Ephraim McDowell Health Incident Reporting System

Logging in to Qstatim

- Qstatim can be accessed from any EMH computer
  - Click the EMH intranet icon
  - Look under Quick Links, select Risk Managment / Qstatim
  - Click the Qstatim link and you will be automatically logged in
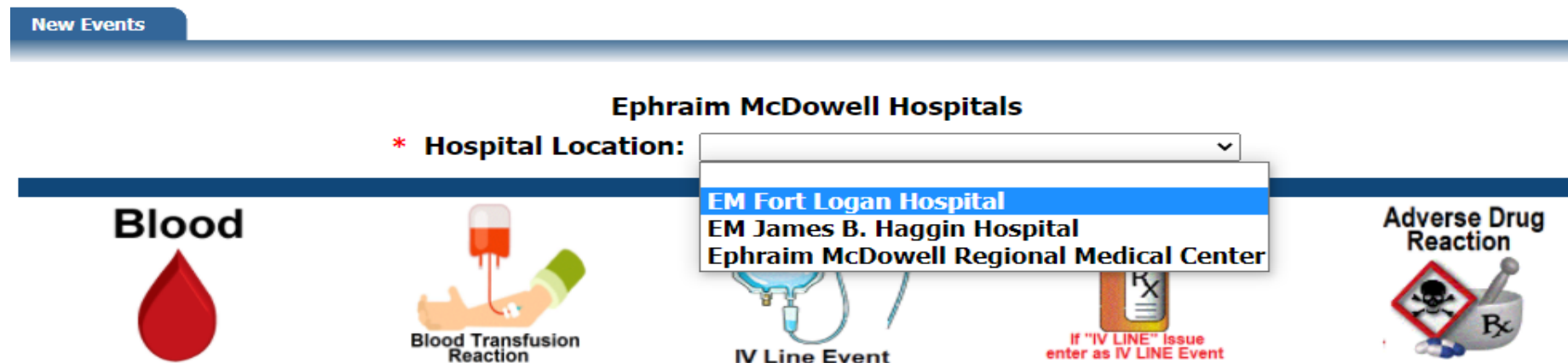- Select "New Events" tab

Select Location Screen

- On the first location screen you will choose from four icon options.

- All hospital, outpatient department, and clinic incidents will be entered under the Ephraim McDowell System Hospitals icon

- Select the specific Hospital Location (EMRMC, EMFLH or EMJBH)

- Clinics will choose the facility your clinic is affiliated with as your hospital location

Click Icon to Select Event Type

Select Event Type

- Blood events: problems with the blood product itself
- Blood Transfusion Reactions: pt reactions to blood products
- IV Line Events: loss of patency or access, extravasation, CLABSI
- Medication Events: Administration, MAR/IV Spreadsheet, IV pumps, Omnicell, Storage, preparing/dispensing and controlled substances
- Adverse Drug Reaction: any vaccine or medication related adverse reaction
- Injury/Assault/Safety: Workplace Violence
- Lost Articles: Patient Belongings lost or found
- Other Event Types are self-explanatory by icon title
- If your event is unique and not categorized into specified event type the "Other" category may be used

Incident Entry

Safety Report Severity Information

○ Near miss / Did not reach patient	○ Reached patient, no evident harm / injury noted	○ Reached patient, potential for harm / injury noted	○ Reached patient, evident harm / injury noted

Clear All

At the time of this report patient disposition is:

○ No changes to treatment or location of patient	○ Increased monitoring / treatment required but no transfer between units	○ Transferred to another unit for increased monitoring / level of care

Clear All

Incident Information

* Incident Type: **IV Line** ⓘ

* Facility: **Ephraim McDowell - Regional Medical Center**

* Incident Date/Time: 3/15/2021 📅 ⓘ   * Reported Date/Time: 3/15/2021 📅 ⓘ

* Department: ⌄

* Incident Area: ⌄

- Most events have a similar Incident Entry screen
  - Red asterisk = required field, time is in 4 digit format, no colon (ie 0715)
  - Question mark buttons ⓘ provide information and definitions
  - Click on calendar button 📅 for ease of date entry
  - Provide Safety Report Severity and Patient Disposition information

Incident Entry

- If you wish to submit an anonymous entry, select the box by ANONYMOUS ENTRY to remove your name as the event reporter
  - If the box is clicked, the name is permanently removed, not saved or associated in any way with the report, and can never be retrieved
- Account number is required for inpatient, outpatient, emergency, swing and observation visits
  - Use M# for EMRMC, W# for Haggin, L# for Ft. Logan
  - Must include letter but can omit leading zeros from number
    - L00001234567 = L1234567

Incident Entry

ASSOCIATES WITH KNOWLEDGE OF EVENT

Name	Department

* Incident Summary

3000 characters remaining

Next >>

- Provide name and department for any associate or provider who may have been involved or have information about the

- In the text box you have 3000 characters to summarize the incident

- When ready, select "Next" button

Completing Incident Entry

- Each event type has a specific Incident Entry second page to collect additional information about the event
  - Round radio buttons allow one selection per category
  - Square selection buttons mean you can choose multiple options
  - Text boxes allow you to enter free-text information
- Navigate between pages with the Back and Next buttons on the form, not on the browser
- All types of incidents have an Additonal Comments free-text box for further elaboration that allows 500 additional characters, then click SUBMIT

Additional Comments

500 characters remaining

<< Back | Submit >>

Submission

Would you like to add an attachment to Incident 2645?

Yes   No

Incident 2645 was succesfully added.
Click here to return to beginning or close

- After you submit you will be given your Incident number and the option to add attachments to your incident
  - Attachments can include documents or images
- If you have no attachments to add, you are finished
  - You can return to the beginning or close the window

Patient Complaints/Service Recovery

- <u>All</u> patient concerns/complaints are entered in Qstatim.

- Directors and the patient representative are automatically notified of entry to follow up.

- The REACT Service Recovery program is also reported in Q-Statim on the second screen once a complaint is entered. Report if service recovery was performed and if a token was given.

Final Thoughts

- **Incident reporting is key to identifying and correcting patient safety issues!** Please take the time to enter incidents, near-misses and event reports. Problems can't be addressed if we don't know they exist!

- If the incident requires further review you may be contacted by an investigator for additional information or clarification.

- For questions or comments on Q-Statim, please contact qstatim_admins@emhealth.org