



# Safe Care Bulletin

## Safety Management Reporting System

### Top Tips

As we are all getting used to a new system I thought it may be useful to share our learning as we go.

#### IRF1 (reporting an incident)

- To select an item from the multiple lists – double click
- The red x sign is to remove an item if inadvertently selected incorrectly
- Near miss = the incident didn't reach the patient. If an incident reached the patient but didn't cause any harm, this is not a near miss but an incident with no harm.
- When assigning clinical responsibility at the bottom of the form:
  - select the directorate first, then service, then unit and this will filter the options as you go. If you need to change the unit or service you need to clear (highlight and delete) the fields and start again
  - select the responsible 'unit' depending on the level of responsibility needed to manage the incident – e.g. if a medication administration incident then select the ward (e.g. ward24A), but if the incident is related to booking appointments, the responsible 'unit' is the service not the ward (e.g. Paediatric Orthopaedic).
- The options for responsible manager depends on the 'unit' selected above – if ward then CN or CCN, if service then NUM, Operations Manager or SCD.

Click for Video on how to [report an incident](#)

Email [Elaine McCall](#) with any learning's to share for the next edition of Top Tips.

#### IRF2 (managing an incident)

- The first step in looking at the IRF2 is to review the information and amend as needed – e.g does the incident description match the incident type
- If change the incident status at the bottom of the page to 'review', this will stop the message that prevents you making any changes.
- While the reporter will have nominated you as the responsible manager, it is important that you reassign (directorate, service, unit and responsible manager) if you are not the appropriate person to 'deal with the incident'.
- If 'no code' comes up for responsible manager, I have found that if you leave the 'unit' blank, then you can select the appropriate responsible manager from a list.
- This system doesn't capture 'other unit involved' as Risk Monitor Pro did therefore if 2 areas are involved, it is important that you add 'other manager' to ensure the other clinical area is made aware of the incident.

Click for video on how to [manage an incident](#)