



WA Health Datix Consumer Feedback Module (CFM)

User Guide

August 2016

Version 1.6



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 CFM

The WA Health Datix Consumer Feedback Module (CFM) is a web-enabled module that has functions to allow electronic recording and reporting of consumer feedback as well as management of consumer complaints.

Consumer Complaints, Contacts or Compliments are entered into the WA Health Datix CFM by the notifier using the WA Health Datix CFM online feedback notification form.

About this Guide

1. In this guide, the web-based Datix CIMS application, available to all WA Health staff, is referred to as *DatixWeb*.
2. For clarity, the following font formatting has been used:
 - **Lavender** - functions, menu items and buttons in DatixWeb.
 - **Indigo** - hyperlinks to sections within this user guide.
 - **Teal** – web and email addresses.
3. Points to note are depicted in a box: 
4. 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

Window XP Computers

To open the application on your computer screen,

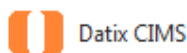
click Start



→ Health



→ Datix CIMS icon



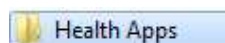
Window 7 Computers

To open the application use the Windows icon,

click



→ Click All Programs, then click on Health



→ Datix CIMS icon



Security access

User profiles need to be assigned to individual users of the system. Group email addresses should not be used.

Datix CFM Profile	Security access description
Feedback Notifier	Have permission to input/ notify data into a feedback record and read only access for that particular Health Service/ Service/ or Service Division.
Feedback Coordinator	Have permission to read write access to input data, apply recommendations/ actions, access to assign to or be assigned, analyse data and create reports, access to Dashboard and To Do List and can nominate investigators for that particular Health Service/ Service/ or Service Division. Feedback Coordinators have access at a particular Health Service/Service/Service Division or for a feedback record at any other location which they are nominated as Feedback Coordinator.
Investigator	Have permission to full read write access to complaints they are invited to comment on and read only for others in the same location only when they are lodged and not inactive, analyse data and create reports, access to Dashboard and To Do List for that particular Health Service/ Service/ or Service Division.

There is an interrelationship between user profiles for the Datix CFM and the Datix Clinical Incident Management System (CIMS). Queries in the first instance should be directed to site SQP staff and escalated to CIMS Support at Health Support Services if necessary.



Logging into WA Health Datix CFM

To log in 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 (Anonymous) **Login to Datix CIMS (User Identified)**

Login to Datix CIMS

Login to Datix CIMS

HE Number

Password

Domain

Login

DatixWeb 14.0.11 © Datix Ltd 2016

Logging out

To Log out of Datix CIMS, select the [logout](#) option at the top of the screen. Any unsaved work will be lost.

[To Do List](#) | [My Dashboard](#) | [Recommendations/Actions](#) | [Contacts](#) | [Admin](#) | **[Logout](#)**

[Clinical Incident Management System](#) ▼ [Consumer Feedback Module](#) ▼

WA Health Datix CFM Status Screen

Once logged in, click the 'Consumer Feedback Module' at the top of the screen:



The CFM landing page is pictured below, consisting of two navigation menus: 'Options' and 'Status'. The 'Options' menu displays different actions a user can perform. The 'Status' menu displays a count of feedback records that have been reported and their workflow status. A listing of all records in each status can be viewed by clicking the status name or the adjacent number of records.



Alternatively those complaint records at a particular status which have overdue elements can be viewed by clicking the number of records displayed as 'Overdue'. As the 'Overdue' label is dependent on correct dates existing in the 'Primary Complainant Chain', these prompts should only be relied upon if the site is confident that their 'Primary Complainant Chain' dates are correct. This is further detailed on page 35.


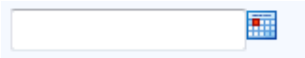

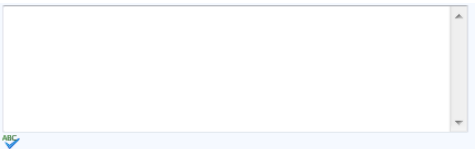
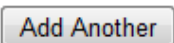
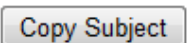
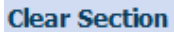


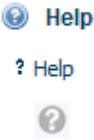


<u>Options</u>	<u>Status</u>
<p>Add a new consumer feedback – click here to open a blank Feedback Notification Form to report a new consumer feedback.</p> <p>My reports – click here to access standard report suite.</p> <p>Design a report – click here to access individual design report suite.</p> <p>New search – click here to search for information within the CFM database.</p> <p>Saved queries – click here to access previously saved queries.</p> <p>Help – click here to access online help information.</p> <p>Please note that some of these options are available only to those who have been assigned certain authorised security access, e.g. design a report.</p>	<p>New Feedback – Complaints that have been notified but are in ‘Pending’ status and all open Compliments or Contacts.</p> <p>Complaints awaiting acknowledgement – Complaints that are lodged and awaiting acknowledgment to be sent to the complainant by the Feedback Coordinator</p> <p>Complaints under investigation – Complaints that are in the process of investigation by allocated investigators.</p> <p>Complaints awaiting final reply – Complaints with completed investigation/s that are awaiting final communication with complainant.</p> <p>Closed feedback – Complaints, Compliments or Contacts that are closed.</p> <p>Inactive – Complaints, Compliments or Contacts that are NOT deemed to fall under the feedback module’s model e.g. duplicate entries, erroneously entered data or staff feedback.</p>




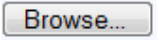

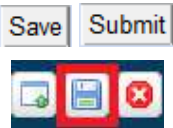
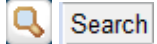
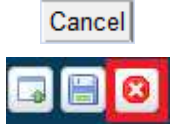
General navigation information and Datix features

Common fields and icons

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

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	Click on this to add an identical section without copying content.
	Copy subject	Click on this to add an identical section with content copied.
	Clear section	This enables the section within the form to be cleared of all entered data.
	Spell check	Click to check your spelling.
	Pencil	Click to close spell check and return to entering text.
	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.

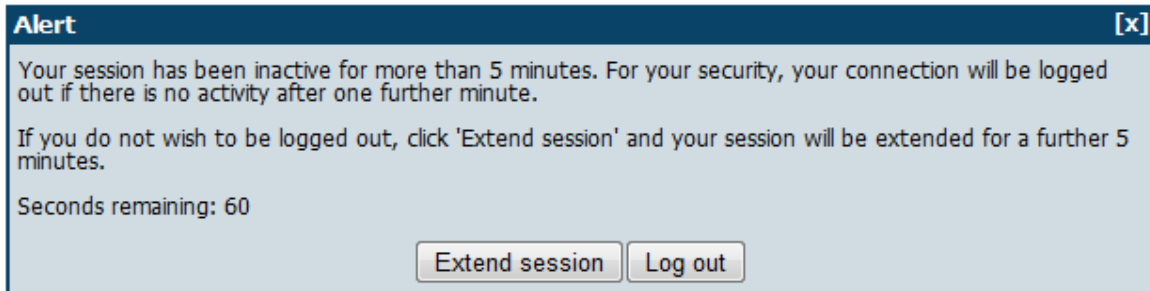


Item	Item title	Description
	Round Radio Buttons	Round radio buttons allow a single selection only.
	Square Tick Boxes	Square tick box buttons allow multiple selections
	Delete	In a multi-select field, where more than one option can be chosen, highlight selected item, click icon to remove the selected value(s).
	Browse	Allows the selection of documentation to be attached.
	Floating menu	Floating menu located at the bottom left of screen with Menu, Save/Submit or Search and Cancel functions.
	Save/Submit	Save/Submit button located at the bottom of the 'Feedback notification form' or in floating menu (bottom left of page)
	Search	This allows a 'search' of the data to be conducted
	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.





Notification of feedback

To commence recording a reported feedback, click on 'Add a new consumer feedback' from the 'Options' menu to open the 'Feedback Notification Form'.

Consumer Feedback Module

Options

- + Add a new consumer feedback**
- My reports**
- Design a report**
- New search**
- Saved queries**
- Help**

Feedback notification form

Fields displayed on the feedback notification are dependent on selections made in some fields, e.g. Type of feedback. A navigation menu sits alongside the feedback notification form.

Feedback Notification Form

+ Add a new consumer feedback

- My reports
- Design a report
- New search
- Saved queries
- Help

Details of Feedback

* **Type**

Click here to access the WA Health Complaints Management Policy 2015

* **Method of lodgement**

* **Summary of events**

* **Mental health episode of care?**

How did the contact person hear about the feedback mechanism?

Date of feedback


* **Date received by organisation**

(dd/MM/yyyy)

Details of feedback

Type

Select the type of feedback to be recorded from the single pick list.



Details of Feedback

★ Type ?

[Click here to access the WA Health Complaints Management Policy 2015](#)

Complaint
Compliment
Contact

Complaint

An expression of dissatisfaction about any aspect of service provided by a health service lodged by, or on behalf of, an individual consumer/carer.

Contact

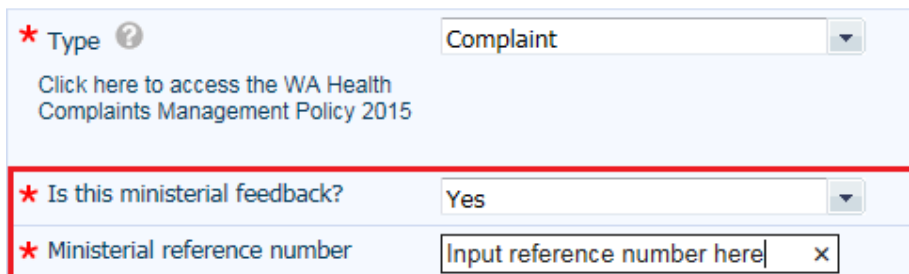
Feedback lodged by, or on behalf of, an individual consumer/carer regarding any minor aspect of service where the individual a) is seeking information or assistance or b) does not wish to lodge a formal complaint or c) is satisfied that the feedback has been adequately addressed at point of contact. Issues must be minor and able to be resolved at first contact. Immediate resolution negates the need for any follow up actions.

Compliment

An expression of satisfaction and/or gratitude by, or on behalf of, an individual consumer/carer regarding a service provided by a health service.

Ministerial feedback

If the feedback has been identified as a 'complaint' or a 'contact' a mandatory single pick list will appear prompting the notifier to state whether the feedback is ministerial feedback. If 'yes' is selected, another mandatory free text box will appear requesting the 'Ministerial reference number'. This field can be searched via the search form so an accurate reference number should be entered to facilitate this.



★ Type ?

[Click here to access the WA Health Complaints Management Policy 2015](#)

Complaint

★ Is this ministerial feedback? Yes

★ Ministerial reference number Input reference number here x

All ministerial feedback should be entered in to Datix CFM. The notifier entering the feedback in to the system is responsible for determining the type of feedback the ministerial constitutes.

Feedback that is ministerial in nature is not necessarily a complaint.



Method of lodgement

Select the method by which the consumer lodged the feedback from the single pick list.

★ Method of lodgement

- Email
- Fax
- Feedback form
- In person
- In writing
- Internet
- Telephone
- Other

Summary of events

The summary of events is a free text box in which a description of the feedback is written. It is recommended not to use names or identifiers in this free text field. This should be a **brief and informative outline of the feedback** to optimise search and analysis functions. More descriptive details can be attached to the feedback record as a separate document.

★ Summary of events

Description of feedback to be written here

Desired outcome for the person reporting the feedback

If the feedback is a complaint, a multi pick list for recording the desired outcome of the person reporting the feedback is displayed.

Desired outcome for the person reporting the feedback

- Hospital/health service accepts responsibility
- Initiate a change in policy or practice
- Obtaining a refund/compensation
- Obtaining access to service
- Other outcomes not listed here
- Receipt of an apology
- Receipt of an explanation
- Registration of concern
- Resolve adverse outcome (non-clinical, non-financial outcome)

Mental health episode of care?

The Mental health episode of care refers to the services about which the person is lodging the feedback. The help icon contains a definition for clarification:

Mental health episode of care refers to the services about which the person is lodging the feedback. Mental health service includes:

- a) any service provided by a mental health practitioner acting in his/her capacity as a mental health practitioner; and/or
- b) any service provided in psychiatric hospitals; or in designated psychiatric units in acute hospitals; or in services whose primary function is to provide treatment, rehabilitation or community health support targeted towards people with a mental disorder or psychiatric disability.

‘Yes’ should be selected for any episode of care provided by a Mental Health Service.

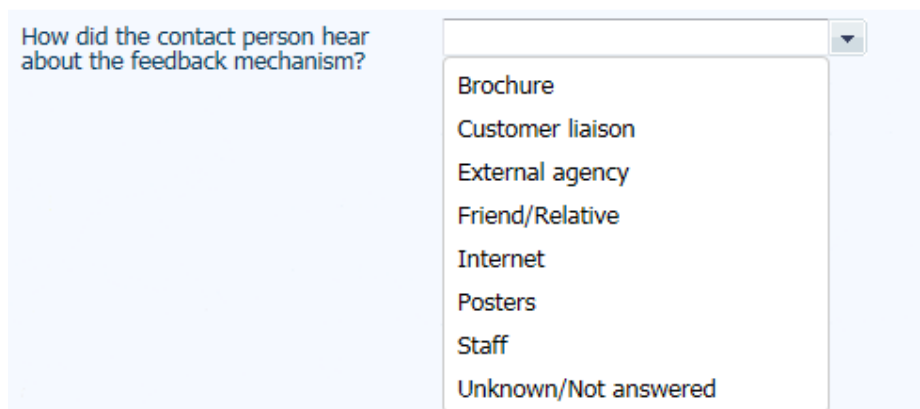
‘No’ should be selected if the episode of care is not a Mental health episode of care, i.e. general health episode of care.

‘Not applicable’ should be selected if the feedback is not directly related to an episode of care, e.g. parking availability.

‘Unknown’ should be selected if the feedback is related to an episode of care but it is not known whether the care is mental health or general health.

How did the contact person hear about the feedback mechanism?

Select how the person reporting the feedback became aware of the WA Health feedback mechanism from the single pick list.



How did the contact person hear about the feedback mechanism?



- Brochure
- Customer liaison
- External agency
- Friend/Relative
- Internet
- Posters
- Staff
- Unknown/Not answered

Reply timeframe

If the feedback is a complaint, a reply timeframe of 30 working days will be displayed. This is in accordance with WA Health Complaints Management Policy, which states that Health Services shall resolve complaints within 30 working days following receipt of the complaint.

Date of feedback

As per the WA Health Complaints Management Policy, the date the feedback was received by the organisation determines the time frames for acknowledgment and response. The system does not have any validation mechanisms to ensure dates are logical except for preventing future dates from being entered. Care should be taken to ensure dates entered are accurate.

Date of feedback	
★ Date received by organisation (dd/MM/yyyy)	<input type="text"/> 
Date feedback entered into the system (dd/MM/yyyy)	27/07/2016
Date relevant event occurred (dd/MM/yyyy)	<input type="text"/> 

Date received by organisation

Enter the date the initial feedback was received by the organisation.

Date feedback entered into the system

The date the feedback is entered into the system is read-only and will automatically populate with the date the feedback is entered into the Datix CFM system.

Date relevant event occurred

If the date the relevant event occurred is known it can be entered here.

Authorisation to release information

If a complaint has been lodged by a third party (not the person affected), then authorisation to release information must be obtained from the person affected in order for confidential information to be shared with the person reporting the feedback. This functionality is hidden for compliments and contacts. Selecting 'yes' will generate a single pick list asking if authorisation to release information has been obtained. Populating this field will then generate a free text box so notes on authorisation to release information can be added.



Authorisation to release information	
★ Is authorisation to release information required?	Yes
Is authorisation to release information obtained?	Yes
Notes on authorisation to release information	Refer to the Guardianship and Administration Act 1990 or the Consent to Treatment Policy for the Western Australian Health System for more information

Feedback Coordinator

Select an appropriate feedback coordinator to allocate to the feedback record from the single pick list. Appropriate staff to select as feedback coordinator will vary between sites. Refer to your local SQP team for further details about appropriate feedback coordinators. The allocated coordinator will have access to the feedback record regardless of the location selected (see Location of primary event below). The feedback coordinator will receive an automated email notification upon submission of the feedback containing a link to the Datix CFM record.

Location of primary event

In a feedback record, the primary event is that which is judged to be the most serious in nature. The location at which this event occurred should be entered in this field.

The location entered in this field will affect which users are able to view the feedback record.

Private hospitals and health services should not be selected in this field. These services do not have access to Datix CFM or CIMS. These organisations exist in the WA Health Organisational Tree for purposes related to Datix CIMS. If an incorrect location is entered in this section that prevents appropriate users from accessing the record, it can be corrected by either:

- requesting the feedback coordinator to amend the location, or;
- placing a service call with CIMS Support quoting the Datix ID and explaining the requested change.

This field consists of six location tiers comprised of single pick lists, five of which are 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 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 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 autofill function. For example, entering 'Place of incident / event' will cause the rest of the tiers to autofill, whereas entering 'Health Service' will only cause 'Organisation' to autofill.

Selections can be deleted from tiers by highlighting the text and pressing backspace or delete on the keyboard.

Location of primary event	
Place of Incident / Event	<input type="text"/>
* Service Sub-Division	<input type="text"/>
* Service Division (subjects)	<input type="text"/>
* Service	<input type="text"/>
* Health Service	<input type="text"/>
* Organisation (Subjects)	<input type="text"/>
Specific location	<input type="text"/>

← Six location tiers

← Free text Specific location

Details of the person reporting the feedback

This section accommodates the details of the person reporting the feedback. This may be the person affected or they may be reporting the feedback on behalf of another person that has been affected.

If the person reporting the feedback is an official body (e.g. HaDSCO, Minister for Health, etc.) reporting feedback following contact from a consumer/consumer representative, then the details of the consumer/consumer representative originally raising the feedback should be entered in this section. Details of the official body can be entered under 'Other contacts' by the Feedback Coordinator once the feedback has been submitted.

If several people are involved in reporting the feedback, enter the details of the person that the service actually received the feedback from or has had most interaction with. Additional persons can be added to the record under 'Other contacts' by the Feedback Coordinator once the feedback has been submitted.

Unit Medical Record Number (UMRN) is available

If the person reporting the feedback is a WA Health patient with an UMRN, enter this in the 'Record/patient number' field and click 'Search' to check for matching contacts. If a matching contact is available, click 'Choose'. Once the matching contact has been chosen, the remaining fields will auto-populate with details retrieved from WebPAS. If a matching contact is not available, close the search box and refer to the section below, Unit Medical Record Number (UMRN) is not available.

Details of person affected by the feedback		Clear Section	
Record/patient number	1. Enter UMRN (if known) <input type="text" value="123456"/>	2. Click 'Search' to check for matching contacts <input type="button" value="Search"/>	<input type="button" value="X"/>
* Last name	3. Matching contacts window will open		5. Close window if matching contact not available
If last name is not known, enter "unknown".		4. Choose matching contact if available	
First name(s)			
Date of birth (DOB) (dd/MM/yyyy)			

Choose	Last name	First name	Age
<input type="button" value="Choose"/>	TEST		

Unit Medical Record Number (UMRN) is not available

If the person reporting the feedback does not have an UMRN, the notifier should manually populate the fields with the available information, leaving 'Record/patient number' blank.

Details of person reporting feedback not known

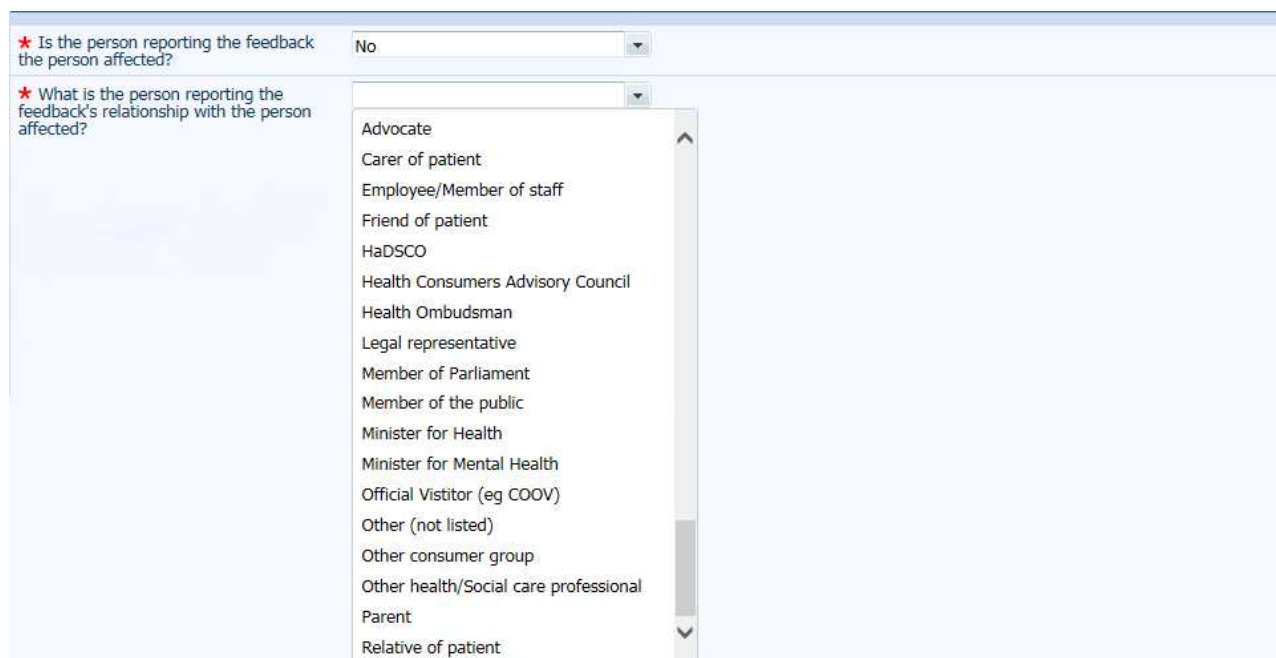
If details of the person reporting the feedback are not known, leave all optional fields blank and complete the two mandatory fields only. These are:

- **Last name** – enter 'Unknown'. Do **not** enter 'Anonymous', 'Not reported' or similar. It is important for reporting purposes that treatment is consistent across users.
- **Gender** – enter 'Not stated/unknown gender'.

Person reporting the feedback versus person affected

If the person reporting the feedback is providing feedback about an experience they themselves have had, then the question 'Is the person reporting the feedback the person affected?' should be answered 'Yes'. In this case this persons details have already been captured in 'Details of the person reporting the feedback' and therefore do not need to be entered again. For example, a patient may complain about their level of care or a visitor may complain about the price of food at an onsite food outlet.

If the person reporting the feedback is providing feedback about an experience someone else had then the question 'Is the person reporting the feedback the person affected?' should be answered 'No'. This will generate a secondary single pick list asking the relationship of the person reporting the feedback to the person affected. Examples may include a daughter complaining about their mother's care or if feedback is received from a Member of Parliament on behalf of a member of the public.



★ Is the person reporting the feedback the person affected? No

★ What is the person reporting the feedback's relationship with the person affected?

- Advocate
- Carer of patient
- Employee/Member of staff
- Friend of patient
- HaDSCO
- Health Consumers Advisory Council
- Health Ombudsman
- Legal representative
- Member of Parliament
- Member of the public
- Minister for Health
- Minister for Mental Health
- Official Visitor (eg COOV)
- Other (not listed)
- Other consumer group
- Other health/Social care professional
- Parent
- Relative of patient

Details of the person affected by the feedback

If the person reporting the feedback is not also the person affected by the details of the feedback then details for the person affected by the feedback need to be captured in the record. The default option for 'Do you need to add details for the person affected', is 'Yes'. If 'No' is selected, the secondary contact details section titled 'Details of person affected by the feedback' is removed. If selecting 'Yes', follow the instructions for entering the details of the person affected outlined in 'Details of the person reporting the feedback'.

If there is more than one person affected, there is an option to 'Add Another' by clicking the button at the bottom of this section. This will result in a duplicate of the above being generated. It is also possible for the Feedback Coordinator to add additional people affected once the record has been submitted.

Additional demographic details of person reporting the feedback and person affected

This section is present to collect information not collected elsewhere in the module that WA Health is required by legislation to provide to the Health and Disability Services Complaints Office (HaDSCO). It is present for both the person reporting the feedback and the person affected. Information should only be entered in this section if it is known. Assumptions should not be made. These demographic details are only collected for the primary person reporting the feedback and the primary person affected in the event that there are multiple people/bodies reported within these categories.

Interpreter

Selecting 'yes' an interpreter is required for the person reporting the feedback/person affected will open an additional single pick list that provides a language field from which to identify the language of the person. An 'Other' value is available if the appropriate language is not available.

Is an interpreter required for the person reporting feedback?	Yes
What is the language of the person reporting the feedback?	

Aboriginal / Torres Strait Islander descendant

A yes or no answer can be selected from the single pick list to identify if the person reporting the feedback/person affected is an Aboriginal/ Torres Strait Islander descent.

Is person reporting of Aboriginal/Torres Strait Islander descent	<div> <div></div> <div>Yes</div> <div>No</div> </div>
--	---

Country of birth

From the single pick list select country of birth of the person reporting the feedback. Most common country of births are listed and if the required selection is not in the list, select 'Other'.

What is the country of birth of person reporting feedback?

Disabilities

If the person reporting the feedback/person affected identifies any disabilities, select these from the multi pick list. These must be reported by the individual involved and must not be assumed or observed by the staff receiving the feedback.

What disabilities were identified by person reporting?



- Cognitive
- Intellectual
- Mobility impairment
- Neurological
- Other disability
- Physical
- Psychiatric
- Sensory

Age band

Clicking the drop down box will provide an age band range to select suitable age band. Staff are encouraged to calculate this age if the information is available to improve completeness of data able to be provided to HaDSCO. Please note the age bands available are different for the person reporting the feedback and the person affected.

What is the age band of the person reporting the feedback?

- <18
- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90 plus

Post code

Clicking the drop down box will provide a post code range. Select the post code of the person reporting feedback/person affected from the range provided. ****Note the specific post code is not required****.

What is the post code of the person reporting the feedback?

6000-6199
6200-6299
6300-6399
6400-6499
6500-6599
6600-6699
6700-6799
Other or unknown

Treating specialty

Identify the treating specialty of person affected from the single pick list. This is only applicable if the person affected is/was a patient.

Person affected care status

This is a multi pick list. All care status types relevant to the episode(s) of care central to the feedback should be selected.

Treating Specialty

Treating specialty of person affected

★ Person affected care status

Community
Emergency presentation
HITH
Inpatient
Not a patient
Outpatient
Private hospital public patient
Residential care

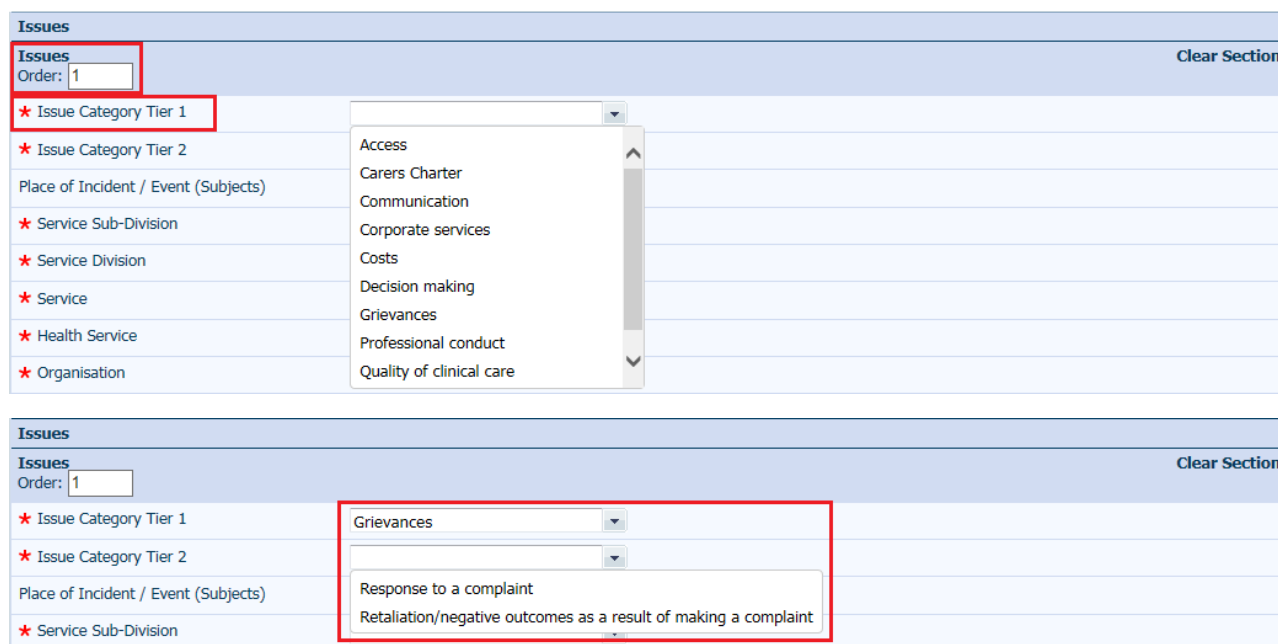
Issues

If the feedback is a complaint or a contact, an issue/s section is generated in the feedback notification form. This provides the notifier with a single pick list containing the WA Health Complaint Categorisation list from which to categorise the issue/s. Some complaints/contacts may have many issues identified by the person reporting the feedback. Additional issues can be added by:

- clicking '**Copy Subject**' which copies all details entered in the previous issue. This is useful when the same issue is applicable to multiple locations, or more than one tier apply to the issue;
- clicking '**Add Another**' which creates a new blank issues section; or
- adding additional issues once the complaint/contact has been submitted via the Issues page discussed later.

The issue order entered will cause the individual issues to be sorted numerically by issue order upon saving. Numbers can be up to three digits long. Un-numbered issues will be sorted to the end. There is no further functionality associated with the issue order. ****Note** – the issues order number has to be manually entered. The main issue of the '**Primary Event**' identified at '**Location of primary event**' would be expected to be the first issue identified and given the number '1' at the '**Issues Order**' section.

The three tier issue category has a parent-child relationship, where selections at tier 1 filter options at tier 2, as does tier 2 selections filter tier 3 options. Tiers 1 and 2 are mandatory fields. While tier 3 is not mandatory, it is encouraged that it is completed where possible to improve richness of data extracted on trends. The WA Health Complaints Management Policy contains the full Complaint Categorisation List. Some categories do not have a tier 3.



The screenshot displays the 'Issues' section of the WA Health Datix CFM form. It shows a table with columns for 'Issue Category Tier 1', 'Issue Category Tier 2', and 'Issue Category Tier 3'. The 'Issue Category Tier 1' column is highlighted with a red box, and a dropdown menu is open showing various categories like 'Access', 'Carers Charter', 'Communication', etc. The 'Issue Category Tier 2' column is also highlighted with a red box, and a dropdown menu is open showing 'Response to a complaint' and 'Retaliation/negative outcomes as a result of making a complaint'.

Location of the each particular issue should be entered. The location may be different for each issue in the complaint and different from the location of the primary event.

The 'Notes' section is a free text box in which a description of the issue is inputted. It is recommended not to use names or identifiers in this free text field. This should be a brief and informative outline of the issue to optimise search and analysis functions. More descriptive details can be attached to the feedback record as a separate document.

'Date complete' section should not be entered when first notified. The feedback coordinator will utilise this field during the resolution process.

Select the designation of the main party involved with the issue identified from the single pick list. Additional staff designations involved can be mentioned in the notes section. It is not appropriate to duplicate an issue in order to record a secondary main party involved as this will artificially inflate the count of issues for the particular location.

Issues	
Issues	Clear Section
Order: 1	
★ Issue Category Tier 1	Grievances
★ Issue Category Tier 2	Response to a complaint
Issue Category Tier 3	Dissatisfaction with the outcome
Place of Incident / Event (Subjects)	Test Location1 (Place of Incident)
★ Service Sub-Division	Test Location1 (Service SubDivision)
★ Service Division	Test Location1 (Service Division)
★ Service	Test Location1 (Service)
★ Health Service	Test Location1 (Health Service)
★ Organisation	Test Location1 (Organisation)
Notes	<p>Input particular relevant to this issue, explain what happened. Do not include names.</p> <div></div>
Completed date(Subjects) (dd/MM/yyyy)	
Main party involved	
<div>Copy Subject</div> <div>Add another</div>	

Seriousness Assessment Matrix (SAM)

The Seriousness Assessment Matrix provides a framework for assessing the risk associated with the events that are the subject of a complaint.

Rating the severity of the complaint will assist in determining:

- who needs to be notified of the complaint
- the priority for the health service's response and the mode of response
- who will need to be involved in the investigation and response.


The initial SAM score allocated to the complaint should not be indicative of the estimated veracity of any allegations made by the person reporting the feedback. The initial SAM score is based entirely on the information provided by the complainant and should reflect the most



serious issue identified, e.g. a complaint with an issue that would be categorised as SAM 1 and an issue that would be categorised as SAM 4 would overall be identified as a SAM 1 complaint. It is recognised that the SAM rating for a complaint may change based on the findings of an investigation; the confirmed SAM score will be identified by the Feedback Coordinator following investigation of the complaint.

An image of the Seriousness Assessment Matrix is available by clicking the Datix help question mark shown below. Further clarification can be gained from the WA Health Complaints Management Policy.

Seriousness Assessment Matrix
A systems approach to feedback that encourages early intervention is an effective strategy for risk minimisation. The Seriousness Assessment Matrix (SAM) enables organisations to prioritise feedback and determine the level of action required

* Initial SAM score 

SAM 1

SAM 2

SAM 3

SAM 4

Datix Help: Initial SAM score [x]

Refer to the image below for the SAM score.

Likelihood of event	Seriousness of event				
	INSIGNIFICANT	MINOR	MODERATE	MAJOR	EXTREME
FREQUENT (almost certain)	3	3	2	1	1
PROBABLE (likely)	3	3	2	1	1
OCCASIONAL (possible)	4	3	2	2	1
UNCOMMON (unlikely)	4	4	3	2	1
REMOTE (rare)	4	4	3	3	1

Close

Documents

Additional information associated with the consumer feedback information may need to be added. Ticking the box '[Would you like to attach any documents?](#)' will open the document attachment function.

'[Link as](#)' identifies the type of document to be attached.

'[Description](#)' allows for a brief description of the attachment e.g. complaint letter.

Clicking '[Browse](#)' will allow the notifier to locate the file to be attached.



Documents	
Would you like to attach any documents? <input checked="" type="checkbox"/>	
New Document Clear Section	
* Link as	<input type="text"/>
* Description	<input type="text"/>
* Attach this file	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Add another"/>	

Add another allows for additional documents to be added.

Details of person lodging the feedback

Details of person lodging the feedback auto-populate. Confirm your details are correct prior to submitting the feedback. If there are any errors click 'Clear Section' which will enable all fields to be manually completed.

Details of person lodging the feedback Clear Section	
Last name	Demo
First name	cfm_co
Designation	Feedback Coordinator (Service)
Email address	datixtest@health.wa.gov.au
Telephone number	<input type="text"/>


Lodgement status

Lodgement status is to remain 'Pending' for all new feedback. Pressing 'submit' with the lodgement status set as pending will cause the feedback to be recorded in the system and move the record to 'New Feedback' ready for review by the nominated feedback coordinator.

Lodgement status	
* Lodgement status after save	<input type="text" value="Pending"/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

When submitted successfully, the screen will display the unique identifying record ID and display the name of the coordinator who received a notification email.



 **Notifier Feedback Management Form (read-only)**

21662 | **CFM21662**

Feedback overview

People Involved

Issues

Investigation

Third Party Comment

Actions

Outcome

Department/Service Head/Director

Communication

The consumer feedback has been saved with approval status

Emails were sent to the following users:
Project Officer Betty Chew

Feedback overview

Name and reference	
Name	UNKNOWN
Reference	CFM21662
Datix ID	21662

Submitted Feedback

Once a feedback record is submitted it will be allocated the status of 'New Feedback' and be accessible from the status page shown below. The feedback coordinator will assume handling of the feedback record from this point.



Submitted *complaint* records will be progressed through the first five of these status categories by entering relevant dates in the 'Primary Complainant Chain' (explained below) until being closed.

Submitted *contacts and compliments* do not progress through the 'Primary Complainant Chain' and therefore should only ever exist in:

- New feedback;
- Closed feedback; or
- Inactive.

It should be noted that Datix CFM is primarily a complaints module. Compliments and contacts are recorded within Datix CFM in order for the system to provide a count of these types of feedback. It is not intended that Datix CFM provides a means of management of these kinds of feedback.

From the 'status' page, selecting the name of a stage (e.g. New Feedback) or the number of records listed adjacent to the name of a stage will open the listing of all feedback records in that stage. Selecting the overdue records will display a listing of all complaint records in that stage that have an overdue date in the 'Primary Complainant Chain'.

ID	Coordinator	Name	Date received by organisation	Date feedback lodged	Type	Summary of events	Ref
21624	Feedback Coordinator cfm_co2 Demo	BLOGGS JOE	24/05/2016	26/05/2016	Complaint	Summary of Event	CFM21624

Selecting any part of the details of a particular feedback record will open the 'Feedback Management Form' for that record. The 'Feedback Management Form' will open in the 'Feedback overview' page. There will be a navigation menu on the left that will allow movement



between the different pages. Information entered by the notifier will be split between the 'Feedback overview', 'People Involved' and 'Issues' pages. The title of pages that contain any information will be displayed in orange font in the navigation menu.

 **Feedback Management Form**

Feedback overview
People Involved
Issues
Investigation
Third Party Comment
Actions
Outcome
Department/Service Head/Director
Communication
Progress notes
Linked Records
Documents and Templates

Feedback overview
Name and reference
Name
Reference
Datix ID
Feedback details
Type ?
[Click here to access the WA Health Complaints Management Policy 2015](#)
Is this ministerial feedback?

Primary Complainant Chain

Feedback records identified as complaints (i.e. not contacts and compliments) will progress through each stage in the Primary Complainant Chain. The chain refers to each stage of the Complaint Management process and includes:

- Date received;
- Acknowledged date;
- Actioned/Investigated date; and
- Replied date.

Saving a complaint record with the 'Done' field for any of the stages listed above will cause the complaint record to progress to the next stage.

Primary Complainant Chain
Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)

Date Received

27/07/2016

Due

Done

Acknowledged date:

03/08/2016

Actioned/Investigated date:

31/08/2016

Replied date:

07/09/2016

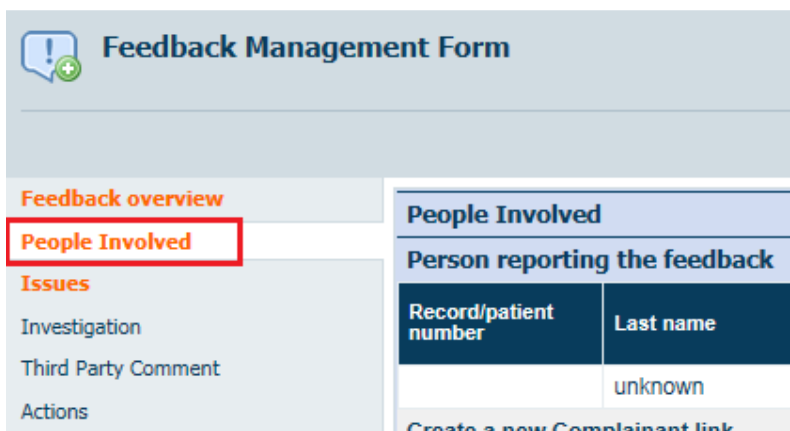
Re-opened

New Feedback

Feedback coordinators will receive automated email notification of all new feedback records to which they are assigned. All new feedback (complaints, contacts and compliments) should be reviewed by the feedback coordinator to ensure they are completed correctly and appropriately (e.g. de-identification of free-text fields). In addition, feedback coordinators should review the listed people involved.

People involved (Approving contacts)

From the navigation menu left of the 'Feedback Management Form' select 'People Involved'.



Feedback Management Form					
Feedback overview People Involved Issues Investigation Third Party Comment Actions	People Involved Person reporting the feedback <table border="1"> <thead> <tr> <th>Record/patient number</th> <th>Last name</th> </tr> </thead> <tbody> <tr> <td></td> <td>unknown</td> </tr> </tbody> </table> Create a new Complainant link	Record/patient number	Last name		unknown
Record/patient number	Last name				
	unknown				

Actions required by the feedback coordinator are to:

- Approve people involved if workflow status is set as 'unapproved' **Note if contact is already in system (i.e. match is found) it will appear approved.
- and/ or to add additional Other Contacts by clicking '[Create a new Other contact link](#)'

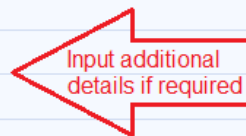
To move workflow status of person involved to approve, click on 'unapproved' in the '[Workflow status](#)' column.



People Involved							
Person reporting the feedback							
Record/patient number	Last name	First name	Date of birth (DOB)	Gender	Aboriginal/Torres Strait Islander Descendant	Workflow status	Contact role
	unknown			Male		Unapproved	Complainant
Create a new Complainant link							
People Affected							
Record/patient number	Last name	First name	Date of birth (DOB)	Gender	Aboriginal/Torres Strait Islander Descendant	Workflow status	Contact role
	unknown			Male		Unapproved	Complainant
Create a new Person Affected link							
Other contacts							
Record/patient number	Last name	First name	Date of birth (DOB)	Gender	Aboriginal/Torres Strait Islander Descendant	Workflow status	Contact role
	Demo	cfm_n				Approved	Notifier
Create a new Other contact link							
				Save	Cancel		
				⏪ ⏩ ⏴ ⏵			

This action will open the 'complainant details' page as pictured below. Review information within the details page. If further information is available, input these details.

Complainant details	
Record/patient number	<input type="text"/>
Last name	<input type="text" value="unknown"/>
First name(s)	<input type="text"/>
Date of birth (DOB) (dd/MM/yyyy)	<input type="text"/>
Age	<input type="text"/>
Age Band	<input type="text"/>
Address	<div><div></div><div></div></div>
Postcode	<input type="text"/>
Telephone number	<input type="text"/>
Email address	<input type="text"/>
Fax	<input type="text"/>
Gender	<input type="text" value="Male"/>
Approval status	
Current approval status	Unapproved
Link details	
Contact role	Complainant
Check for matching contacts Back to consumer feedback	



Input additional details if required



Once complainant details are confirmed click '[Check for matching contacts](#)'. This action will display a '[Matching contacts](#)' page that will provide a list of available contacts or a message advising no matching contacts were identified in the system.

Matching contacts							
2676 contacts found. Displaying 81-100.							
Previous page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 >>							Next page
Choose	Record/patient number	ID	Last name	First name	Date of birth (DOB)	Gender	Type
<input type="button" value="Choose"/>	62914	405938	unknown				Patient
<input type="button" value="Choose"/>		407424	Unknown			Male	Patient
<input type="button" value="Choose"/>		425753	unknown			Female	Patient
<input type="button" value="Choose"/>		426088	Unknown				Patient
<input type="button" value="Choose"/>		430658	Unknown				Patient
<input type="button" value="Choose"/>		432454	Unknown				Patient
<input type="button" value="Choose"/>		448331	Unknown				Patient

Or

Matching contacts	
No contacts found.	
<input type="button" value="Cancel"/>	

Clicking '[Cancel](#)' will close that window and return you to the '[Person affected details](#)' page. At the bottom of this page, the '[Approval status](#)' now has a drop down box from which to select '[Unapproved](#)' or '[Approved](#)'. Choose required approval status and click '[Save](#)' to return to '[People involved](#)' page. The workflow status will update to the status selected.

Approval status	
Current approval status	Unapproved
* Approval status	<div><div>Unapproved</div><div>Unapproved</div><div>Approved</div></div>

People Involved							
Person reporting the feedback							
Record/patient number	Last name	First name	Date of birth (DOB)	Gender	Aboriginal/Torres Strait Islander Descendant	Workflow status	Contact role
	unknown			Male		Approved	Complainant
Create a new Complainant link							

New complaints

In addition to reviewing complaint records as outlined above, the feedback coordinator must check the date entered in 'Date received' in the 'Primary Complaint Chain'

The 'Date received by organisation' in the 'Key dates' section should drive the due dates in the 'Primary Complainant Chain' as per the WA Health Complaint Management Policy. However the dates in the 'Primary Complainant Chain' are auto-calculated from the 'Date received' which the system automatically populates with the date that the 'Primary Complainant Chain' is generated, i.e. the date the complaint record is entered into the system. Therefore the Feedback Coordinator is responsible for ensuring that the 'Date received by organisation' **is copied** into the 'Date received' field in the 'Primary Complaint Chain'. Once the 'Date received' has been changed, click 'Save' to enable the system to re-calculate the due dates.

Key Dates																
Date received by organisation (dd/MM/yyyy) ?	<input type="text" value="25/07/2016"/>															
Please transcribe the date in this field into the "Date received" field below																
Date feedback entered into the system (dd/MM/yyyy)	27/07/2016															
Date relevant event occurred (dd/MM/yyyy)	<input type="text"/>															
Primary Complainant Chain																
Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)																
Date Received	<input type="text" value="27/07/2016"/>															
	<table border="1"> <thead> <tr> <th></th> <th>Due</th> <th>Done</th> </tr> </thead> <tbody> <tr> <td>Acknowledged date:</td> <td><input type="text" value="03/08/2016"/></td> <td><input type="text"/></td> </tr> <tr> <td>Actioned/Investigated date:</td> <td><input type="text" value="31/08/2016"/></td> <td><input type="text"/></td> </tr> <tr> <td>Replied date:</td> <td><input type="text" value="07/09/2016"/></td> <td><input type="text"/></td> </tr> <tr> <td>Re-opened</td> <td colspan="2"><input type="text"/></td> </tr> </tbody> </table>		Due	Done	Acknowledged date:	<input type="text" value="03/08/2016"/>	<input type="text"/>	Actioned/Investigated date:	<input type="text" value="31/08/2016"/>	<input type="text"/>	Replied date:	<input type="text" value="07/09/2016"/>	<input type="text"/>	Re-opened	<input type="text"/>	
	Due	Done														
Acknowledged date:	<input type="text" value="03/08/2016"/>	<input type="text"/>														
Actioned/Investigated date:	<input type="text" value="31/08/2016"/>	<input type="text"/>														
Replied date:	<input type="text" value="07/09/2016"/>	<input type="text"/>														
Re-opened	<input type="text"/>															

'Date received' in 'Primary Complaint Chain' has been changed in below shot to correctly reflect 'Date received by organisation' in 'Key Dates'. **Note due dates have also changed.



Primary Complainant Chain

Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)

Date Received	<input type="text" value="25/07/2016"/>	
	Due	Done
Acknowledged date:	<input type="text" value="01/08/2016"/>	<input type="text"/>
Actioned/Investigated date:	<input type="text" value="29/08/2016"/>	<input type="text"/>
Replied date:	<input type="text" value="05/09/2016"/>	<input type="text"/>
Re-opened	<input type="text"/>	

It is important that the 'Date received' is updated and the record saved prior to the record being saved with any Done dates completed. Entry of a Done date prevents the system from recalculating Due dates in the 'Primary Complaint Chain'.

Lodging new complaints

Once a 'Pending' complaint record has been checked for:

- Fields are appropriately completed;
- 'People Involved' are approved; and
- 'Date received' matches 'Date received by organisation';

the complaints coordinator should then move the 'Lodgement status after save' to 'Lodged'. This will move the complaint to 'Complaints awaiting acknowledgement' upon saving.

Lodgement status	
Current lodgement status	Pending
★ Lodgement status after save	<input type="text" value="Pending"/>
	<div><div>Pending</div><div>Lodged</div><div>Rejected</div></div>

Alternatively the 'Lodgement status after save' can be saved as 'Rejected' for complaint records that should not be lodged (refer to page 48). This will cause the record to move to 'Inactive' and therefore the complaint will not progress through the 'Primary Complaint Chain'.

New contacts/compliments

New contact and compliment records should remain in 'New Feedback' until they are ready to be closed. Therefore their lodgement status must remain as 'Pending' until they are ready to be closed.

Closing contacts/compliments from New Feedback

When a contact/compliment has been managed and is ready to be closed, the feedback coordinator should:

1. Change the 'Lodgement status after save' to 'Lodged'
2. Enter the 'Closed date'
3. Press save

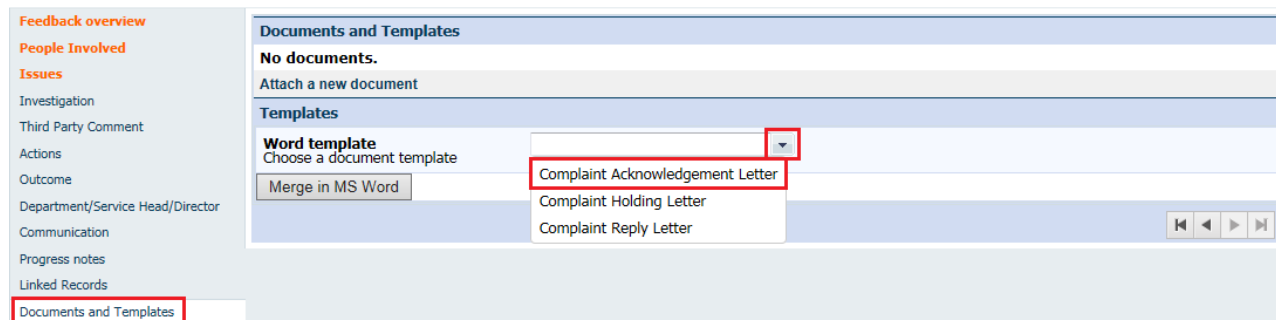
If step 1 is missed, the record will remain in New Feedback. If step 2 is missed, the record will move to 'Complaints awaiting acknowledgement'. As contacts/compliments are not associated with a 'Primary Complainant Chain', they should not enter this status as there is a high-risk they will be lost and never closed. Errors can be corrected by finding the feedback record and completing the missed step in order to move the record to 'Closed feedback'.

Complaints awaiting acknowledgement

Lodged complaint records move to the 'Complaints awaiting acknowledgement' status section which is accessible from the 'status' page. Complaint records located in this status group require communication with the person reporting the feedback to acknowledge the complaint and clarify or obtain additional information if necessary. A template complaint acknowledgement letter is available in the system for use if desired.

Complaint Acknowledgement Letter

Use the navigation menu to access the 'Documents and Templates' section. From the pick list in the 'Templates' section select 'Complaint Acknowledgement Letter'.



The screenshot displays the 'Documents and Templates' section of the WA Health Datix CFM system. On the left, a navigation menu lists various sections, with 'Documents and Templates' highlighted. The main content area shows the 'Documents and Templates' section, which includes a 'Word template' dropdown menu. The dropdown menu is open, showing a list of templates: 'Complaint Acknowledgement Letter', 'Complaint Holding Letter', and 'Complaint Reply Letter'. The 'Complaint Acknowledgement Letter' is selected. Below the dropdown menu, there is a 'Merge in MS Word' button. The interface also includes a 'Feedback overview' section on the left and a 'Documents and Templates' section on the right.



Note that the merge function (automatic population of complainant's details) may not be compatible with older versions of Microsoft Word (i.e. Word 2003) and these may have to be manually entered by the user.

A letter template will appear when the **Merge in MS Word** button is clicked.

Document added.

Documents and Templates

Created	Type	Description	ID	
27/07/2016	Letter	Complaint Acknowledgement Letter (merged on 27/07/2016)	43174	[edit]

Attach a new document

Templates

Word template
Choose a document template

Merge in MS Word

Save Cancel

Clicking on the acknowledgment letter as outlined in the red box in the above picture opens a word letter template. Write the acknowledgement letter to the complainant and save the document. Click on the 'attach a new document' button to attach the edited letter and then follow the steps as outlined on page 27.

Attachment details

* Link asLetter

* DescriptionComplaints Feedback Test Letter

* Attach this fileC:\Users\he125715\Desktop\Test.docxBrowse...

Save Cancel

The documents and templates page will re-open showing the recently attached letter. Click save.

Documents and Templates

Created	Type	Description	ID	
27/07/2016	Letter	Complaints Feedback Test Letter	43175	[edit]
27/07/2016	Letter	Complaint Acknowledgement Letter (merged on 27/07/2016)	43174	[edit]

Attach a new document

Templates

Word template
Choose a document template

Merge in MS Word

Save Cancel



Acknowledged date

Once acknowledgement has been provided to the person reporting the feedback, the Done date in the '[Primary Complainant Chain](#)' should be updated. Saving the record with this field completed will move the record to the next step in the Complaint Management process: '[Complaints under investigation](#)'. Ensure the '[Date received](#)' has been updated to reflect the same date as the '[Date received by organisation](#)' and that the record has been saved to ensure due dates are updated prior to entering this done date. See page 35 for further details.

Primary Complainant Chain		
Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)		
Date Received	<input type="text" value="25/07/2016"/>	
	Due	Done
Acknowledged date:	<input type="text" value="01/08/2016"/>	<input type="text"/>
Actioned/Investigated date:	<input type="text" value="29/08/2016"/>	<input type="text"/>
Replied date:	<input type="text" value="05/09/2016"/>	<input type="text"/>
Re-opened	<input type="text"/>	

Complaints under investigation

The investigation function within Datix CFM allows a feedback coordinator to assign investigators to the complaint issue/s.

Feedback Coordinator role

Navigate to the '[Investigation](#)' page and select investigators from the multi pick list.



Feedback Management Form

21662 | CFM21662

Feedback overview

People Involved

Issues

Investigation

Third Party Comment

Actions

Outcome

Department/Service Head/Director

Communication

Progress notes

Linked Records

Documents and Templates

Print

Audit trail

+ Add a new consumer feedback

My reports

Design a report

New search

Saved queries

Help

Investigation

Investigator(s)

Investigation Comment 1

Issue number

Comment

Name

Designation

Signature (HE Number)

Signature date

Signature time

24 hour format (ie, 08:30, 20:30 etc)

Add another investigator comment?

Save

Cancel

Saving the record with the investigators selected will result in an automated email being sent to the investigator advising them that they have been assigned to the complaint investigation. However the feedback coordinator should send a separate communication via the communication page with particulars about the investigation required, particularly in complex complaints with multiple issues, e.g. Please investigate and provide comment on issues number 2 and 3.

Investigator role

Once the investigation is complete the investigator is responsible for entering relevant information in to the Datix CFM record. The issues the particular investigator investigated should be identified at '**Issue number**'. Details about their investigation should be entered in the '**Comment**' section. They should enter their identification details and sign the completed investigation with their HE number.



Investigation Comment 1	
Issue number	<input type="text"/>
Comment	<div><div></div><div>abs</div></div>
Name	<input type="text"/>
Designation	<input type="text"/>
Signature (HE Number)	<input type="text"/>
Signature date	<input type="text"/>
Signature time	<input type="text"/>
24 hour format (ie, 08:30, 20:30 etc)	
Add another investigator comment?	<input type="text"/>
<div>Save Cancel</div>	

If an investigator accesses the complaint record and the investigation comment is already completed by another investigator, an additional comment section can be generated by changing the answer to 'Add another investigation comment?' to 'Yes'. Up to 10 investigators can comment on any one complaint record.

Add another investigator comment?	<input type="text"/>
	<div>Yes</div> <div>No</div>

Investigators should utilise the '[Communication](#)' tab to notify the Feedback Coordinator once they have completed their portion of the investigation.

Third party comment

If applicable to the complaint, Datix CFM can be used to invite comments from third parties to assist in the resolution of the complaint. Users with the appropriate profile can be selected from the multi pick list on the '[Third party comment](#)' tab.



This action provides permission for the nominated personnel to read the complaint and provide comment. It DOES NOT automatically send an email notification to the nominated user. The user must be notified via the '[Communication](#)' tab with their invitation and relevant information so that they can comment on the complaint.

Recommendations/Actions

The development of recommendations/actions is a fundamental component in consumer feedback management and provides the framework for quality improvement in a health care service. Recommendations/actions can be entered for open or closed complaints, however not every complaint will generate a recommendation/action. To add a recommendation/action, open the relevant complaint record and from the '[Feedback Management Form](#)' menu select '[Actions](#)'. To generate a new action, click '[Create a new action](#)'.

You will be taken to a '[Complaints Recommendations/ Action Form](#)' as shown below.



Complaints Recommendation/Action Form

Reference

Module

Linked record ID 21662

Recommendation/Action ID

Recommendation/Action Details

Recommendation / Action Text

Assigned To

Outcome measure

Due date (dd/MM/yyyy)

Executive Concur?

Senior staff discussed recommendations & actions with staff member(s) involved?

Key dates

★ Start date (dd/MM/yyyy)

Date completed (dd/MM/yyyy)

Action details

★ Priority

★ Type

★ Description

The Recommendation/Action Details section should provide enough detail for a user to understand what the recommendation/action is and how it relates to the consumer feedback. It should also provide detail on how it is proposed that the recommendation/action is implemented. This description should be entered in to the free text section labelled 'Recommendation / Action Text'.

The 'Assigned To' field can be a WA Health employee with Datix CFM profile permissions. Assigning an employee here provides permission for the nominated user to read the recommendation and provide comment.

The 'Outcome measure' is an indication of which measures will be used in evaluation of the recommendation/action, i.e. the desired result in change of service the service is expecting to see after the recommendation/action has been implemented and how the service is planning to determine the successfulness of this implementation.

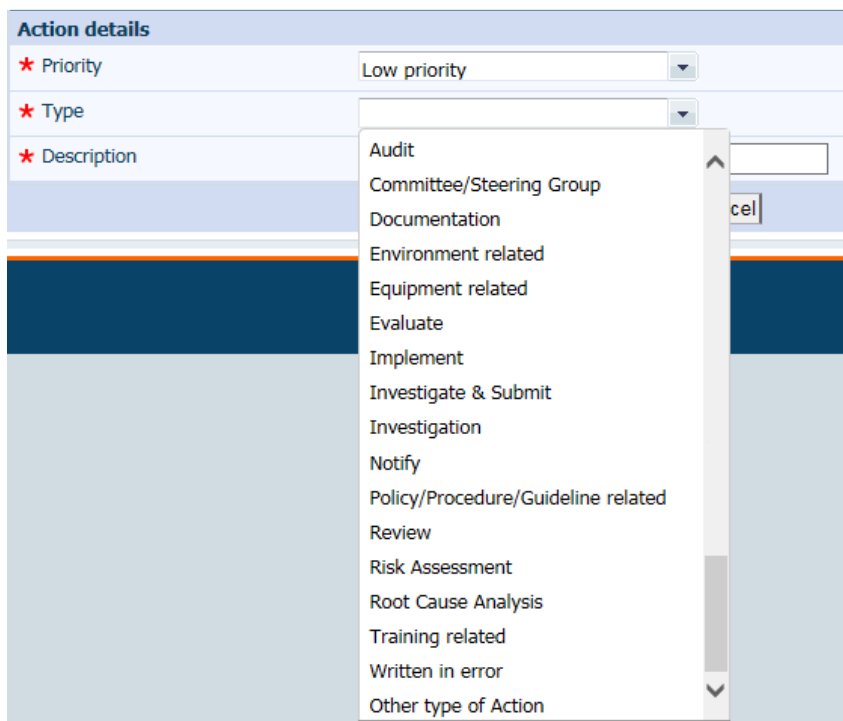
The 'Due date' is set by the person creating the recommendation/action. It should be set at a reasonable time that allows the recommendation/action to be implemented in order to achieve a reasonable quality and sustainable change yet in a time frame that is going to minimise the risk of repeat events occurring.

Single pick lists with yes/no answers exist for 'Executive concur?' and 'Senior staff discussed recommendations & actions with staff member(s) involved?'. Completion of these fields assists

future users to understand the extent of consultation around the recommendation/action in the service.

The '**Key dates**' section comprises of a start date and completed date. The start date auto-populates with the date the action is generated in the system. This can be changed if necessary. The date completed should be entered once the implementation and evaluation process is completed.

The '**Action details**' section provides a summary of recommendation/action and consists of three mandatory fields. Priority must be set as low, medium or high and should reflect the potential impact the improvement would have on the safety and quality of the health care provided. It would be generally expected that the priority would reflect the confirmed SAM score, i.e. a complaint with a SAM score of 1 would be associated with actions of high priority, whereas a complaint with a SAM score of 4 would be associated with actions of low priority. For example a complaint about a surgery being performed incorrectly would be expected to generate recommendations with higher priority than a complaint about the price of food at a hospital cafeteria. The type of action is selected from the pick list which covers common, but not all, methods of acting on recommendations. Further details can be entered in to the free text description field below to assist with explanation of the action.



The screenshot shows the 'Action details' section of a form. It includes three mandatory fields, each marked with a red star: 'Priority' (set to 'Low priority'), 'Type' (with a dropdown menu open), and 'Description' (with a text input field). The 'Type' dropdown menu lists various action categories: Audit, Committee/Steering Group, Documentation, Environment related, Equipment related, Evaluate, Implement, Investigate & Submit, Investigation, Notify, Policy/Procedure/Guideline related, Review, Risk Assessment, Root Cause Analysis, Training related, Written in error, and Other type of Action. The form has a blue header bar and a light blue background.

Action investigated date

Once the investigation process is complete, the Feedback Coordinator should enter the '**Actioned/Investigated**' Done date in the '**Primary Complainant Chain**'. Saving the record with this field completed will move the record to '**Complaints awaiting final reply**'.



Primary Complainant Chain

Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)

Date Received	<input type="text" value="25/07/2016"/>	
	Due	Done
Acknowledged date:	<input type="text" value="01/08/2016"/>	<input type="text" value="27/07/2016"/>
Actioned/Investigated date:	<input type="text" value="29/08/2016"/>	<input type="text"/>
Replied date:	<input type="text" value="05/09/2016"/>	<input type="text"/>
Re-opened	<input type="text"/>	

Complaints awaiting final reply

This list reflects all complaint records that have completed the investigation process and are ready for final communication with the complainant regarding the outcome of the investigation in to their complaint.

Documents and templates

To access the 'Complaint Reply Letter', go to 'Documents and templates' from menu. Click on the drop down arrow and select 'Complaint Reply Letter'. Refer to page 37 for details on how to complete the merge process.

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Documents and Templates

Created	Type	Description	ID	
27/07/2016	Letter	Complaints Feedback Test Letter	43175	[edit]
27/07/2016	Letter	Complaint Acknowledgement Letter (merged on 27/07/2016)	43174	[edit]

Attach a new document

Templates

Word template
Choose a document template

Complaint Acknowledgement Letter

Complaint Holding Letter

Complaint Reply Letter

ancel

Outcomes

Selecting 'Outcomes' from the menu will open this page where you can input the resolutions of the complaint, add comments and confirm the SAM Score.



The screenshot displays the 'Feedback Management Form' interface. On the left is a sidebar with navigation links: 'Feedback overview', 'People Involved', 'Issues' (with sub-links for Investigation, Third Party Comment, and Actions), 'Outcome' (highlighted with a red box), 'Department/Service Head/Director', 'Communication', 'Progress notes', 'Linked Records', 'Documents and Templates' (with sub-links for Print, Audit trail, Add a new consumer feedback, My reports, Design a report, New search, Saved queries, and Help), and 'Add a new consumer feedback'. The main content area is titled 'Outcome' and includes a 'Resolution' field with a multi-select dropdown, a 'Time taken to resolve complaint' field with a single-select dropdown and a link to a calculator, a 'Comments' text area, and a 'Seriousness Assessment Matrix' section with a 'Confirmed SAM Score' dropdown and a link to the WA Health Complaints Management Policy. At the bottom are 'Save' and 'Cancel' buttons.

The '**Resolution**' field includes a multi pick list to allow multiple selections for the resolution achieved.

This screenshot shows the multi-select list for the 'Resolution' field. The list contains the following options: 'Agreement not reached', 'Apology provided', 'Change in policy effected', 'Change in practice/procedure effected', 'Compensation paid', 'Complaint has been withdrawn', 'Concern registered', 'Costs refunded or reduced', and 'Explanation Provided'. The list is scrollable, with up and down arrows visible on the right side.

'**Time taken to resolve complaint**' is a single pick list to reflect the number of days between the date the feedback is received and the date the final reply is sent to the complainant. The Feedback Coordinator must calculate this value and select the appropriate time bracket. This field is required for legislative reporting to HaDSCO, completed by DOH. An excel based calculator tool is provided for use if desired.



0-15 days

16-30 days

31-60 days

61-90 days

91-120 days

121-150 days

151-180 days

181-210 days

211 plus days

Unknown time

Confirmed Seriousness Assessment Matrix Score

The confirmed Seriousness Assessment Matrix score should be entered following completion of investigation into the complaint. The confirmed SAM Score reflects that of the complaints most serious issue. See page 27 for a detailed description of the SAM Score.

Replied date

Once the 'Outcome' fields have been completed and final reply has been sent to the person reporting the feedback, the Feedback Coordinator should complete the 'Replied date' Done in the 'Primary Complaint Chain'. Saving the record with this field completed will move the complaint to 'Closed Feedback'.

Primary Complainant Chain			
Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)			
Date Received	<input type="text" value="25/07/2016"/>		
	Due	Done	
Acknowledged date:	<input type="text" value="01/08/2016"/>	<input type="text" value="27/07/2016"/>	
Actioned/Investigated date:	<input type="text" value="29/08/2016"/>	<input type="text" value="28/07/2016"/>	
Replied date:	<input type="text" value="05/09/2016"/>	<input type="text"/>	
Re-opened	<input type="text"/>		

Other features

Closed Feedback

'Closed Feedback' includes:

- Contacts and Compliments that have been 'Lodged' and had the 'Closed date' completed prior to saving; and
- Complaints that have had the 'Replied date' Done completed in the 'Primary Complainant Chain' prior to saving.

Re-opening a Closed Complaint

In certain circumstances it may be necessary to re-open a previously closed complaint. This may, for example, be due to:

- Missed information not considered in the investigation which needs to be added to the complaint;
- A change or development in circumstances central to the complaint; or
- Following resolution, the complaint is escalated to another body, e.g. HaDSCO

It should be noted that if a complaint is received about how a complaint has been handled or about the resolution achieved then this should be entered in Datix as a new complaint. If a user is unsure whether a complaint should be re-opened or entered as a new complaint, considering and comparing the issues that are central to the original and current complaint can usually indicate whether it is a new complaint or not.

To re-open a closed complaint, enter a date in the 'Re-opened (Complainant)' field of the 'Primary Complaint Chain'.

Primary Complainant Chain			
Please ensure that the "Date received by organisation" (above) is transcribed into the "Date received" field (below)			
Date Received		<input type="text" value="25/07/2016"/>	
	Due	Done	
Acknowledged date:	<input type="text" value="01/08/2016"/>	<input type="text" value="27/07/2016"/>	
Actioned/Investigated date:	<input type="text" value="29/08/2016"/>	<input type="text" value="28/07/2016"/>	
Replied date:	<input type="text" value="05/09/2016"/>	<input type="text" value="01/08/2016"/>	
Re-opened	<input type="text"/>		

Saving the record with this field populated will move the complaint record into 'Complaints Awaiting Acknowledgment'. The date of re-opening becomes the updated 'Date received' with the due dates in the "Primary Complaint Chain" re-calculated based on this date.

****Note:** 'Date received by organisation' and 'Date received' will be different values and should **not** be altered.

Contacts and compliments cannot be re-opened. Information can however be added to the closed feedback record if necessary.

Inactive

Feedback records may be moved into the '**Inactive**' group if they are out of scope of the CFM. Reasons this may occur include:

- duplicate entries;
- erroneously entered data; or
- staff feedback.

An inactive record is read-only and the documents and templates are no longer accessible.

Making a record inactive

To inactivate a record, the 'Lodgement status' should be changed from '**Pending**' or '**Lodged**' to '**Rejected**' and then saved.

Inactivation of a record can be reversed by changing the '**Lodgement status**' back to '**Pending**' or '**Lodged**' and saving the record. This action will move '**Pending**' records to '**New Feedback**' and '**Lodged**' records to '**Complaints awaiting acknowledgement**'. Remember that Compliments and Contacts should not sit in '**Complaints awaiting acknowledgement**' and the '**Closed date**' should be entered in order to move these lodged records to '**Closed Feedback**'.

Lodgement status	
Current lodgement status	Pending
★ Lodgement status after save	Rejected
Closed date (dd/MM/yyyy)	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Linked records

'**Linked records**' facilitates other feedback records or clinical incidents within the Datix system to be linked to feedback records in order to provide more complete information and the sharing of information across modules. Linking clinical incident records to consumer feedback records may be particularly relevant in complaints relating to the quality of clinical care.



Feedback overview

People Involved

Issues

Investigation

Third Party Comment

Actions

Outcome

Department/Service Head/Director

Communication

Progress notes

Linked Records

Documents and Templates

Linked Records

No Linked Records.

Link a record.

Save Cancel

Clicking on 'Link a record' opens the 'Link Details' page.

Adding link to consumer feedback with ID 21662

+ Add a new consumer feedback

My reports

Design a report

New search

Saved queries

Help

Link Details

* Module

* Module Link ID

Link notes

Save Cancel

The 'Module' single pick list identifies which module the linked record will be located in, i.e.:

- Clinical Incident Management System (CIMS); or
- Consumer Feedback Module (CFM).

The 'Module Link ID' identifies which record is to be linked to the current record. This field refers to the Datix ID, not the CIMS/CFM Reference number.

Link Details

* Module

Clinical Incident Management System

* Module Link ID

167292

Link notes

Test link to CIMS record

Save Cancel

Notes about the relationship between the linked records should be entered in the 'Notes' free text box.

Click 'Save'. Linked records can be accessed from the 'Linked Records' page within the feedback/clinical incident record. The 'edit' section allows the user to remove the link if required.



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People Involved
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Linked Records
Linked incidents (1)

ID	CIMS Reference	Patient Name	Clinical incident investigator	Date of clinical incident	Time of clinical incident	Location (exact)	Type of Clinical Incident: Level 1	Incident affecting	Describe the actual or potential clinical incident	Link Notes	
219671	CIMS121472		CIMS Senior Staff (P cims_ss1 Demo	15/07/2016	11:02				Actual or potential clinical incident	Test link to CIMS record	[edit]

Link another record.

Save Cancel

Changing the type of feedback

Once a feedback record has been submitted by the notifier, the type of feedback is unable to be changed. There may be instances however where the person reporting the feedback may request that a contact becomes a complaint or vice versa. In this situation, a new feedback record should be generated and the original feedback record should be closed with an appropriate resolution selected. For example, in the instance where the person reporting the feedback wishes that their contact becomes a complaint this resolution may be 'Agreement not reached', or when a complaint is to become a contact 'Complaint has been withdrawn'. The system does not allow for a change in feedback type because:

- It is recognised that significant resource may have been spent in attempting resolution of the contact/complaint. If these records were to be merged the activity of the consumer liaison department may be misrepresented.
- There are differing amounts of functionality associated with each feedback type. Changing the feedback type once these fields have been completed may result in the loss of information.

If the above situation does occur, the Feedback Coordinator should ensure that the records are linked so that relevant information is not lost.



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

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