Cancel
Help
Patient Lookup: Select the appropriate radio button to look up patient. If searching by Name enter all or part of the patient’s last name then Click Lookup to search for patient.


MIDAS+ Remote Data Entry - Microsoft Internet Explorer provided by Premier Health Partners
MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Select a Patient and Encounter
Lookup By: Name Number
Facility: Miami Valley Hospital
Event Date: 10/7/2011
ID Number:
ID Type:
Lookup
Code Description
PAN Account No
MRN MRN
SSN SSN
UNV Universal ID
Prev Next Cancel
Encounters
OK
Cancel
Help
Patient Lookup Cont: Or look up a patient by entering their Account No, Medical Record No, or Social Security No. Then click Lookup.


MIDAS+ Remote Data Entry - Microsoft Internet Explorer provided by Premier Health Partners
MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Encounters
Patient Name | Birth Date | Encounter Type | Enc. Start Date | Discharge Da... | Location
<Blocked> Therapy Recurring MVH RIO CLAYBOURNE PT
<Blocked> Outpatient MVH CTC@
<Blocked> Therapy Recurring MVSHC SPORTS PT@
<Blocked> Emergency MVH EMERGENCY TRAUMA CTR
<Blocked> Emergency MVH EMERGENCY TRAUMA CTR
<Blocked> Outpatient MVH MED IMAG SOUTHMED GEN RADIOLOGY@
<Blocked> Therapy Recurring MVH RIO PROWORK@
<Blocked> Oncology Recurring MVH GYN ONC CLINIC
<Blocked> Therapy Recurring MVH RIO CLAYBOURNE PT
Make sure you have the right Encounter date. (Admit Date), then Click the patient's name to enter into the incident report form.
13:57 until timeout
User: NOT AUTHENTICATED
Version: 8.1.5 (MAA on wmds01)


MIDAS+ Remote Data Entry - Windows Internet Explorer
MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Name:
Birth Date: <Blocked> <Blocke Sex: <Blocke
SSN: <Blocked>
Facility: <Blocked>
Account No.:
Start: 10/6/2011 12:20 PM
Does the physician requests feedback on incident? Yes No N/A <blank>
Was the event reported to patient or family?
Pursuant to ORC Section 2317.02(A), I understand that this incident report is a confidential communication between me, an employee or independent contractor, and the PHP Risk Management/Legal Department. I understand that an attorney-client relationship exists. This report is not part of the chart and is not available in its entirety to anyone outside the attorney-client relationship. Pursuant to ORC Section 2305.252, I further understand that particular sections of this report are prepared for a peer review committee for the purpose of quality review, which identifies issues of competence, professional conduct, and/or quality of care provided to the patient.
THANK YOU FOR ENTERING THIS EVENT!
Submit
Cancel
16:10 until timeout
start
DO NOT FORGET
Incidents Reports are protected under attorney-client and/or Quality privilege. *Please do not chart Incident Report completed or tell patient/family, that way it can stay protected.*


MIDAS+ Remote Data Entry
Form: PHP-GENERAL EVENT
Name: [redacted]
Birth Date: <Blocked> <Blocke Sex: <Blocke
SSN: <Blocked>
Facility: <Blocked>
Account No.: [redacted]
Start: 10/6/2011 12:20 PM
Does the physician requests feedback on incident? Yes No N/A <blank>
Was the event reported to patient or family?
When completed click Submit.
Submit
Cancel
Help
Pursuant to ORC Section 2317.02(A), I understand that this incident report is a confidential communication between me, an employee or independent contractor, and the PHP Risk Management/Legal Department. I understand that an attorney-client relationship exists. This report is not part of the chart and is not available in its entirety to anyone outside the attorney-client relationship. Pursuant to ORC Section 2305.252, I further understand that particular sections of this report are prepared for a peer review committee for the purpose of quality review, which identifies issues of competence, professional conduct, and/or quality of care provided to the patient.
THANK YOU FOR ENTERING THIS EVENT!
19:48 until timeout
User: NOT AUTHENTICATED
Done
Local intranet
100%
start