

# WA Health Datix Clinical Incident Management System (CIMS)

Notifier User Guide August 2016 Version 3.5

health.wa.gov.au



#### Disclaimer

All information and content in this material is provided in good faith by the Department of Health. Western Australia, and is based on sources believed to be reliable and accurate at the time of development. Due to changing system configurations, information provided in this User Guide may not be accurate at the time of reading and is only accurate as at the date of publication.

Please address any quality improvement suggestions to PSSU@health.wa.gov.au



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### WA Health Datix CIMS

The WA Health Datix CIMS is an online system used by WA Health staff to report clinical incidents. A clinical incident is defined as an event or circumstance resulting from health care which could have, or did lead to unintended and/or unnecessary harm to a patient/consumer (WA Health CIM Policy). The strategic objective is to establish an integrated model of governance for the reporting of clinical incidents across public health organisations within Western Australia for patient safety and quality improvement purposes.

#### About this Guide

- 1. This information and images used in this guide have been based on version 14.0.8 of Datix CIMS.
- 2. In this guide, the web-based Datix CIMS application, available to all WA Health staff, is referred to as *DatixWeb*.
- 3. For clarity, the following font formatting has been used:
  - Lavender functions, menu items and buttons in DatixWeb.
  - <u>Indigo</u> hyperlinks to sections within this user guide.
  - <u>Teal</u> web and email addresses.
- 4. Points to note are depicted in a box:
- 5. A red box drawn on an image draws attention to particular DatixWeb functions or menu items discussed in the guide:

#### Accessing WA Health Datix CIMS







#### **General Navigation Information**

A number of features are common to many areas of the WA Health Datix CIMS.

Item	Item title	Description
*	Mandatory Field	This indicates the field is mandatory and you are required to complete it prior to saving or submitting the form.
	Date field	Open the calendar to select a date or type in the date using dd/mm/yyyy.
	Pick list	Type the first few letters of the required value and the pick list will generate a list of possible matches to select from. Alternatively click the arrow and scroll through the alphabetical list provided.
×	Free text field	Type text in to this field. Spell check function is available.
Add Another	Add another	Click on this to add an identical section without copying content.
Clear Section	Clear section	This enables the section within the form to be cleared of all entered data.
ABC	Spell check	Click to check your spelling.
	Pencil	Click to close spell check and return to entering text.
<ul> <li>Help</li> <li>Help</li> <li>Ø</li> </ul>	Help Icons	Click to display additional information. Please note this may be general Datix help that is not specific to the WA Health system configuration.
0	Round Radio Buttons	Round radio buttons allow a single selection only.



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Item	Item title	Description
	Square Tick Boxes	Square tick box buttons allow multiple selections
<b>₽</b>	Delete	In a multi-select field, where more than one option can be chosen, highlight selected item, click icon to remove the selected value(s).
Browse	Browse	Allows the selection of documentation to be attached.
Save Submit	Save/Submit	Save/Submit button located at the bottom of the 'Feedback notification form' or in floating menu (bottom left of page)
Search	Search	This allows a 'search' of the data to be conducted
Cancel	Cancel	The cancel function located at the bottom of the forms or in the floating menu (bottom left of page)

#### **Timeout Feature**

In order to maintain system security, the WA Health Datix CIMS will automatically end a session if it has been inactive for 5 minutes. Once the time limit has been reached, a message will appear on the screen advising that the session will be ended unless the option to "Extend session" is selected.

Alert [x]
Your session has been inactive for more than 5 minutes. For your security, your connection will be logged out if there is no activity after one further minute.
If you do not wish to be logged out, click 'Extend session' and your session will be extended for a further 5 minutes.
Seconds remaining: 60
Extend session Log out



### **Notification of Clinical Incidents**

Clinical incidents are entered into the WA Health Datix CIMS by a notifier using the WA Health Datix CIMS Clinical Incident Notification Form. All WA Health staff has notifier access to Datix CIMS as a minimum and is therefore able to notify the occurrence of clinical incidents. A notifier has the option to report an incident by logging into the WA Health Datix CIMS using their HE number or reporting anonymously.

#### **6** HINT **6**

Notifying an incident by logging in using your HE number enables:

- Email notification of submitted clinical incidents with CIMS reference numbers
- Viewing of workflow status of notified clinical incidents
- "Save to Submit Later" function availability.

Notifying an incident anonymously means:

- No email notification of submitted clinical incidents or CIMS reference numbers
- No "Save to Submit Later" function, meaning the entire form must be completed and submitted in one session or any information entered will be lost
- No option for Senior Staff to refer back to notifier for further information.

#### **CHINT**

The "Save & Submit Later" button, at the bottom of the Clinical Incident Notification Form, can be selected at any time. This will allow your clinical incident information to be retained within the database and accessed for editing and submission at a later time. If this option is utilised, Senior Staff will not be notified of this incident until it is submitted. **Note: This option is not available for anonymous notifiers or users with a higher user profile, e.g. Senior Staff** 



#### **Notifier Identification**

To notify a clinical incident anonymously, simply click on the "New Clinical Incident Form (Anonymous)" link located above the log in box.

To log in to notify a clinical incident, or view previously notified incidents, click on "Login to Datix CIMS (User Identified)". The log in box will then appear. Use your HE number and computer password to log in to the system.

New Clinical Incident Form	n (Anonymous) Login to Datix CIMS (User Identi	ified)	
Login to Datix CIM	15		
Login to HE Number Password Domain	Datix CIMS		
DatixWeb 14.0.11 © Datix Ltd 2016		🚺 Datix	ĉ



#### The Clinical Incident Status Screen

Once you have logged in, the "Clinical Incident Workflow Status Screen" will display as seen below. This screen displays details of clinical incidents that you have notified and their workflow status.

Clinical Incident Management System					
Options	Searches				
Add a new incident	Statuses				
Q New search	Save to submit later	1 records			
Saved queries	New incident	1 records	1 Overdue		
😻 neih	Snr staff evaluation/3rd Pty comment	0 records	0 Overdue		
	Dept/Service Head/Director comment	0 records			
	SAC1 investigation	0 records	0 Overdue		
	Closed	0 records			
	■ Inactive	0 records			
	Pinned queries				
	9 05. Open Incident Records	1 records			

#### **OPTIONS**

Add a new incident click here to open a blank form to report a new clinical incident.

**New search** - click here to search for information within the database.

**Saved queries** - click here to access previously saved queries.

**Help** - click here to access online help information. Note this information is not specific to the WA Health Datix configuration.

#### STATUS

**Save to Submit Later** - these are clinical incidents that you have commenced reporting, saved, but have not yet submitted.

**New incident** - these are submitted clinical incidents that have yet to be investigated by the senior staff member responsible.

**Snr staff evaluation/3<sup>rd</sup> Pty comment** - these are clinical incidents that are currently being investigated.

**Dept/Service Head/Director comment** - these are clinical incidents that have been investigated and are under review by the Head of Department.

**SAC 1 investigation** - these are notified clinical incidents that have been rated as SAC 1 incidents and are currently being investigated.

**Closed** - these are clinical incidents that have been investigated and finalised.

**Inactive** - these are reported incidents that have been deemed to NOT be an actual clinical incident.



### **Reporting a New Clinical Incident**

To report a new clinical incident, click on "Add a new incident". A new "Clinical Incident Notification Form" will be generated.

Clinical Incident Management System			
Options	Searches		
O Add a new incident	Statuses		
Q New search	Save to submit later	1 records	
Saved queries	New incident	1 records	1 Overdue
🕼 ueih	Snr staff evaluation/3rd Pty comment	0 records	0 Overdue
	Dept/Service Head/Director comment	0 records	
	SAC1 investigation	0 records	0 Overdue
	Closed	0 records	
	Inactive	0 records	
	Pinned queries		
	9 05. Open Incident Records	1 records	

**CHINT** 

All fields with a \* are MANDATORY & must be completed. The incident notification form will not be able to be submitted if these fields are not completed.

**CHINT** 

Ensure information included on the Clinical Incident Notification Form is factual and does not blame or identify staff associated with the clinical incident. Refer to the WA Health CIMS Policy for definitions and the scope of clinical incidents.



### **Place of Clinical Incident**

Enter the specific ward/department where the clinical incident occurred in the "Place of incident / Event" field. The location entered here determines which Senior Staff member/s will be notified of the new incident.

	luded on this form is FACTUAL and DUES NO	T BLAME OR IDENTIFY staff associated with the clinical incident.
Add a new incident	Place of clinical incident (Where did the clinical incident or	cur?)
Saved queries	* Place of Incident / Event	g66 × 🕶 🎽
? Help Please enter 'Place of in	Please enter 'Place of incident'	G66 (Sir Charles Gairdner Hospital (SCGH))
	If entering an incident that occurred at a different site to your own you MUST contact the site directly to decide who will manage the clinical incident	
	Service Sub-Division	
	Service Division	•
	Service	•
	Health Service	•
	Organisation	
	Constiller Insetting	

The specific location of the clinical incident can also be entered as free text e.g. Room 4 patient bathroom, Cubicle 4, Community (do not include identifiable home address of patient) etc.

The "Place of clinical incident" fields consists of six location tiers comprised of single pick lists, one of which is mandatory, with an additional free text box for "Specific location". The pick lists are based on the WA Health Organisational Tree and are regularly updated. If a required location is not available in the Organisational Tree, contact your local SQP team.
The six tiers have a downward parent-child relationship which means that a selection entered in a tier will filter the options available for the <u>immediate</u> next tier down. For example, entering the "Organisation" will restrict options in the pick list for "Health Service", but not "Service".
The six tiers also have an upward auto-fill function. For example, entering "Place of Incident / Event" will cause the rest of the tiers to auto-fill, whereas entering "Health Service" will only cause "Organisation" to auto-fill.
Selections can be deleted from tiers by highlighting the text and pressing backspace or delete on the keyboard.



#### **6** HINT **6**

The "Place of Incident / Event" should reflect where the clinical incident actually occurred e.g. if on receiving a patient from another ward/department you notice a clinical incident has occurred then select the ward/department where the patient was transferred from.

Please note that health services outside of WA Health, including private hospitals, do not have access to Datix CIMS and will not receive notification of clinical incidents. Concerns regarding these facilities will need to be communicated directly to the facility concerned. Please contact your site based Safety & Quality of Clinical Governance team for assistance with this.

#### **Patient Involvement**

Always select "Yes" to say that a patient is involved in the clinical incident.

Patient involvement		
★ Was a patient involved in this clinical incident?	<ul><li>Yes</li><li>No</li></ul>	
★ Patient Type		-

Select the relevant Patient Type from the drop down box. This is the Patient Type of the patient at the time of the clinical incident.

9			1	3
ы	н	N.	Т۹	64
				~

Incidents not involving patients are not clinical incidents as per the WA Health CIMS Policy and therefore should not be reported through Datix CIMS, e.g. OSH incidents that involve staff only, incidents involving visitors unrelated to the provision of a health care service to a patient, allegations or suspicions of misconduct or workplace aggression between staff.

#### **Patient Details**

The details of the patient involved in the clinical incident should be entered in this section. If the clinical incident involves more than one patient the additional patient details can be added using

the Add Another button. Please consider whether a separate clinical incident should be reported.



If the patient UMRN is known, type this into the "Record/patient number" box and click "Search". The "Matching contacts" box will appear which searches WA Health patient databases for a matching UMRN. Select the correct patient by clicking "Choose". The remaining details will then auto-populate and be read-only. Ensure to match carefully. Use the "Clear Section" function if a mistake is made.

Patient details							
						Clear Se	ection
Record/patient number	 Sear	Matc	hing	contacts			[x]
★ Last name		Choos	e	Last name	First name	Age	
If Last name is not known, enter 'Unknown'.		Choo	se	Hepburn	Audrey	82	
First name		Choo	se	Smith	Charlie	16	
Date of birth (DOB) (dd/MM/yyyy)		Chas		Weedword	Poul	45	-
Age		Choo	ise	woodward	Paul	40	<b>Y</b>
Age in months (if 2 years or less) Please specify							
Age in days (if 60 days or less) Please specify							
Gender	•						
Aboriginal/Torres Strait Islander Descendant	•						
Location	-						
e.g. Ward							
★ Status with respect to Mental Health Act Click here to access the Policy for Mandatory Reporting of Notifiable Incidents to the Chief Psychiatrist	•						
Add another							

If the patient UMRN is not known, enter the known patient details in the relevant sections. It is mandatory to complete the "Last name" field. If the patient's last name is not known, enter "Unknown". Not entering the patient UMRN means that the clinical incident is not linked to the patient's record.

The patient's "Status with respect to Mental Health Act" must be answered. This will assist Senior Staff and Safety and Quality staff to determine whether the notified incident needs to be reported to the Chief Psychiatrist as per the Mental Health Act. The Chief Psychiatrist has responsibility for the medical care and welfare of all involuntary patients and is required to monitor standards of psychiatric care provided throughout the State.

If the patient identifies as an Aboriginal/Torres Strait Islander Descendant, select "Yes" here. If this information is not known, leave blank. Do not make assumptions about a person's descent.



Aboriginal/Torres Strait Islander	•	
Descendant		

#### **Date & Time of Clinical Incident**

Enter the date of the clinical incident in to the date field. This should be the date the incident first occurred, even if the incident occurred over several days.

Date and time of clinical incident	
★ Date of clinical incident (dd/MM/yyyy)	
Time of clinical incident (hh:mm)	
(24 hour format)	

Type in the time the incident occurred in 24 hour format, e.g. 13:20. If the time is not known, leave blank.

#### **Current and Relevant Diagnosis/Problems & Treating Specialty**

Type in the free text box the current and relevant diagnosis and/or problem/s. Spell check is available.

Current and relevant diagnosis/problems		abi
Treating Specialty e.g. General Surgery, Respiratory Medicine	•	

Select the relevant Treating Speciality from the drop down box. This is the Treating Specialty of the patient at the time of the clinical incident. If the treating specialty is not known, leave blank.

#### **Informing Interested Parties**

This section advises the Senior Staff member who has been informed about the clinical incident and who many still need to be contacted.



Was a Medical Practitioner notified?	<ul> <li>None</li> <li>Yes</li> <li>No</li> <li>N/A</li> </ul>
★ Was the next of kin/guardian notified?	<ul> <li>Yes</li> <li>No</li> <li>N/A</li> <li>Unknown at this time</li> </ul>
★ Has the clinical incident been documented in patient's medical record?	<ul> <li>Yes</li> <li>No</li> <li>N/A</li> <li>Unknown at this time</li> </ul>
★ Was the patient informed of the clinical incident?	<ul> <li>Yes</li> <li>No</li> <li>N/A</li> <li>Unknown at this time</li> </ul>

"Unknown at this time" can be selected and changed at a later time point when more information is available.

#### **Type of Clinical Incident**

A clinical incident is an event or circumstance **resulting from health care** which could have or did lead to unintended and/or unnecessary harm to a patient/consumer.

This section details the type of incident that is being reported. Select the incident type from the drop down lists in Incident type tiers 1, 2 & 3. The selection in Tier 1 determines the categories that will then be listed in Tiers 2, as does the Tier 2 selection determine the categories that will then be listed in Tier 3. Please complete all three tiers. This provides a detailed classification of the clinical incident.

Type of Clinical Incident Definition: A clinical incident is an event or circumstance resulting from health care which could have, or did lead to unintended and/or unnecessary harm to a patient/consumer and includes near misses.		
★ Incident type tier one	•	
★ Incident type tier two	•	
★ Incident type tier three	•	

The possible tier 1 categories are displayed in the box below. If there are multiple issues within the clinical incident, choose the category that relates to the most serious issue in the clinical incident, i.e. the most serious event or circumstance resulting from health care which could have or did lead to unintended and/or unnecessary harm to a patient/consumer.



INCIDENT TYPE TIER 1 CATEGORIES			
Administrative Processes (Excluding Documentation)			
Anaesthesia Care			
Behaviour			
Blood/Plasma Products *			
Diagnostic Processes/Procedures			
Documentation			
Exposure to Environmental Hazards			
Healthcare Associated Infections (infection control incident)			
Maternity Care			
Medical Devices, Equipment, Supplies, Furnishings *			
Medical Gases/Oxygen			
Medication/Biologics/Fluids *			
Neonatal Care			
Nutrition			
Patient Accidents/Falls			
Personal Property/Data/Information			
Pressure Ulcers *			
Therapeutic Processes/Procedures (except medications/fluids/blood/plasma products administration)			

Selection of some tier 1 categories will result in extra information fields being generated. These are marked with \* above. Some lower tier category selections will generate further information fields.

#### **Clinical Incident Details**

This section consists of free text boxes that allow factual information to be entered in regard to the actual incident and the events leading to the clinical incident.

- Describe the actual or potential clinical incident.
- Provide objective information of the known facts of the clinical incident.
- What happened, how did it lead to injury and which objects or substances were involved.
- Enter all treatment and investigations the patient received.



- **DO NOT** include staff names only their designation/position, discourage a blaming culture.
- **DO NOT** use identifiable patient details including UMRN as this section is included in deidentified information sent to DOH Executive Stakeholders.
- Numbered points can be used.

#### Describe the actual or potential clinical incident for example:

- 1. Patient was witnessed slipping to floor.
- 2. Patient was getting up from chair to go to the toilet
- 3. Patient was wearing own socks and slipped to the floor
- 4. Patient was put back in bed using hover bed
- 5. Did hit head, No LOC, sustained bruise to left knee
- 6. Doctor informed and reviewed patient within 15 minutes.

Clinical incident details - Provide objective information of the kr - Avoid statements that blame or identif - Avoid second guessing what might har - DO NOT include staff member names	nown facts of the clinical incident y individuals ve happened or might have caused the clinical incident but DO include their designation	
Describe the actual or potential clinical incident		~
Please include the immediate response/action and outcome. Explain what happened, how did this clinical incident lead to injury, and which objects or substances were involved.		
For medication incidents state all drugs involved.		∼ abs
For blood related clinical incidents state the patient's symptoms.		
Treatment/investigations required as a result of the clinical incident		~
E.g. x-ray, blood test, ECG, EEG, dressings, new medications, referral for review by another clinician.		~ abs

#### Treatment/investigations required as a result of the clinical incident for example:

- 1. Xray of left knee ordered.
- 2. Neuro observations hourly for 4 hours, then 4 hourly for 72 hours.
- 3. Inform medical staff if change in GCS / deterioration in conscious level.



#### **Severity Assessment Code**

As per the WA Health Clinical Incident Management Policy, the Severity Assessment Code (SAC) is the assessment of consequences associated with the clinical incident. The SAC rating (1, 2 or 3) is used to determine the appropriate level of Datix Help: Severity Assessment Code (SAC) analysis, action and escalation SAC 1 (Catastrophic/Major Harm)

Severity Assessment Code Used to determine the appropriate level of investigation, analysis, action and escalation of a clinical incident.	Level of actual/potential harm to patient/consumer that is/could be <b>specifically caused by health ca</b> rather than the patient's underlying condition or illness:	re
* Severity Assessment Code (SAC) 🚱	Serious harm or death - Permanent total disability - Increased level of care (significant) - Extended LOS (>7days) - Significant complication and/or significant permanent disability	
	Actions Required:	
The SAC rating section possible is filtered by the selected Patient impact, e.g. the impact was Minor Harm Harm so SAC 3 is the only option available. A Near Miss patient impact can be selected for any SAC ratin	<ul> <li>Immediately notify Executive and initiate OD process</li> <li>SAC1 Notification to DoH (&amp; OCP if applicable) in 7 working days</li> <li>Investigate – RCA or equivalent Report to DoH in 28 working days</li> <li>SAC 2 (Moderate Harm)</li> </ul>	1
	Level of actual/potential harm to patient/consumer that is/could be specifically caused by health ca rather than the patient's underlying condition or illness:	re
Click on the "Help" icon to see more information about patient harm and SAC rating.	Moderate harm - Increased level of care: - Extended LOS (72 hrs to 1 week) - Recovery without significant complication or permanent disability	

#### Actions Required:

Notify Unit Manager/Director in 24 hours
 Local investigation using clinical review as a minimum requirement

#### SAC 3 (Insignificant Harm)

Level of actual/potential harm to patient/consumer that is/could be specifically caused by health care rather than the patient's underlying condition or illness:

Minor or no harm - Increased level of care (minimal) - Minor/no harm resulting in an increased LOS up to

72 hrs - Not disabling, or recovery without significant complication or permanent disability

#### Actions Required:

- Notify Unit Manager in 24 hours - Local investigation using aggregated analysis or similar tool

Close

[X]



#### **Attaching Documents**

You may wish to attach additional information associated with the clinical incident e.g. photograph, nursing practice standard, medical record etc. Click "Yes" to open Document attachment function. All fields are mandatory.

Link as" identifies the type of document

"Description" should provide a brief description of the document, e.g. photo left heel

"Attach this file" allows accessible folders and drives to be browsed for files to attach.

"Add Another" allows additional files to be attached to the clinical incident record

Are there any documents to be attached to this record?	<ul> <li>None</li> <li>Yes</li> <li>No</li> </ul>		
Documents			
New Document			
* Link as		141	
* Description	ŕ		
* Attach this file			Brows

#### **Notifier details**

Enter/confirm your details. Confirmation of submitted records will be sent to the email address entered here. Only Global Health email addresses should be entered.

Notifiers who have logged in anonymously can choose to enter details in this section.

Notifier's details (Clinical incident notifications can be made anonymously)		
Name	cims_n Demo	
Contact number		
E-mail address Only use your @health.wa.gov.au email address here	datixtest@health.wa.gov.au	
Designation	×	



#### Saving/Submitting the Clinical Incident

When you have entered all relevant information, the final step is to confirm the "Workflow status after save". If all information is entered and the incident record is ready for review by the appropriate Senior Staff member, change the Workflow status after save to "New incident" and press "Submit". If the record is incomplete and therefore not ready for notification, change the Workflow status after save to "Save to submit later" and press "Save". If this option is utilised, Senior Staff will not be notified of this incident until it is submitted.

Workflow status	
Current workflow status	New incident
★ Workflow status after save	New incident
	Save to submit later
	New incident



#### **Clinical Incident Reference Number**

Congratulations! You have completed and submitted the clinical incident notification form. You will receive an email thanking you for your notification which will include a reference number. This reference number allows the clinical incident to be located in Datix CIMS at a later time. The appropriate Senior Staff member/s based on the location entered at "Place of clinical incident / event" will be automatically notified of the incident.

The incident has been saved. The reference number is CIMS121481 Emails were sent to the following users:

CIMS Senior Staff (Place of incident) CIMS Senior Staff (P cims\_ss1 Demo



### **Further Information**

For further information with regard to notifying a clinical incident please refer to the:

- WA Health Datix CIMS ELearning Notifier Guide which is located at the Clinical Incident Management System website.
   <a href="http://ww2.health.wa.gov.au/Articles/A">http://ww2.health.wa.gov.au/Articles/A</a> E/Clinical-incident-management-system
- The Clinical Incident Management Policy which is located at the Clinical Incident Management System website. <u>http://ww2.health.wa.gov.au/Articles/A\_E/Clinical-incident-management-system</u>

Additionally, please contact your supervisor or Safety and Quality staff member for further assistance.



#### This document can be made available in alternative formats on request for a person with a disability.

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