



# Ephraim McDowell Health Incident Reporting System

# Logging in to Qstatim



Ephraim McDowell Health  
Intranet

Welcome to the EMH Intranet site! This site offers information important to our Associates. Feel free to browse around and if there are any links that are missing or you would like to see something added, please let us know!



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

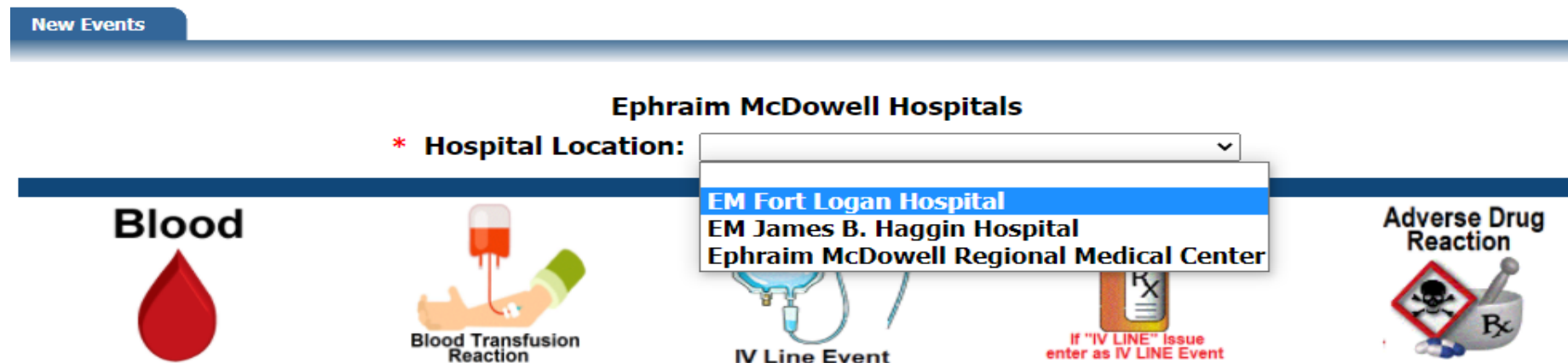


# Select Location Screen

- 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

**Ephraim McDowell Hospital System**

\* Hospital Location:

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**Event Type**

<b>Blood</b>  Surgical Procedural 	 Blood Transfusion Reaction	 IV Line Event	<b>Medication</b>  If "IV LINE" Issue enter as IV LINE Event	<b>Adverse Drug Reaction</b> 
<b>Complaint</b>  EM Property/ Vehicle Event 	<b>FALL</b>  Injury / Assault Safety 	<b>Skin / Ulcer Integrity</b>  Associate Health Injury / Illness 	<b>AMA/ Left Before / After Being Seen</b>  Concern Privacy / Risk 	<b>Lost Articles</b>  "?" <b>Other</b>

[Back](#)

# 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 [calendar] [time] ?    \* Reported Date/Time: 3/15/2021 [calendar] [time] ?

\* Department: [dropdown]

\* Incident Area: [dropdown]

- 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 [calendar] for ease of date entry
  - Provide Safety Report Severity and Patient Disposition information

# Incident Entry

**Additional Incident Information**

\* Type of Visit:  Account #:

Family/Cargiver Notified:  No  Yes  Unknown ANONYMOUS ENTRY?  Reporter: **System Administrator**

Supervisor Notified:  No  Yes  Unknown Name:  Date/Time:

Provider Notified:  No  Yes  Unknown Name:  Date/Time:

ANONYMOUS ENTRY?  Reporter:

- 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
<input type="text"/>	<input type="text" value="v"/>
<input type="text"/>	<input type="text" value="v"/>
<input type="text"/>	<input type="text" value="v"/>
<input type="text"/>	<input type="text" value="v"/>

**\* Incident Summary**

3000 characters remaining

- 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 Additional Comments free-text box for further elaboration that allows 500 additional characters, then click SUBMIT



The image shows a screenshot of a web form. At the top, there is a dark blue header bar with the text "Additional Comments" in white. Below this is a large, empty rectangular text box with a thin black border. At the bottom of the text box, there is a small icon of a diagonal line. Below the text box, the text "500 characters remaining" is displayed in a blue font. At the very bottom, there are two buttons: "<< Back" and "Submit >>".

# Submission

**Would you like to add an attachment to Incident 2645?**

Incident 2645 was successfully 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

- All 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.

Incident Reported By:  Complaint Witnessed By:

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\* Service Recovery Performed?  Yes  No

Issue Type:			
<input checked="" type="checkbox"/> Call bell time	<input type="checkbox"/> Cleanliness	<input type="checkbox"/> Communication	<input checked="" type="checkbox"/> Courtesy of staff
<input type="checkbox"/> Food	<input type="checkbox"/> Nurse / PTC care	<input type="checkbox"/> Provider Care	<input type="checkbox"/> Quieness
<input type="checkbox"/> Scheduling	<input type="checkbox"/> Wait Time (Outpatient)	<input type="checkbox"/> Other	

[Clear All](#)

Token:
<input type="text" value="Gift Shop Card"/>

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# 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](mailto:qstatim_admins@emhealth.org)