Typical File Management Actions

QUICK REFERENCE GUIDE

File Managers are assigned scopes based on the areas they cover. After the safety event is submitted, the appropriate file manager will be alerted based on the fields completed. The submitter of the safety event will answer the **Where** the event occurred questions and this will direct the safety event file to the right **File Manager**.

RL has a notification system that will send an email to your Outlook when a **New Occurrence** or safety event has been submitted.

Did you know?
From your email Alert Message, you can click the **File ID** number to open up the login screen and go directly to this event.

This quick reference (QR) will highlight typical actions to review for a safety event file. Please see your Health Authority's policies and guidelines for the management, review and documentation of Safety Events, including Occurrences, Critical Incidents, Serious Adverse Drug Reactions and Medical Device Incidents.

Review the sections from the **Table of Contents** and update the form fields/details with the information learned from the file management review. Remember that the original summary is what was submitted and current summary reflects any edits or updates. The original summary can be viewed in the Summary tab.

When and Where the Event Occurred

if there is an error in submission for where the event occurred, Click on **Garbage Can** and enter the correct **Site/Program/Area/Health Authority** and then save

Event Category, for example **Fall**

Update **Severity Level** drop-box as needed

If, based on your judgment this event should be reviewed as a potential critical incident, update the drop box, "**Do you believe this is a Critical Incident?**" to **Yes.** This will send auto-notification to patient safety for further review.

Ensure the answer in the question "**Equipment Involved/Malfunctioned?**" drop box is correct, and update if needed. If equipment has been involved in an occurrence, ensure that it is secured/set aside in a locked area for evaluation by clinical engineering or delegate.

Click **Add** to update or clarify any **Contributing Factors** to this safety event. Note: Adding contributing factors support system analysis and quality improvement initiatives.

Event Details

Review and update details as needed in the form fields

Persons Affected Details

Review and update details as needed, for example name or chart corrections.

Details about the Event

Review details about the event and edit as needed to remove names or words implying blame. Please see section on **Adding Tags** to learn about **Text Editor** and an alternate way to keep names confidential, without deleting them from the original submission.

Parties Involved/Notified/Witnesses

Click on **Add** to update record of who was involved, notified or witnessed as appropriate
Select on box beside an entry to **Edit** or **Delete** as appropriate

Reporter

Review details and confirm if submitter would like to review safety event with Manager. Follow up with submitter/team involved in event, as needed.

Attachments

Ensure any documents are attached in accordance with Health Authority policies and Privacy Legislation (PHIA). Attaching copies of permanent chart records is not encouraged.

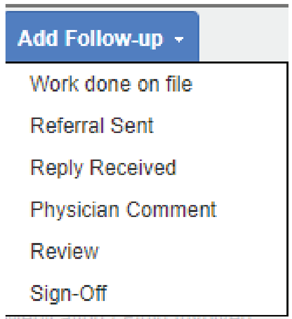
Select the box beside an attachment and then click on **Open** to review
Click on **Remove** to delete any permanent chart documentation(s) attached with submissions.
Click on **Add** to upload or drag any documents as an attachment. Examples of documents that could be included are non-permanent chart documents, emails, posters, and teaching documents not posted online

Working with **Follow-Up Actions**

There are different types of follow-ups that can be added to a file. It is in this section where you capture the documentation of your actions completed or planned, for example safety huddles, staff meetings or emails.

1. Click on the **Add Follow-up** drop-box to select the action taken or received

Typical File Management Actions



Work done on file is the most common option to select to enter in your actions or notes from your review.

2. Click on **Work done on file** to open a New Work form to document
3. Click on **Sub-Type** to identify appropriate action taken, for example chart review, consultation, meeting, etc.
4. Enter in your follow-up information and document your notes in the open text box. You can double click in open text box to open up **Text Editor**. See Adding **Tags** for an example of its function.
5. Click **Open, Add, Edit** or **Remove** in Attachments

Resolutions and Outcomes

This section of the Management forms has future provincial opportunities to optimize its usefulness in capturing system learning. We have highlighted a few sections that depending on the form may be mandatory to answer or that we hope you'll find helpful.

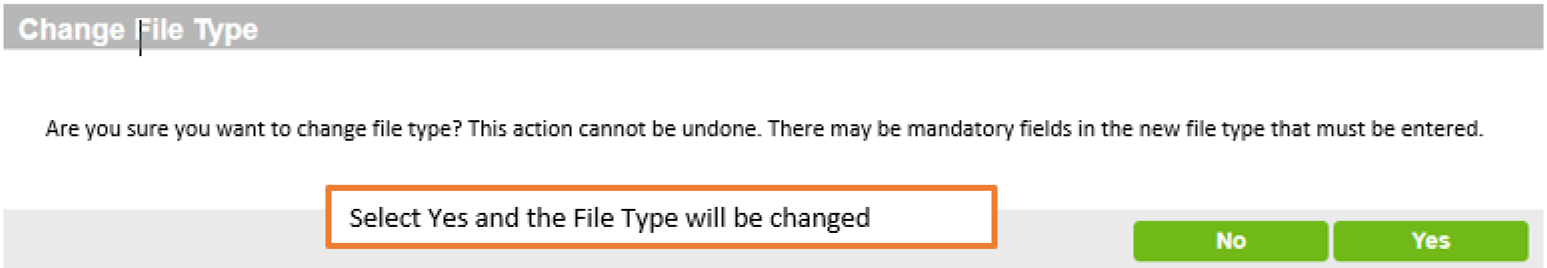
Click on the drop-box to answer the question "**Is this Event a Near Miss/Good Catch**?"
Enter ideas for learning in Tags/Themes section or enter recurring factors to track over time in safety events. You can run reports on this field. For example, if there is a recurring issue on a piece of equipment that is happening on your unit or site, you can use one tag to describe it and run a report to view all occurrences related to that issue.

Changing File Type

Sometimes a safety event is submitted in the wrong form and you can correct this by changing the file type. You can print or email yourself the original summary so you have event details.

1. Click on **More Actions** in the lower right corner
2. Select **Change File Type** to open a search box for the New File Type
3. Click on the drop-down box to scroll through the **File Types** or type the first few letters of the file type to narrow down the search options
4. Select the **New File Type** and click **OK** to change the file

Typical File Management Actions



Signing Off on a File

If you have been sent a file to review and have completed your work in the file, go to the **Add Follow-up** drop-box and select **Sign-Off**. This is a way to communicate to the file owner(s) that you no longer need the file open.

Closing a File

Once all applicable team members have documented and signed off on the safety event, you can close the file. For example, if a file is being reviewed for verification of a critical incident, it needs to remain open until review by patient safety and any other relevant departments is completed.

1. Click on **More Actions** in the lower right corner
2. Select **Close** to open the **Choose File Status** form
3. Click in the drop-down box in **Select Status**
4. Select the desired option based on the following definitions:
    - **Resolved** — All work completed
    - **Duplicate** — Incident reported more than once (link files before closing)
    - **Invalid** — Wrong information, not a safety event (i.e. respectful workplace issue), event is not about services provided in a health authority
    - **Insufficient Info** — Not enough information provided to do a review
    - **Expired** — Do not use this file status
5. Select **OK** to close the file

Adding Tags

One way to keep any names included in the Details about the Event in the **Any Additional Information** box is to tag the names.

1. Double click anywhere in the open text box
2. Highlight the name you wish to keep confidential
3. Click on the **Tags** drop-down box and select the appropriate tag or descriptor
4. Click **OK**

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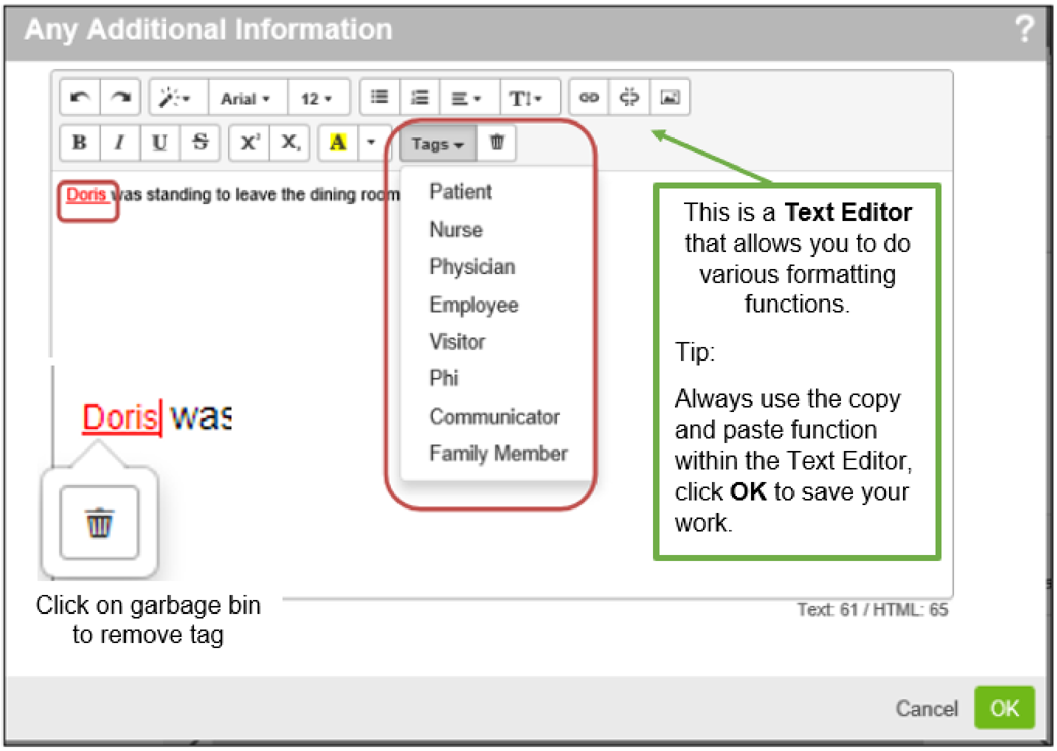
When the information is displayed or printed the tag, not the individual name will appear. For example, “Doris” will appear as Patient



QUESTIONS? Contact RL_Support@sharedhealthmb.ca