
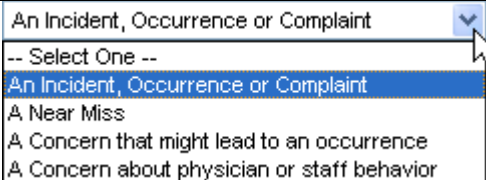




Emory Incident Reporting System (EIRS)




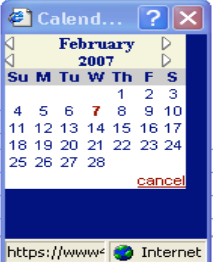
Frequently Asked Questions

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| <p>How do I access the EIRS?</p> | <p>Open Internet Explorer from any Emory Healthcare or Emory University computer. Locate this icon on the Intranet homepage and double click.</p>  <p>You may also find the icon on the Risk Management webpage for Emory Staff at www.emory.edu/oris.</p> |
| <p>When do complete an online report?</p> | <p>Every time you would have completed a paper form. Really if you even think about submitting one then you should do it. We would rather get more than less.</p> |
| <p>What types of incidents can I use EIRS to report?</p> |  <p>All of the above.</p> |
| <p>How do I move from page to page in the system?</p> | <p>Always use the provided navigation buttons. Do not use the Internet Explorer navigation buttons, or you may get an error. The EIRS navigational buttons are found at the bottom of each page and include next, back or cancel buttons.</p>  <p>On the final page you will see a Submit button</p>  |
| <p>What if it is a serious event? Do I just complete the online form?</p> | <p>Please complete the online form and then contact the Risk Management office immediately. If it is after hours please page the On Call Risk Manager at 50316. We may need to instigate an investigation or other actions immediately.</p> |
| <p>How will my manager know what's happened if they don't see the incident report?</p> | <p>Managers will be able to receive an email notification each time an incident report is submitted for their area. They will also have the option of getting regular reports emailed to them as well.</p> |
| <p>Will we use the reports to bypass our normal reporting systems in place on the unit?</p> | <p>The EIRS does not change your current departmental reporting processes. The EIRS replaces the written Incident report form and a lot of the telephone calls to the Risk Management office.</p> |
| <p>How long is it going to take to complete the EIRS form?</p> | <p>One to two minutes. It should be faster than completing the written form after you get comfortable with the questions.</p> |
| <p>Can I print the form to give to my manager?</p> | <p>No, the information contained in the database may not be printed, copied or forwarded. Your manager will be notified of the incident immediately if they have set up notifications with the Risk Management office.</p> |
| <p>What if I don't know how serious the event is or could be?</p> | <p>On the second page of the online report you are asked two questions about significance and severity. Please do your best to estimate what you believe to be the seriousness of the incident, it can be revised later by Risk Management or your manager.</p> |

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| <p>I wondered about the documentation by the physician. On the blue form, we ask the MD who responded to the issue to document what she/he found.</p> <p>Will that occur somehow on the on-line version, or will the nurse be responsible for documenting what the results of the MD exam/interventions were?</p> | <p>The physician should document in the medical record what is currently being documented on the blue form.</p> <p>An event note should be made in the medical record that includes information on what happened to the patient, this should include any physical findings and interventions.</p> <p>An incident report is not a substitute for documentation of the event in the medical record. I have heard some staff say they did not think they were to document a fall in the medical record and <u>this is not true</u>. If it happened to the patient it needs to be documented in the medical record; what happened, what we did to respond and the pt's outcome. This includes nursing and physician documentation.</p> <p>An incident report is a protected document and should never be mentioned in the medical record or to the patient.</p> |
| <p>How do I follow up on an incident once I entered it into EIRS?</p> | <p>After you submit the form you will be given an "incident number", this will be 9 or 10 digit number you use to follow up with. You will need to develop a method for tracking the numbers your department generates.</p> |
| <p>Do I have to answer every question?</p> | <p>Only the questions marked with a red asterisk * are mandatory. We would like you to complete as much information as possible. The question "What is your name" is not mandatory but we ask that you complete this section unless you feel you must remain anonymous.</p> <p>If you do not complete a mandatory section you will receive an error message when you attempt to go to the next page.</p> |
| <p>What happens to the information I put in EIRS?</p> | <p>The information is confidential but portions can be used by managers to identify trends and problems. ?????</p> |
| <p>What is "A near miss" and why do I need to report it?</p> | <p>A near miss is an error that could have reached the patient if it had not been caught by a staff member. If we can identify a potential problem and eliminate future opportunities for it to occur we will make Emory a safer and more productive place.</p> |
| <p>What is the  icon?</p> | <p>This is the calendar icon. Click on it and a window will open with</p>  <p>the month calendar. You may select any date in the month or move backwards or forwards with the arrows at the top. You may also just type the date if you prefer.</p> |
| <p>What is an Incident, Occurrence or Complaint or A Near Miss</p> | <p>These are the choices:</p> |

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| <p>An Incident, Occurrence or Complaint</p> <p>-- Select One --</p> <p>An Incident, Occurrence or Complaint</p> <p>A Near Miss</p> <p>A Concern that might lead to an occurrence</p> <p>A Concern about physician or staff behavior</p> | <p>-- Select One --</p> <p>-- Select One --</p> <p>Accident (not fall)</p> <p>Anesthesia, airway, dental</p> <p>Blood Bank Products</p> <p>Complaint, Patient Relations</p> <p>Concern</p> <p>Equipment Issue</p> <p>Unanticipated Death</p> <p>Fall</p> <p>IV Site Issues</p> <p>Lab Specimen</p> <p>Medication Variance</p> <p>Nonclinical Patient Events</p> <p>Obstetrics</p> <p>Procedure, Surgery</p> <p>Property Loss, Damage</p> <p>Skin Integrity</p> <p>Other Clinical Issues</p> |
| <p>What facilities use EIRS?</p> | <p>-- Select One --</p> <p>-- Select One --</p> <p>Emory Children's Center</p> <p>Emory Crawford Long Hospital</p> <p>Emory Healthcare Corporate</p> <p>Emory University</p> <p>Emory University Hospital, CRM, MHSD</p> <p>Non-Emory</p> <p>The Emory Clinic</p> <p>Wesley Woods Center</p> |
| <p>What are the choices for magnitude or significance?</p> | <p>-- Select One --</p> <p>-- Select One --</p> <p>Minor-Not likely to reoccur and (or) cause any harm</p> <p>Moderate-May reoccur and (or) cause harm</p> <p>Significant-Unacceptable risk of reoccurrence and (or) major harm</p> |
| <p>What are the choices for severity?</p> | <p>-- Select One --</p> <p>-- Select One --</p> <p>0 Level ->Near miss - error did not reach the patient</p> <p>1 Level ->No apparent harm to patient related to issue</p> <p>2 Level ->Preventive treatment or monitoring required</p> <p>3 Level ->Temporary harm that required some treatment</p> <p>4 Level ->Temporary harm with new or prolonged hospitalization</p> <p>5 Level ->May have contributed to permanent harm</p> <p>6 Level ->Life threatening event or death</p> |

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| <p>What are the choices for 'How did this or how could this affect patient care?'</p> | <p>-- Select One --</p> <ul style="list-style-type: none"> -- Select One -- Additional Procedure, Surgery Drug Therapy Initiated, Changed Initiate, Increase Monitoring Labs, Diagnostic Testing Physician, Specialist Consult and Treatment Transfer to Higher Level of Care Initial Hospitalization Prolonged Hospitalization Ventilation Required CPR, Debrillation, Code Patient care was not effected Death |
| <p>I don't see the selection I need, what do I choose?</p> | <p>Choose the closest possible. If none of the choices reflect your incident?????? You may need to go back and select a different incident type or other selection. The questions are dynamic in that the next question is based on the prior answer. For example, if you choose Wesley Woods Center as your location on the first page you would be asked to choose from the following locations at WWC:</p> <p>-- Select One --</p> <ul style="list-style-type: none"> -- Select One -- WW-INC WW-BUDD WW-TOWERS WWHC Wesley Woods Outpt Center WW Parking WW Other 1WA-Wesley Woods Geriatric Hospital - Psychiatry 1WB-Wesley Woods Geriatric Hospital - Neuro-Psychiatry 2WA-Wesley Woods Geriatric Hospital - General Medicine 2WB-Wesley Woods Geriatric Hospital - Rehabilitation 2WC-Wesley Woods Geriatric Hospital - Long Term Care-LTAC 2WD-Wesley Woods Geriatric Hospital - Rehab/Medicine ECT-Wesley Woods Geriatric Hospital - Electroconvulsive Therapy RAD-Wesley Woods Geriatric Hospital - Radiology Rehab-Wesley Woods Geriatric Hospital - Rehab OP Resp-Wesley Woods Geriatric Hospital - Resp Care Cabin-Wesley Woods Geriatric Hospital - Night Cabin Pharm-Wesley Woods Geriatric Hospital - Pharmacy Lab-Wesley Woods Geriatric Hospital - Lab OP-Wesley Woods Geriatric Hospital - OP Clinic <p>Or, if you choose Fall as what occurred then you would be sent to this page:</p> |

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What are “lookups” and how do I use them?

Because entering all of the information pertaining to a patient, physician or medication can use valuable time, we have added lookups that will allow you to search for these. There are three different lookups in EIRS:

1. patient
2. physician, and
3. medication.

You will have several search options to choose from.

Please click the button before you manually enter the information.

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Patient Lookup Lookup Cancel

Enter your search criteria:

Last Name

First Name

EUH Medical Record #

ECLH Medical Record #

TEC Medical Record #

Date Of Birth (mm/dd/yyyy)

Sex

Physician

Physician Lookup

This is a physician lookup. Please click the button and find the physician before you manually enter the information below.

Attending Physician's First Name

Attending Physician's Middle Initial

Attending Physician's Last Name

Section/Department

Specialty/Expertise

Category

Please click the button before you manually enter the information.

Physician Lookup Lookup Cancel

Enter your search criteria:


First Name

Last Name

Section

Specialty

Medications




Medication Variance

* What happened?

* How was the medication administered?

Drug 1 Lookup

These are drug lookups. Please click the buttons below and find the drug before you manually enter the information below.

Drug 1 - Generic Name

Drug 1 - Trade Name

Drug 1 - Classification

Drug 1 Lookup Lookup Cancel

Enter your search criteria:

Medication

Emory Incident Reporting System (EIRS) Frequently Asked Questions



| | <p>Drug 1 Lookup OK Cancel</p> <p>Number of Records Found: 1 Click here to start another search.</p> <p>Please Select a Record:</p> <table border="1"><thead><tr><th>Selection</th><th>Generic</th><th>Brand</th><th>Classification</th></tr></thead><tbody><tr><td><input type="radio"/></td><td>Versed</td><td>midazolam</td><td>benzodiazepines</td></tr></tbody></table> | Selection | Generic | Brand | Classification | <input type="radio"/> | Versed | midazolam | benzodiazepines |
|--|---|-----------|-----------------|-------|----------------|-----------------------|--------|-----------|-----------------|
| Selection | Generic | Brand | Classification | | | | | | |
| <input type="radio"/> | Versed | midazolam | benzodiazepines | | | | | | |
| What if I can't find the patient, physician or medication in the lookup? | You may type the name in the appropriate fields. | | | | | | | | |