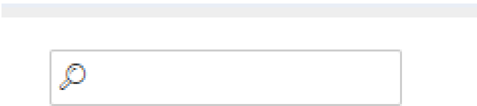
SD – Brevity - Incident Reporting

Creating an Incident Record

To establish an Incident record, observe the following steps:

1. Select the **Client** icon in top left corner

2. Enter name of client into the search bar, highlight client then double click to open the client's page



3. Select **Incident/Accident** icon

4. Click on the **+ New** icon to open a new incident page
5. Within the Type field select from the drop down list the appropriate record type.
6. Within the Reported By field input the full name of the individual that reported the incident.
7. Within the Date Received field specify the date that Headway Gippsland was notified of the incident.
8. Within the Status field select from the drop down list the appropriate status type. For all new incidents the status would be set as "open".
9. Within the Date of Incident field specify the date that the incident occurred.
10. Within the severity field select from the drop down list the appropriate severity type.
11. Within the Description field input a narrative as to the circumstances or purpose of the incident record.
12. Update the fields listed under the Notified Panel

- Update the Notified Staff field set as either **Yes** or **No**
- Update the Notified Guardian field set as either **Yes** or **No**
- Update the Notified Police field set as either **Yes** or **No**
- Update the Notified Insurer field if **Yes**

13. Update the Examined by Doctor field set as either **Yes** or **No**

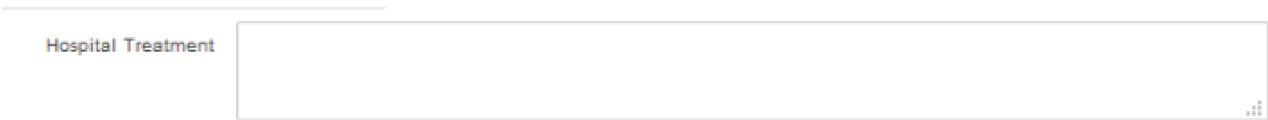
If the field value is **Yes** input data into the following fieldsClick within the Doctor field to select a service provider from the drop-down list

Input a detailed narrative based upon the doctor's report

Input an expected recover date.

14. Update the Hospitalised field set as either **Yes** or **No**

If the field value is **Yes** input a detailed narrative of the Hospital treatment that was or is being received by the client



15. Update the Further Action Required field set as either **Yes** or **No**

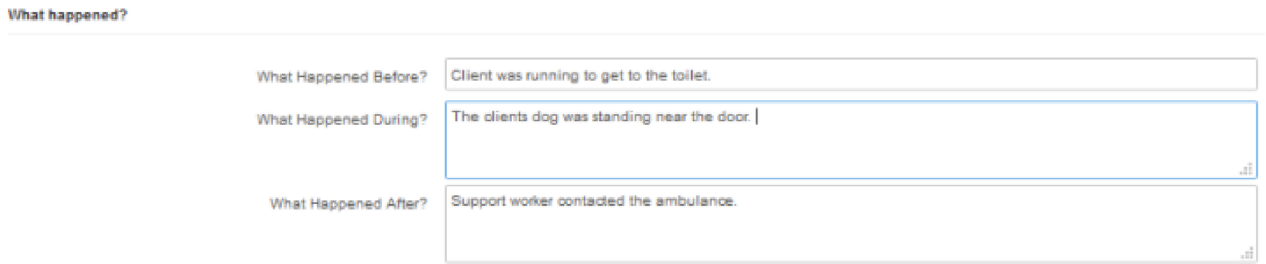
If the field value is **Yes** input data into the following fields

Input a date for further actions

Input a detailed narrative that relate with the actions required

16. Update the optional fields with data

Input a detailed narrative into the individual fields listed within the What Happened? panel as well as inputting data with regards to the location at which the incident occurred.



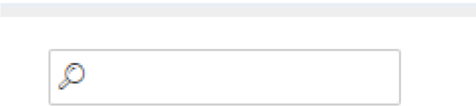
17. Select the **Save** button to create the incident record

Editing an Incident Record

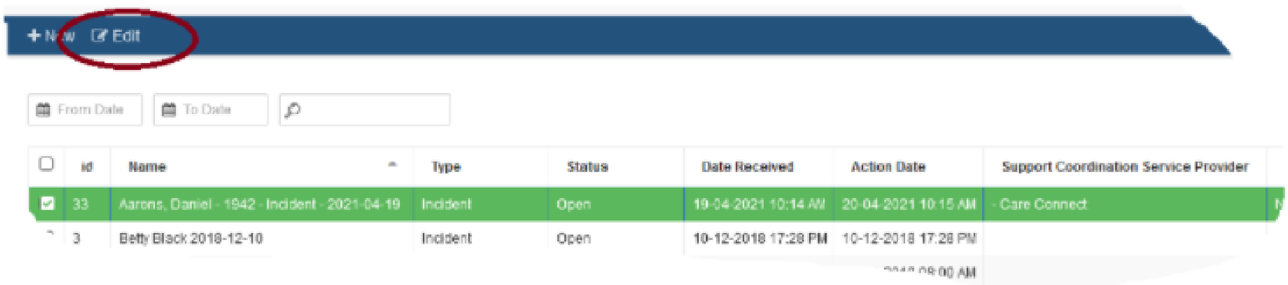
Edits to the incident record may involve specifying information related with hospitalisation, updating notifications, further actions to be undertaken, setting the status or access rights or assigning notes to the incident.

1. Select the **Client** icon in top left corner

2. Enter name of client into the search bar, highlight client then double click to open the client's page

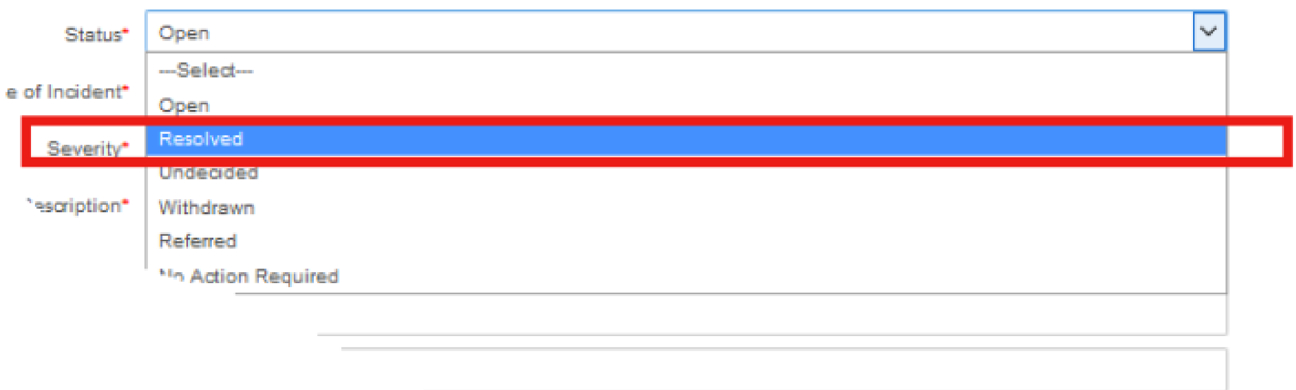


3. Select **Incident/Accident** icon
4. Highlight the Incident record to be updated, and either select the **Edit** button or double click to open the page in the browser



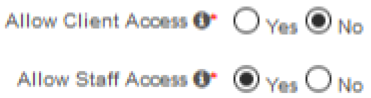
5. To update the Incident record, observe the following notes.

To update the incident status, click into the status field and select the applicable status from the drop-down list that will be assigned to the record.

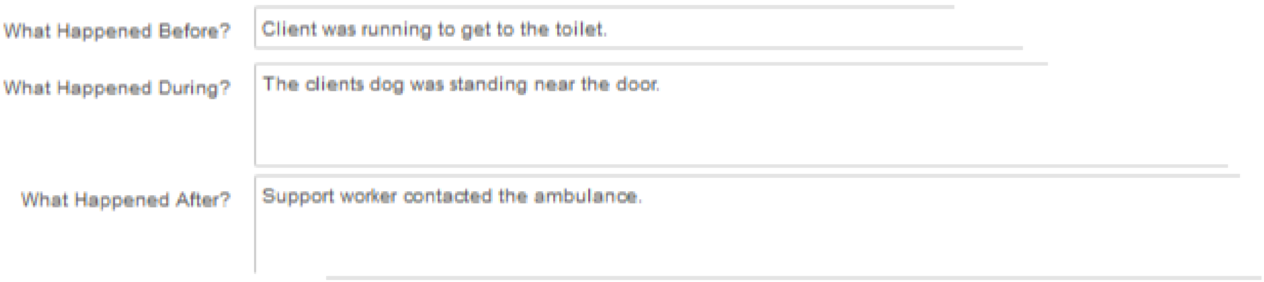


For incidents raised through the Brevity Care mobile app, specify an incident date. Review the severity indicator that has been specified, if a change is required, click into the severity field select the applicable status from the drop-down list.

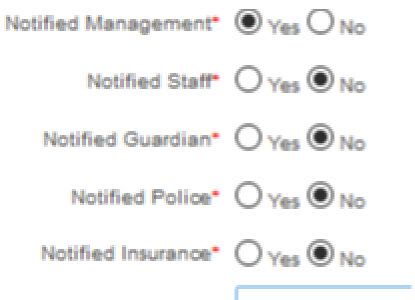
To update staff &/or client access on the incident, set the access value on the corresponding fields to **Yes** or **No**.



Either add or update the particulars registered into the What Happened? Fields



To update the notification values, set the access value on the corresponding field to **Yes** or **No**.



If hospitalisation was set to **Yes**, provide a narrative of the treatment that the client received.

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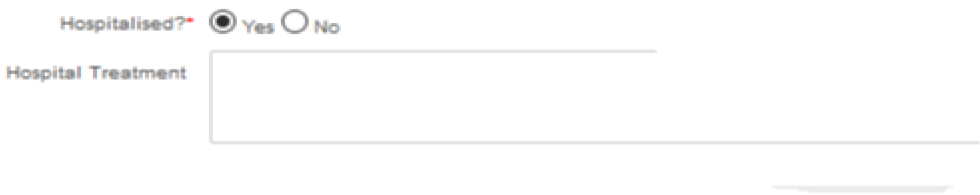
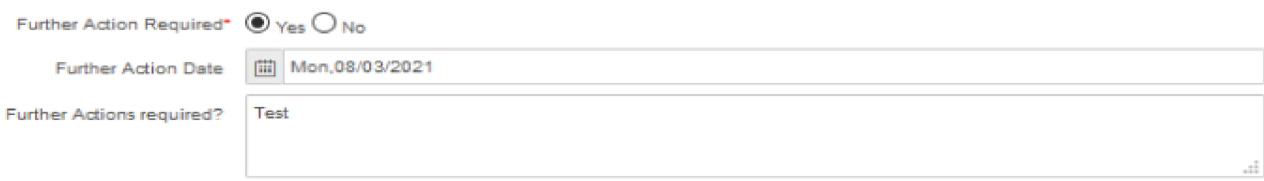
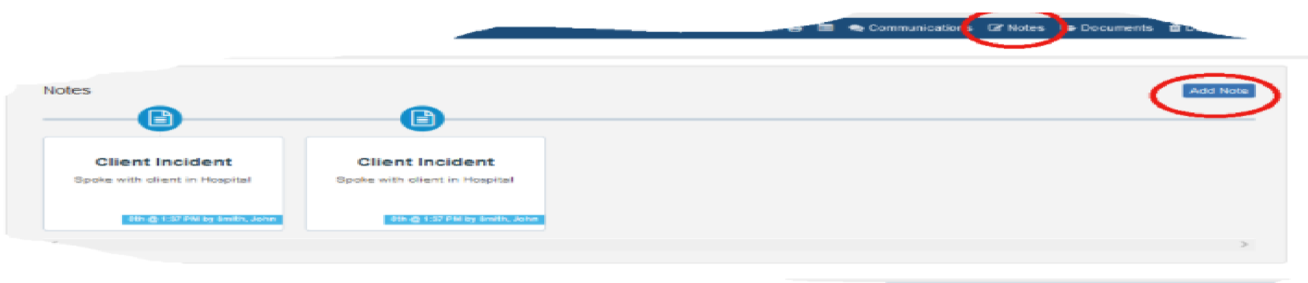
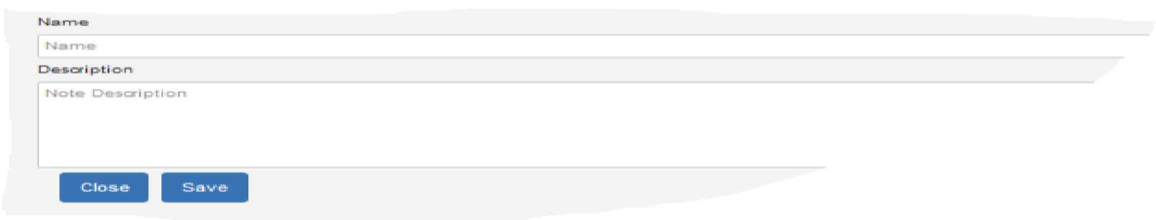


Update the Further Actions Required. Set the value to **Yes** or **No**, depending on whether additional actions are required. If Further Actions are required then allocate an Action Date and a narrative the Actions still required.



To assign a note to incident, select the notes button from the ribbon bar to open the notes panel, select the **Add Note** button. Input a name for the note and a details narrative, Select the **Save** button to create the note.





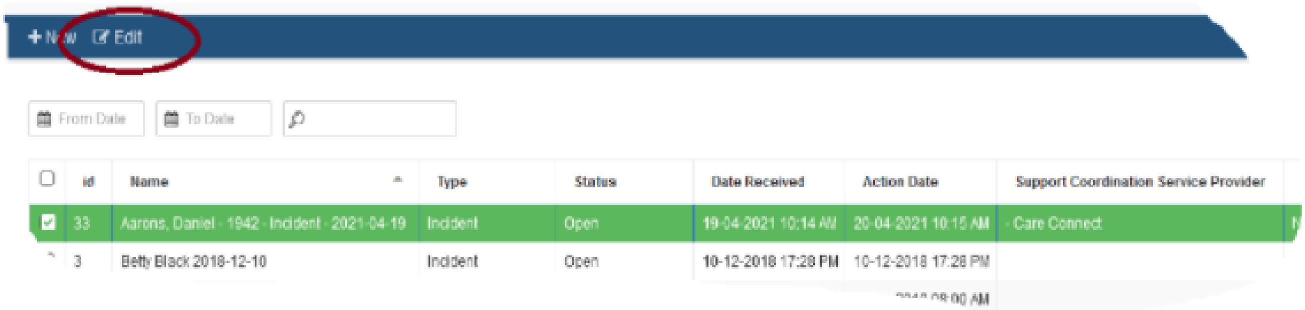
6. Select the **Save** button to update the incident record.

Completing and Locking the Incident Record

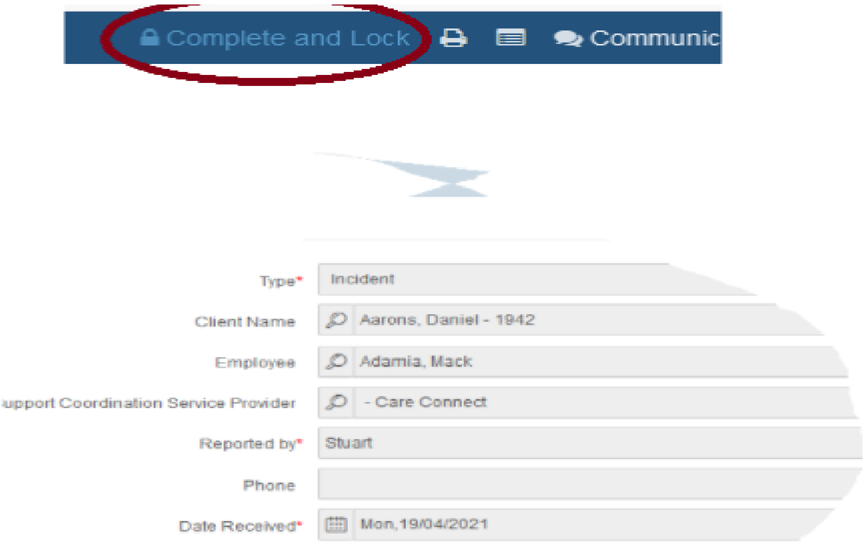
To complete and lock the Incident record, as well as to reverse that action observe the following steps:

1. Select the **Client** icon in top left corner

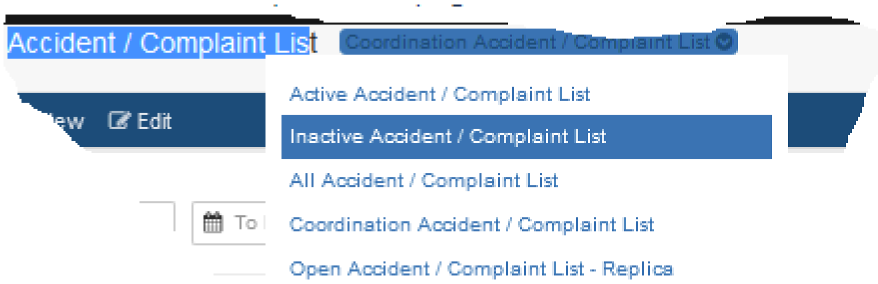
2. Enter name of client into the search bar, highlight client then double click to open the client's page
3. Select **Incident/Accident** icon
4. Highlight the Incident record to be updated, and either select the **Edit** button or double click to open the page in the browser



5. Select the **Complete and Lock** button from the ribbon bar, the page will refresh and the fields in the incident records will be read-only.



6. Select the **Close** button
7. To reactivate the incident record, select the Inactive Accident/Complaint List record view option, to refresh the Accident / Complaint List page within Inactive incident records.



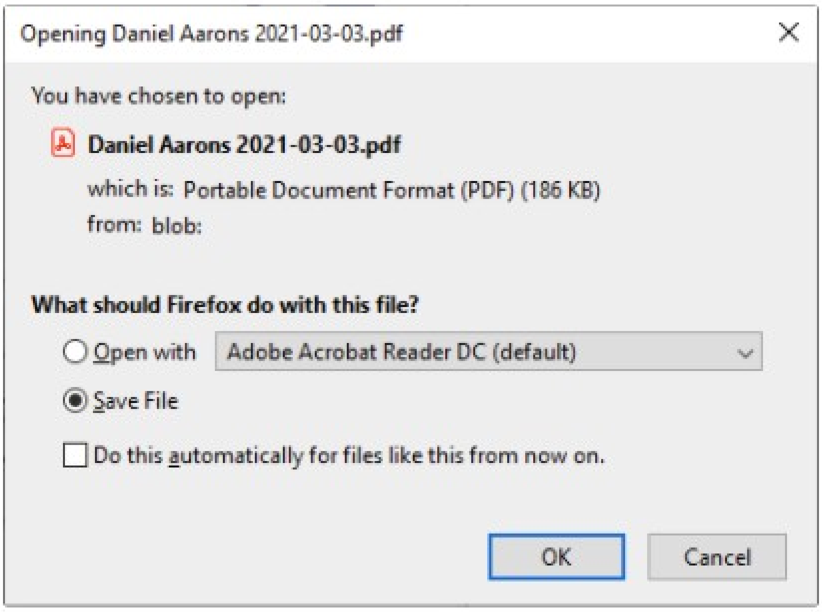
8. Search the Inactive incident record, highlight and either select the **Edit** button or double click to open the page in the browser.
9. Select the **Complete and Lock** button from the ribbon bar to reactivate the record.
10. Select the **Close** button

Printing the Incident Record

To print the incident record as a PDF file, observe the following steps:

1. Select the **Print** button from the ribbon bar, to print the Incident record as a PDF file.

2. Once the PDF file has been created a pop-up screen will be presented



3. Select either to **Open** or **Save** the file. Opening the PDF file, the incident record will be presented as follows.

Incident Types

Incident – This is an unexpected occurrence or event that does not result in either injury, illness or harm to the client or damage to the client’s property

Accident - This is an unexpected event that results in either injury, illness or harm to the client or damage to the client’s property

Near Miss - This is a narrowly avoided accident.

Compliant - This is a grievance from the client in relation to a particular aspect of the service that they have received.

Suggestion - This is a recommendation or pitch from the client about enhancing a particular aspect of the service that they have received.

Medical Incident - This is a broad definition that may be treated in the same fashion as an Accident, may include for example reporting the occurrence of medication abuse, some form of abuse, hospitalisation or the contraction of a communicable disease

Medication Refusal - This is a refusal of the client to take scheduled medication