

PATIENT SAFETY INCIDENT REPORTING AND LEARNING

Training manual for web-based information system

February 2018



health

Department:
Health
REPUBLIC OF SOUTH AFRICA

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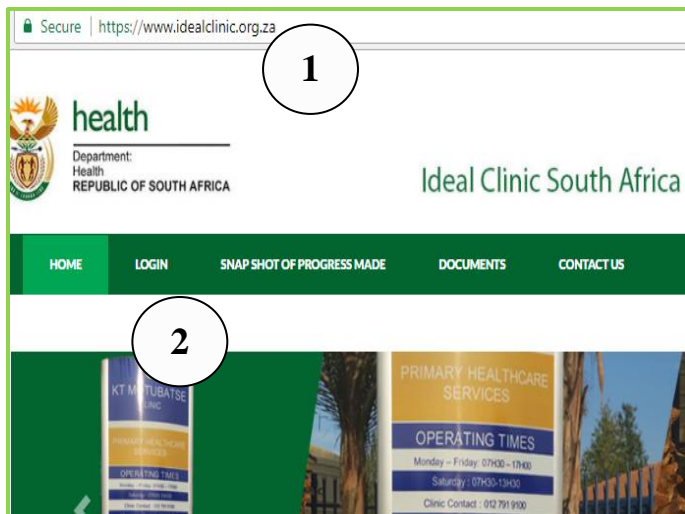
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1. Log in



1. Go to the web-browser and type in the URL box: <https://www.idealclinic.org.za>, press the Enter button on the keyboard.
2. Select the 'LOGIN' tab.

Note: the test site for training is available at <https://test.idealclinic.org.za>. The generic login details are:

Username: TestAccount

Password: Password789

Note: the preferred web-browser to use is Chrome



3. Retrieve the e-mail that was sent to the user upon creation of his/her user account. The username and temporary password is indicated on the e-mail.

A new password has been sent to your email address

8

No account for this email address

9

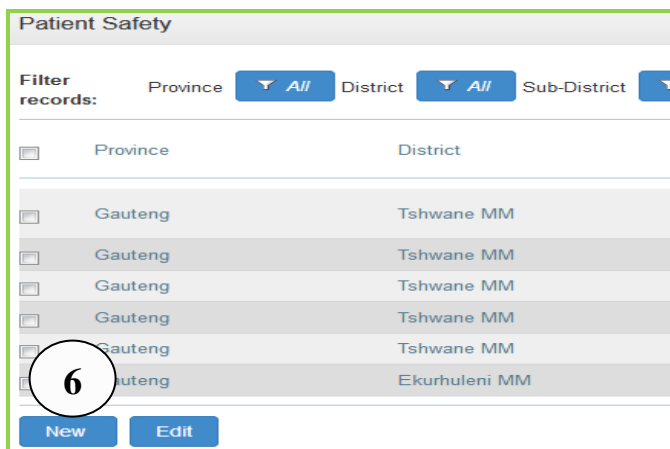
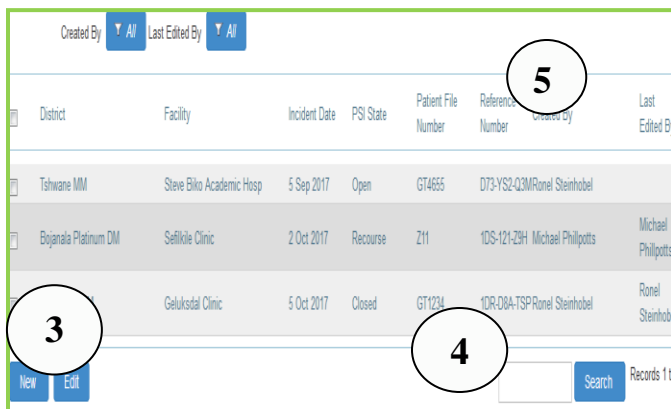
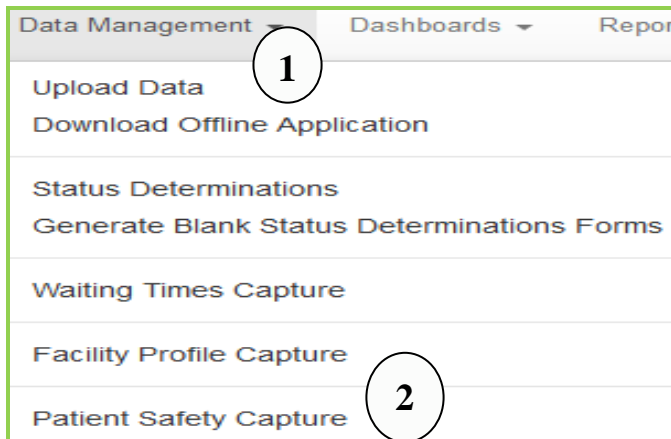
4. Enter the username and the temporary password that was e-mailed to the user in the text boxes provided.
5. Click on the 'Login' button. **Note:** it's best to copy the password from the e-mail and paste it in the 'Password' box to prevent typing errors.

In cases where staff forget/lost their password follow the procedure as set out in point 1 to 2.

6. Enter the e-mail address that was used to create the user account in the text box named 'Email Address' under the section for "Recover Lost Password".
7. Select the 'Reset Password' button.
8. A message will appear stating: "A new password has been sent to your email address". The user will then receive an e-mail with a new password.
9. If the account does not exist or the e-mail address was mistyped a message will appear stating "No account for this email address". Contact the provincial or district coordinator to assistance the user to apply for a user account.

10. When the user log on for the first time the user will be prompt to enter his/her own password twice. **Note: the password must have 1 UPPERCASE, 1 lowercase character and a numeric or special character.**

2. Capture a patient safety incident record



1. Go to the 'Data Management' tab.
2. Select the 'Patient Safety Capture' option that will direct the user to the home screen for capturing.

Note: The options under the drop-down of the 'Data Management' tab will look different for every user as it depends on the permissions that are assigned to the user's account. If the user for example only has permission to capture patient safety incidents only that option will be displayed.

There are **3 functions on the home screen** for capturing patient safety incidents, i.e.:

3. Creating a new record for a patient safety incident.
4. Search for an existing patient safety incident record that has already been captured.
5. Do a look-up according to the staff member that has captured the patient safety incident record or who last edited the patient safety incident record.
6. **To capture a new** patient safety incident record, click on the 'New' button at the left bottom corner of the screen.

Patient Safety Incident

Reference Number 1EE-OMI-BJQ

7 Details

Facility * [] Q **8**

PSI Date * YYYY-MM-DD

9

<input type="radio"/>	Sat1	Mogale City Ward 3
<input checked="" type="radio"/>	Chiawelo CHC	Johannesburg Ward
<input type="radio"/>	Leigh North	Ekurhuleni Ward 91
<input type="radio"/>	Holani Clinic	Tshwane Ward 23
<input type="radio"/>	Motsamai	Ekurhuleni Ward 50
<input type="radio"/>	Kgabo CHC	Tshwane Ward 19
<input type="radio"/>	Endayeni Clinic	Ekurhuleni Ward 11
<input type="radio"/>	Geluksdal Clinic	Ekurhuleni Ward 99
<input type="radio"/>	Quiskraal	Tshwane Ward 64
<input type="radio"/>	London Clinic	

11

10

Roof Search

Select Close

12 Details

Facility * Chiawelo CHC Q

PSI Date * YYYY-MM-DD

Location of Incident * []

14

Facility * Chiawelo CHC Q

PSI Date * YYYY-MM-DD **13**

Location of Incident * []

Incident Detail

Patient's First Name * []

Patient's Surname * []

Patient File Number []

October 2017						
Su	Mo	Tu	We	Th	Fr	Sa
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

15 PSI Time *

12:00

00:00

00:05

The form to capture a patient safety incident will open; see Annexure A.

7. The system will generate an automated reference number to track each patient safety incident.

8. Click on the magnifying glass to select the facility name for which a patient safety incident will be captured for.

9. A screen will pop-up showing a list of facilities that the user has permission to capture for. Select the facility from the list that appears by clicking on the radio button to the left of the facility name that the user wants to capture for.

10. **Note:** If the facility the user wants to capture for does not appear on the list, type the first four letters of the facility in the 'Search' box and select the 'Search' button, follow point 9 to 11 to select the facility.

11. Click the 'Select' button. The user will then be returned to the capturing form.

12. The name of the facility will appear in the box next to "Facility" once the "Select" button referred to in point 11 has been selected.

13. Select the date the patient safety incident occurred, once the user click on the text box next to the field named 'PSI Date', a date calendar will appear. Click on the date the patient safety incident occurred.

14. If the user wants to go to previous months, click on the arrow next to the month.

15. Click in the text box next to the field named 'PSI Time'. A drop down list will appear, select the time the patient safety incident occurred from the list or type the time in the text box. **Note:** the format must be as it is displayed in the drop-down box. Other formats e.g. 12h00 will give an error message upon save.

PSI Date * 2017-10-02

Location of Incident * 16

Incident Detail

Patient's First Name *

Patient's Surname *

Patient File Number

Patient ID Number

- Reception/help desk
- Patient registration
- Pharmacy
- Acute care services
- Chronic health condition services
- Preventative and promotive health services
- Health support services
- 24 hour Emergency Unit
- 24 hour MOU

Note the following:

16. Fields with dropdown values are indicated with an arrow, click on the arrow and select the appropriate value from the drop-down list by clicking on the value.

Class According to Agent	
Main Class	Sub Class
<input checked="" type="checkbox"/> Staff factors 17	<input checked="" type="checkbox"/> Cognitive factors <input checked="" type="checkbox"/> Performance factors <input type="checkbox"/> Behaviour <input type="checkbox"/> Communication factors <input type="checkbox"/> Patho-physiologic/disease related factors <input type="checkbox"/> Emotional factors <input type="checkbox"/> Social factors
<input checked="" type="checkbox"/> Patient factors	<input type="checkbox"/> Cognitive factors <input checked="" type="checkbox"/> Performance factors <input type="checkbox"/> Behaviour <input type="checkbox"/> Communication factors <input type="checkbox"/> Patho-physiologic/disease related factors <input type="checkbox"/> Emotional factors <input type="checkbox"/> Social factors

17. Multiple classes can be selected at the 'Class according to Agent' field by clicking on the specific agent that contributed to the occurrence of the patient safety incident. If you select the sub class the main class is automatically selected.

Other

Please Specify the Class According to Agent *

18

Main Class According to Incident Type *

Other

Please Specify the Class According to Incident Type *

18. If the category named 'Other' is selected on either the 'Class According to Agent' and/or 'Main Class according to Incident Type' an additional text box will open where a short description (limited to 35 characters) must be entered into the box named 'Please specify the

Main Class According to Incident Type *
Clinical process/ procedure

Patient Outcome *
Moderate

Finding and Recommendations by Patient Safety Committee *

Organisational Outcome *

Date PSI Closed *

Please correct the following fields.

- Please Fill in the "Patient's File Number" field
- Please Select a Organisational Outcome
- Please Select a Correct "Date of Reporting SAC 1 Incident to Next Level"
- SAC 1 "Date & Time" can not be the same as the PSI "Date & Time"

Complete all the fields on the form.

Note: Not all fields are compulsory to complete, but some are.

19. All fields marked with a **red asterisk** are compulsory to complete.

20. If these fields are not completed an error message will appear upon save with instructions on which fields must still be completed. The fields will also be highlighted in red on the form once the pop-up box displaying the error messages has been closed.

21. All fields marked with an **orange asterisk** is compulsory to complete once the "Date PSI closed" has been selected.

Patient Safety Incident Has Been Saved.

Save Close

22. Once all the fields marked with a red asterisk have been completed, select the 'Save' button.

23. A message will appear at the top of the form "Patient Safety Incident has been saved".

24. Select the 'Close' button to return to the main capturing screen.

Changes Not Saved

Changes were made to the form but not saved yet. Do you want to save the changes?

Discard Changes Save

25. If the form is closed without having selected 'saved' a pop-up message will appear to prompt the user to 'save'. **Note:** If the form is closed without having selected 'Save' the data will be lost!

26. Once the investigation has been finalised you can go back to the form and look-up the PSI record (see point 27 and 30, next page) to edit the record and add in the outcome of the investigation. Complete all the data for the investigation process. Once the **'Date PSI closed' has been selected** a pop-up screen will appear if you select the 'Save' button. A message will appear requesting the user to save the form. Select the 'Confirm' button, the form will be 'locked' and cannot be opened again for editing (unless the user has administration permissions).

Save Form

Are you sure you want to save the form (Please note that the form will be locked)

Cancel Confirm

Kgabo CHC	10 Aug 2017	Closed	1DS-S24-TMZ	↓
Steve Biko hospital	1 Sep 2017	Open	1DS-PAI-PIX	↓
Steve Biko hospital	6 Jun 2017	Open	1DS-IX1-672	↓
Holani Clinic	3 Aug 2017	Closed		↓
Geluksdal Clinic	10 Aug 2017	Closed		↓

27 28

Search Records 1 to 6 of 6

To Search for an existing patient safety incident record that does not appear on the main capturing screen after you have selected the 'Patient Safety Capture' option from the drop-down list under the 'Data Management' tab.

27. Type the reference number, or file number of the patient in the search box on the main capturing screen.
28. Click on the search button. The record will then show on the screen.

<input checked="" type="checkbox"/>	Dabi DM	Tokollo Hosp	Open
<input type="checkbox"/>	Wesburg MM	Chris Hani Hosp	Closed
<input type="checkbox"/>	Fezile Dabi DM	Relebohile (Heil) Clinic	Closed
<input type="checkbox"/>	Fezile Dabi DM	Fezi Ngumbentombi Hosp	Open

29 30

New Edit Null Reports...

29. Click on the tick box next to the facility to be edited.
30. Select the 'Edit' button or double click on the facility's name.

Home Data Management Dashboards Reports Setup Help Logout

Facility All PSI State All

Sub-District	Facility	Incident Date	PSI State	Reference Number	Action
Ekurhuleni S2 SD	Motsamai	3 Oct 2017	Open	1DV-EQN-ZOE	↓
Tshwane 6 SD	Holani Clinic	5 Apr 2017	Closed	1DS-IX1-672	↓
Tshwane 1 SD	Kgabo CHC	6 Jun 2017	Open		↓
Tshwane 1 SD	Kgabo CHC	10 Aug 2017	Closed	1DS-S24-TMZ	↓ Download Form

31

31. The completed patient safety incident form can be downloaded in Excel format by clicking on the 'Download Form' icon on the capturing screen for patient safety incidents.

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Patient Safety Incident Capture Form

Details

Facility: Kgabo CHC Reference Number: 1DS-S24-TMZ

PSI Date: 2017-08-10 PSI Time: 13:15

Location of Incident: Pharmacy Ward: 32

Incident Detail

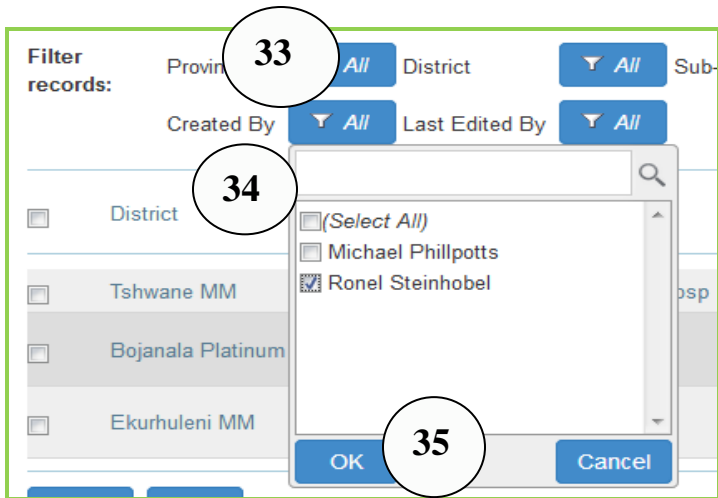
Patient's First Name: Chris SAC Score: SAC1

Patient's Surname: Botha Date of Reporting SAC 1 Incident to Next Level: 2017-08-11

Patient's File Number: GP45333445 Time of Reporting SAC 1 Incident to Next Level: 10:00

Patient's ID Number: # of Working Days to Report SAC 1 Incident (auto calculated):

32. The completed form will open in Excel format, see Annexure A



To do a look-up according to the staff member that has captured the patient safety incident record or who last edited the patient safety incident record: Go to the filter on top of the home screen where patient safety incidents are captured.

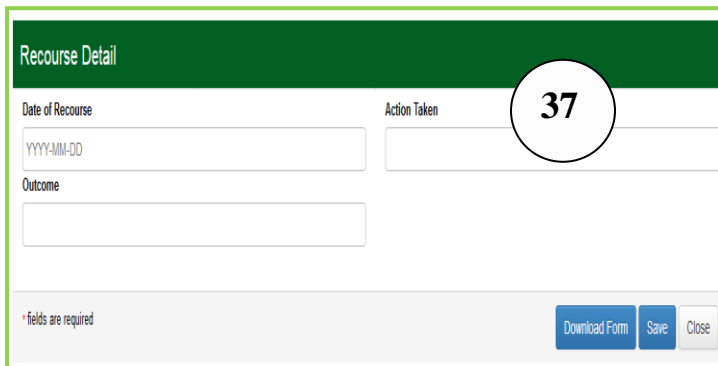
33. Click on the filter named “Created By” or “Last Edited By”

34. Click on the text box next to ‘Select All’ to first deselect all the names, then click in the tick box next to the name to filter for the patient safety incidents record captured by a specific staff member

35. Click on the “OK” button, only the patient safety incidents that were captured by the staff member that was selected will now display on the home screen of the capture form.

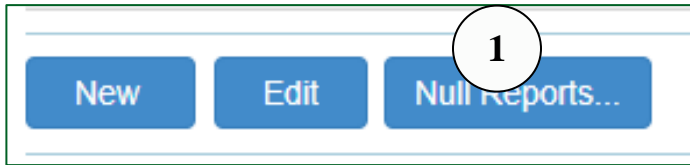


36. In some patient safety incident cases **recourse occur** after the patient safety incident has been closed. This means that the user will not be able to reopen the form. In such cases a **new patient safety incident must not be opened** as the patient safety incident will then be recorded in duplicate. To indicate that recourse occurred, look up the patient safety incident (see 27 and 30), then double click on the record. At the top of the screen select the button named “Recourse”.



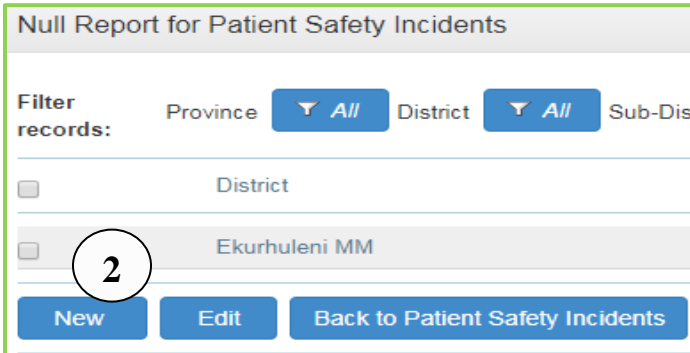
37. The section to capture information on recourse will open up at the bottom of the page. Once the information has been captured, select the ‘Save’ button to save the information that was captured.

3. Capture a 'Null Report'

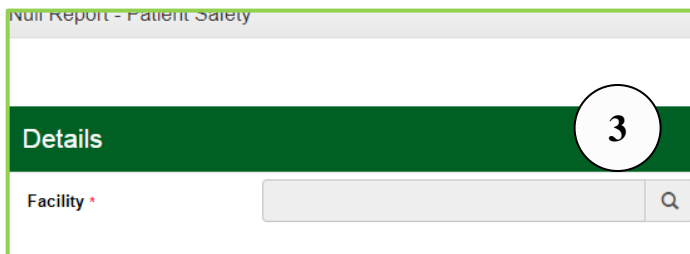


If a facility did not have any patient safety incident for a specific month, the facility must capture a 'Null Report' for that specific month.

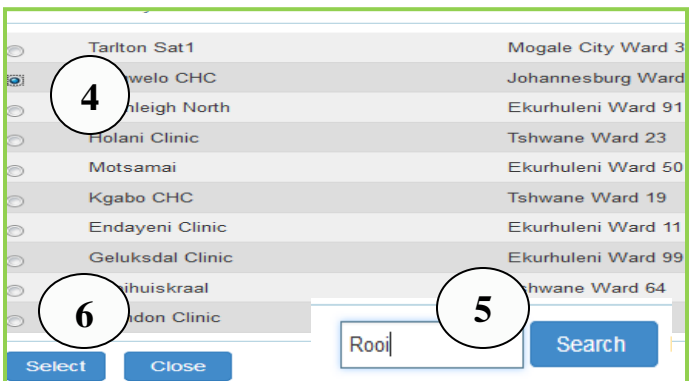
1. Select the button named 'Null Reports' at the bottom of the capturing screen for patient safety incidents.



2. The screen to capture a null report will open. Select the 'New' button



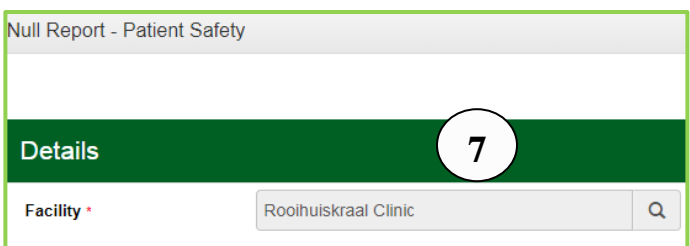
3. The form to capture a null report will open. Click on the magnifying glass to select the facility name that a Null report will be captured for.



4. A screen will pop-up showing a list of facilities that the user has permission to capture for. Select the facility from the list that appears by clicking on the radio button.

5. **Note:** If the facility does not appear on the list, type the first four letters of the facility in the 'Search' box and select the 'Search' button, follow point 4 and 6 to select the facility name.

6. Click the 'Select' button. The user will then be returned to the main capturing form.



7. The name of the facility will appear in the box next to "Facility" once the "Select" button has been selected.

Period (Year-Month)

« January 2018 »

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13

- Click in the text box of the field named “Period (Year-Month)”. A calendar will appear. Select from the date calendar any day within the month that a Null Report must be recorded for.

Period (Year-Month) 2018-01

Save

- Select the ‘Save’ button.

Are you sure you want to save the form (Please note that the from will be locked down)

OK Cancel

- A pop-up box will appear ‘Are you sure you want to save the form’. Select the ‘OK’ button.

Null Report - Patient Safety

Null report has been saved.

Close

- Another pop-up box will appear ‘Null report has been saved’.
- Select the ‘Close’ button.

Null Report for Patient Safety Incidents





Filter records: Province District Sub-District

<input type="checkbox"/>	District
<input type="checkbox"/>	Fezile Dabi DM

New Edit

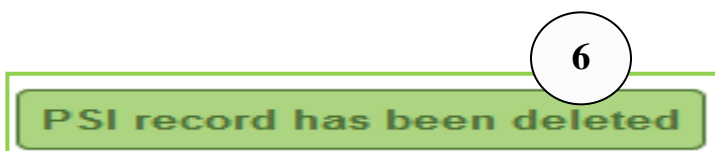
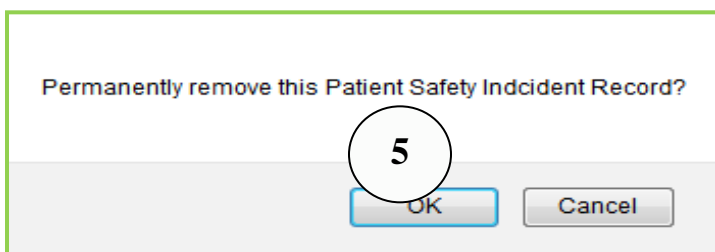
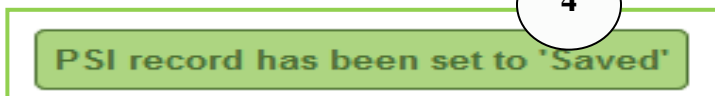
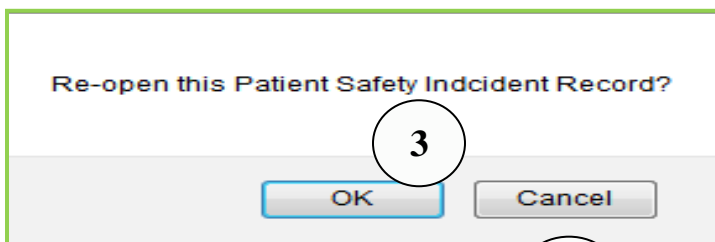
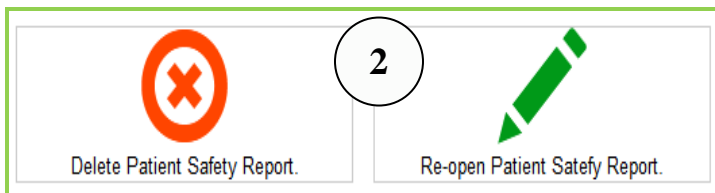
- The system will return to the capture screen for null reports. Select the ‘Back to Patient Safety Incident’ button to return to the capture screen for patient safety incidents.

4. Delete or re-open a patient safety incident record

Reference Number	Created By	Last Edited By	Action
D73-YS2-Q3M	Ronel Steinhobel		1  
1DS-121-Z9H	Michael Phillpotts	Michael Phillpotts	 

Note: only account holders that have permission to delete or re-open a closed patient safety incidents record can do so.

Note: If the record the user wants to re-open or delete do not appear on the main capturing screen look-up the record, see page 7, point 26 and 29.



1. Once the record on the home capturing screen has been located, click on the icon next to the facility that has a pencil in it to re-open or delete the record.

2. A pop up screen will appear with an option to delete or re-open the form, select one of the options depending on what action is required.

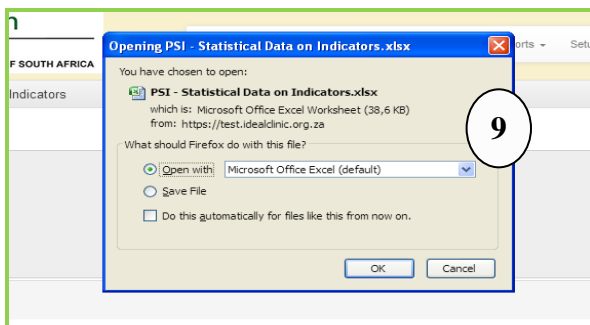
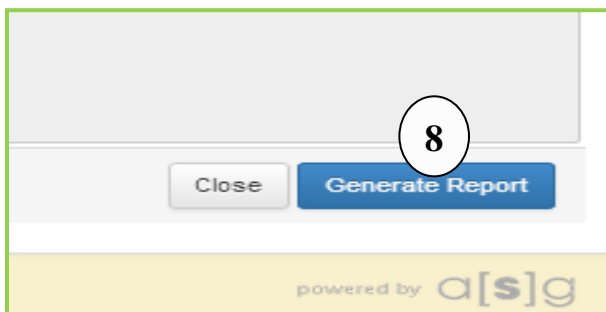
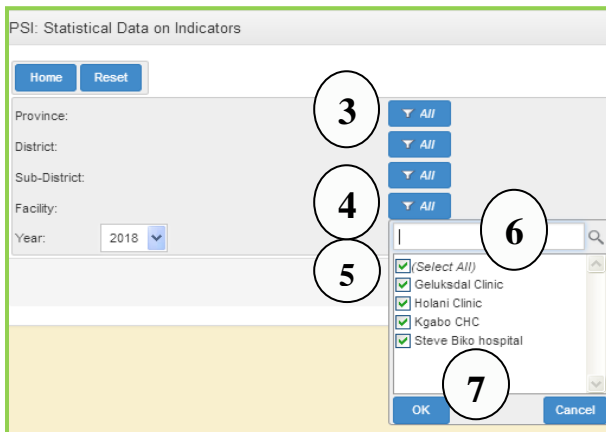
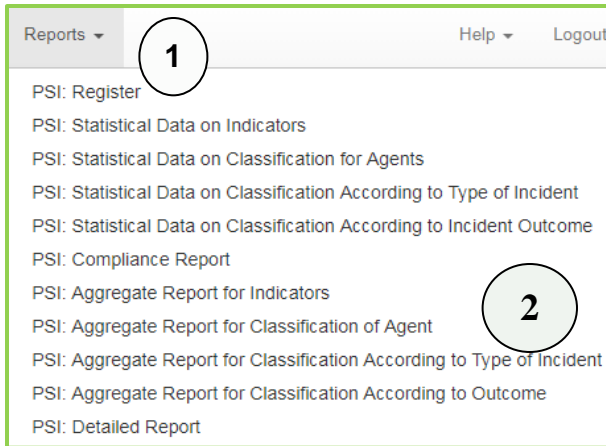
3. If the option for 'Re-open Patient Safety Report' is selected, a pop-up message will appear to confirm whether the user want to open the record. Select the 'OK' button.

4. A message will appear at the top of the screen "PSI record has been set to 'Saved'. The form can now be edited again by the user.

5. If the option for "Delete" was selected at point 2, a pop-up message will appear to confirm whether the user wants to 'Permanently remove the Patient Safety Incident Record'. Select the 'OK' button.

6. A message will appear at the top of the screen "PSI record has been deleted".

5. Generate reports



1. Select the drop down list under the 'Reports' section.
2. A list of all the available PSI reports will appear.
3. Various filters are available on the reporting section that can be used to generate reports with specific data on by selecting specific values from the filters, see functions of filters on page 13.
4. If the user wants to generate a report for a single facility, click on the filter next to the field named 'Facility'.
5. Click on the text box next to 'Select All' to deselect the facilities.
6. Type the first few letters of the facility in the search field, once the facility is visible, tick the box next to it.
7. Select the 'OK' button.
8. Select the 'Generate Report' button
9. The report will be generated in Excel format. Depending on which browser is used the report will either open with a pop-up box that display a request to open the file or the file can also appear in a pop-up box at the bottom or top of the browser.

5.1 Functions of the filters on reports

Use the filters on the report to generate specific data.


The functions of the filters are as follow:

- **District/sub-district/Facility:** If the user wants to generate aggregated data per district or sub-district, select the specific district or sub-district from the filter before generating the report. Note that if the permissions of the user account of the staff member are set to capture and generate reports for only one facility the user do not need to select any filter at the filter named 'Facility', the report will by default only generate data for the facility. If the permissions of the user account of the staff member are set to capture and generate reports for sub-district, district and provincial level, the report will generate collated data according to the user's permissions. For example is the user has permission for a province, the reports will generate by default a collated report for all the facilities in the province. If this user wants to generate data for example for a specific district, select the specific district form the drop-down value from the filter.
- **PSI state:** If the user wants to generate a register to follow-up on open cases, go the report named 'PSI: Register' select at the filter named 'PSI state' the option 'Open'. The register will then display all the open cases so that the user can follow-up on the open cases.
- **SAC Score:** If the user only wants to generate data for a specific Severity Assessment Code (SAC) patient safety incident, select at the filter named 'SAC score' the specific SAC rating (1, 2 or 3) from the filter.
- **Type of Incident:** If the user only wants to generate reports for near misses OR harmful incidents (adverse event) OR No harm incident, select from the drop-down values of the filter the type of incident.
- **Location:** If the user only wants to generate a report for a specific area in the health facility, select the specific option from the drop-down values at the filter named 'Location'.
- **Method to detect PSI:** If the user only wants to generate reports for PSIs that was detected through a specific method, use the filter named 'Method to detect PSI' and select from the drop-down values the specific method.
- **Year:** If the user wants to generate a report for a specific financial year, select from the drop-down values the financial year for which the user wants to generate the report for.
- **Ownership:** If the user wants to generate a report for facilities owned my local or provincial government, select the specific option from the drop-down values on the filter

Table 1: Functions of the patient safety incident reports

Name of report	Function
<ul style="list-style-type: none"> • PSI: Register • PSI: Statistical Data on indicators • PSI: Statistical Data on Classification of Agents • PSI: Statistical Data on Classification According to Type of Incident • PSI: Statistical Data According to Incident Outcome 	<p>The reports provide data for a specific facility, but depending on the permissions assigned to the user account it can also provide aggregated data per province/district/sub-district if a specific facility is not selected from the filter values. To generate data per province/district/sub-district, select the specific options from the drop-down values, see examples of how to select the filters on page 12, points 3 to 7.</p>
<ul style="list-style-type: none"> • PSI: Compliance Report 	<p>The report provides data on the number of facilities that have reported on the information system per financial year, this will assist managers to follow-up on facilities that have not reported on the system.</p> <p>Note 1: The report will by default enter 'Y' for 'Yes' under the month if a patient safety incident was captured for that month by the facility.</p> <p>Note 2: Facilities that did not have any patients safety incidents for a specific month must complete a 'Null report' for the specific month, see page 9 to 10. Once the 'Null report' has been completed a 'Y' will automatically be entered on the 'Compliance Report' next to the facility name when generating the 'Compliance Report'.</p> <p>The 'Compliance Report' provide aggregated data per province, district, sub-district and facility level, each set out on a separate sheet in the Excel report, see below figure</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"> Summary Prov Summary District Summary Sub-District Detailed per facility </p> </div>
<ul style="list-style-type: none"> • PSI: Aggregate Report for Indicators • PSI: Aggregate Report for Classification of Agent • PSI: Aggregate Report for Classification According to Type of Incident • PSI: Aggregate Report for Classification According to of Outcome 	<p>The reports provide aggregated data per province, district, sub-district and facilities, each set out on a separate sheet in the Excel report, see figure below.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"> Summary Prov Summary District Summary Sub-District Detailed per facility </p> </div>
<p>PSI: Detailed Report</p>	<p>The report 'dumps' all the data fields that were completed on the patients safety incident form into a table format.</p>

Annexure A: Patient Safety Incident Capture form



health

Department:
Health
REPUBLIC OF SOUTH AFRICA

Patient Safety Incident Capture Form

Details

Facility:	Dikgale Clinic	Reference Number:	1EE-OMI-BJQ
Method to Detect PSI	Reported by health professional	Type of Incident	No harm
PSI Date:	2018-02-01	PSI Time:	01:55
Location of Incident:	Other	Location Description:	Ward B toilet area

Incident Detail

Patient's First Name	SAC Score
Alta	SAC 3
Patient's Surname	Date of Reporting SAC 1 Incident to Next Level
Ferreira	
Patient's File Number	Time of Reporting SAC 1 Incident to Next Level
1010011002	
Patient's ID Number	# of Working Days to Report SAC 1 Incident (auto calculated)
59016020094081	
Patient Diagnosis (Not specified to ICD10)	No of Staff on Duty (area of Incident)
CVA	5
No of Patients in Ward/ Headcount for Day	Names and Surnames of Staff Involved in the Incident
26	Ward staff
Facility Patient Referred From (Where Applicable)	Facility Patient Down Referred To (Where Applicable)
Summary of Incident	
Patient tried to transfer independently and slipped off bed	
Immediate Action Taken to Minimize Harm	
Assisted back onto bed; assessed for injuries	
Short Description of Initial Disclosure	
To patient, at bed side during incident discovery	

Class According to Agent	
Main Class	Sub Class
Staff factors	<input type="checkbox"/> Cognitive factors <input type="checkbox"/> Performance factors <input type="checkbox"/> Behaviour <input type="checkbox"/> Communication factors <input type="checkbox"/> Patho-physiologic/disease related factors <input type="checkbox"/> Emotional factors <input type="checkbox"/> Social factors
<input checked="" type="checkbox"/> Patient factors	<input checked="" type="checkbox"/> Cognitive factors <input type="checkbox"/> Performance factors <input checked="" type="checkbox"/> Behaviour <input type="checkbox"/> Communication factors <input type="checkbox"/> Patho-physiologic/disease related factors <input type="checkbox"/> Emotional factors <input type="checkbox"/> Social factors
Work/environment factors	<input type="checkbox"/> Physical environment/infrastructure <input type="checkbox"/> Equipment <input type="checkbox"/> Consumables <input type="checkbox"/> Remote/long distance from service <input type="checkbox"/> Environmental risk <input type="checkbox"/> Security/safety
Organisational/Service factors	<input type="checkbox"/> Current Code/specifications/regulations <input type="checkbox"/> Protocols/policies/procedures <input type="checkbox"/> Processes <input type="checkbox"/> Organisational management /decisions/culture <input type="checkbox"/> Organisation of teams <input type="checkbox"/> Staff establishment
External factors	<input type="checkbox"/> Natural environment <input type="checkbox"/> Equipment, products <input type="checkbox"/> Services, systems and policies of external providers
Other	Not specified in classification 1 to 5

Main Class According to Incident Type	Sub Class According to Incident Type
Patient accidents	Falls
Patient Outcome	Type of Closure
None	PSI case concluded
Finding and Recommendations by Patient Safety Committee or investigator	
Patients should not be allowed on own back in room; rather group high risk together for supervision	
Organisational Outcome	# of Working Days to Close PSI (auto calculated)
None	0
Date PSI Closed	Type of Behaviour
2018-02-01	No Error