

Incident Reporting System Emory Healthcare and Emory University

OVERVIEW:

The purpose of this system is to replace the current paper reporting process for incidents and medication variances. The new system has been expanded to include near-misses, concerns and matters involving physicians and staff. Instead of calling or submitting a paper form to the Risk Management or Patient Relations department; you will now use this internet based system. We hope to increase reporting and improve our trending abilities by identifying issues before they reach the patient. This system is dynamically designed, meaning you will only be asked for information that pertains to the type of incident, medication variance, near-miss, or concern that is being reported.

CONTACT INFORMATION:

If you experience any issues using this system, please contact Sandi Borjas at: 404-778-7931.
sandi.borjas@emoryhealthcare.org

If you cannot reach Sandi:

- for EUH and ECLH contact Risk Management or Patient Relations Representative
- for TEC contact Susan Hair

BASICS:

Navigation:

*Always use the provided navigation buttons.

*Do not use the Internet Explorer navigation buttons.

*All navigation buttons are found at the bottom of each page.

A blue rectangular button with the word "Next" in white text.

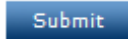
Once a page is completed, press the Next button to move to the next page.

A blue rectangular button with the word "Back" in white text.

The Back button will return you to the previous page.


A blue rectangular button with the word "Cancel" in white text.

Use this button to cancel the incident report. If you cancel an incident, and want to begin entering another report, return to the Internet Explorer homepage and enter the system from the beginning.



Once you have completed entering the information you will find the Submit button on the 'Summary Page'. By clicking this button, the incident report will be submitted to Risk Management or Patient Relations.

Terminology:

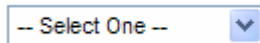
 The "?" icon is used to provide added information about the question or message. The information will be displayed when the cursor is scrolled over the icon or a window will appear when the icon is clicked.

* The red asterisk indicates a required field. You will not be able to proceed to the next page without answering the question. (If you do not see a red asterisk next to the question or input field, it is not a required field).



The calendar button is located next to date fields. Clicking on this icon will open a calendar window for selecting a date to be entered. (You can scroll month to month with the top set of arrows. With the bottom set of arrows, you can scroll from year to year).

Dropdown Box:



Click the down arrow for the dropdown box.

* Always look for a patient, physician, or drug by using the lookups before manually entering the information.

* Always read all questions and messages on each page thoroughly. The goal of this system is to provide the most accurate information possible.

* Always report all of the information pertaining to an incident.

GETTING STARTED:

How to access the Incident Reporting System:

- 1) Open Internet Explorer from any Emory Healthcare or Emory University computer
- 2) Locate the icon below from the intranet homepage or under the Risk Management webpage for Emory University Staff (www.emory.edu/oris);



- 3) Click on the icon;
- 4) You will be directed to the first page of the Incident Reporting System. The first page will look similar to the following:

Steps for entering an Incident:

- 1) Follow the steps above for accessing the Incident Reporting System;
- 2) Read all messages and questions thoroughly and answer them as accurately as possible;
- 3) Once you have completed a page click the 'Next' button to move forward;
- 4) If you need to go back to a previous page, click the 'Back' button;
- 5) After the drop-down options are completed, you will have a space limited to 250 characters for a brief description of the incident. If additional space is needed, an unlimited text field is provided.
- 6) After all the information has been entered, a Summary page will be provided;
- 7) Please review the Summary page for accuracy;
- 8) After reviewing the Summary page, click the 'Submit' button;
- 9) You will now see the following page:

CS STARS STARS Web v9.1 - Emory University/Emory HealthCare

Incidents

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Thank you for submitting your Incident to the Risk Management Office. Please keep the Incident Number for your records.

Incident Number 200701908

Denotes Required Field

STARS Web

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The incident number provided on this page will always refer to the incident report that has just been submitted. Due to the legal nature of this information and to protect attorney-client privilege, we ask that you do not print copies of this report. Should you need to review an incident report, access to the system will be provided by leadership or Risk Management.

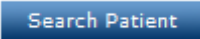
Lookups:

Because entering all of the information pertaining to a patient, physician, or drug can use valuable time, we have added lookups that will allow you to search for a patient, physician, or drug that is involved or has information pertaining to an incident.

There are three different lookups in the Incident Reporting System;

1. patient lookup;
2. physician lookup; and
3. drug lookup.

Patient Lookup

 This list of patients is provided by a real time HL7 interface with Emory's patient database. After clicking this button, you will see this search screen:

Patient Lookup

Lookup Cancel

Enter your search criteria:


Last Name

First Name

EUH Medical Record #

ECLH Medical Record #

TEC Medical Record #

Date Of Birth 

Sex

To search for a patient, enter as much information as possible; then click the 'Lookup' button. The selection page will look like the following:

Patient Lookup OK Cancel

Number of Records Found: 1 [Click here to start another search.](#)

Please Select a Record:

Selection	Patient's FirstName	Patient's LastName	MRN-TEC	MRN-ECLH	MRN-EUH	MRN-ECC	Date of Birth	Gender
<input checked="" type="radio"/>	ADT	Adaptertest	EMPI				01/02/1944	F

To select a patient, click the highlighted radio button (circle), and then click 'OK'.

If the search does not return the correct patient, use '[Click here to start another search.](#)' which will take you back to the Patient Lookup page.

Tips: If you cannot find the correct patient;

- Try entering partial information. For example, if the last name is Wiedower but you are not sure of the spelling, type 'wie' into the 'last name' search box. This search will return all patients in the system with a last name that contains 'wie'.
- If too many patients are returned, try entering more letters or information into the search.

Physician Lookup

Physician Lookup Select an attending physician from this list, if appropriate, to add their name to the incident report. This list of physicians is provided by the Credentialing Department and will be updated every month. After clicking on this button you will see this screen:

Physician Lookup Lookup Cancel

Enter your search criteria:

First Name

Last Name

Section

Specialty

To search for a physician, enter as much information as possible; then click the 'Lookup' button. The selection page will look like this:

Physician Lookup OK Cancel

Number of Records Found: 3 [Click here to start another search.](#)

Please Select a Record:

Selection	First Name	Last Name	MI	Section	Specialty
<input checked="" type="radio"/>	Jerry	Thomas	D	Emergency Medicine	M.D.
<input type="radio"/>	Lisa-Gail	Thomas	S	Medicine/Internal Medicine	M.D.
<input type="radio"/>	Janelia	Thomas-Burse	L	Gynecology & Obstetrics	M.D.

To select a physician to be added to the incident report, click the highlighted radio button (circle) then click 'OK'.

If your search does not return the correct physician, use '[Click here to start another search.](#)' to go back to the Physician Lookup page.

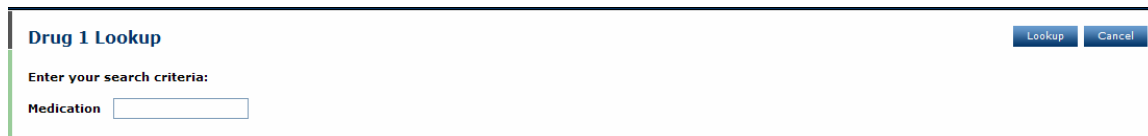
Tips: If you cannot find the correct physician use the same procedure as for Patient Lookup:

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- Try entering partial information. For example, if you think the last name is Wiedower but you are not sure how to spell it, type 'wie' into the last name search box. The search will return all physician's in the system with a last name that contains a 'wie'.
- If there are too many physician's returned, try entering more information into the search.

Drug Lookup

Drug 1 Lookup This button will be found on the Medication Variance page and allows you to select a drug from the formulary list. After clicking on the button you will see this screen:



The screenshot shows a web interface titled "Drug 1 Lookup" with "Lookup" and "Cancel" buttons in the top right. Below the title, it says "Enter your search criteria:" followed by a label "Medication" and an empty text input field.

To search for a drug, enter either the Brand or generic name into the provided search field and click the 'Lookup' button. The selection page will look like this:



The screenshot shows the "Drug 1 Lookup" selection screen with "OK" and "Cancel" buttons in the top right. It displays "Number of Records Found: 1" and a link "Click here to start another search." Below this is the instruction "Please Select a Record:" followed by a table with four columns: "Selection", "Generic", "Brand", and "Classification". A single row is shown with a radio button in the "Selection" column, which is highlighted with a red circle and a red arrow pointing to it. The row contains the text "NICARDIPINE in ns", "NICARDIPINE", and "NICARDIPINE 25mg Drip std*".

Selection	Generic	Brand	Classification
<input checked="" type="radio"/>	NICARDIPINE in ns	NICARDIPINE	NICARDIPINE 25mg Drip std*

To select a drug to be added to you're incident report, click the highlighted radio button (circle) then click 'OK'.

If the search does not return the correct drug, use '[Click here to start another search.](#)' to go back to the Drug Lookup page.