



Training Script

How to report a clinical incident in PRIME CI

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This training script has been developed to ensure that new and existing users are given consistent, accurate information about how to use PRIME CI to report a clinical incident. This document will be updated regularly to reflect changes in the system and business processes.

PRIME CI – Training Script for Reporters

Introduction

Note to Trainer: See Appendix A for examples Clinical Incidents to enter during this training session.

A Clinical Incident is defined in the Clinical Incident Implementation Standard (CIMIS) as **'any event or circumstance which has actually or could potentially lead to unintended and/or unnecessary mental or physical harm to a patient of a Queensland Health service facility'**. It is also important to note that:

- All Queensland Health employees can report a clinical incident in PRIME CI.
- You do **not** need a login in name and password to report a clinical incident.
- This system is for reporting incidents related to the provision of clinical care to a patient or client. It is NOT for reporting workplace health and safety matters.

Note to Trainer: Ensure that all these points are discussed.

Using PRIME CI

How to get into PRIME CI to log an Incident

In many districts a short cut to PRIME CI has been deployed to computers. Does your computer have a shortcut?

Note to Trainer – demonstrate the local shortcut (if available), otherwise use the following steps:

1. Open QHEPS (ie. QH intranet)
2. Navigate to the Patient Safety Centre site
<http://qheps.health.qld.gov.au/patientsafety/home.htm>, then
3. click on the link to PRIME CI
4. Click on the "Click here to report a Clinical Incident" button to begin.

The screenshot shows the PRIME CI website interface. At the top, there is a blue header with "Last updated:" on the right and a green bar with "Contact Us..." on the left. The main content area is white. On the left, there is a green button with white text that says "Click here to report a clinical incident". Below this button is the "Training" section, which includes links for "Enter an Incident" Presentation, Reporter Training Script, "Manage an Incident" Presentation, Line Manager Training Script, Super User Training Script, and a link to "Register for training". On the right, there is a green button with white text that says "Click here to report a clinical incident". Below this button is the "Handbooks" section, which includes links for "PRIME CI Dictionary", "Reporter Handbook", "Line Manager Handbook", and "PSO/DSU Handbook". Below the handbooks is the "PRIME CI Bugs" section, which includes links for "PRIME CI Bugs" and "About PRIME". At the bottom right, there is a "PRIME Helpdesk" section with a grey button. Red arrows point from the central text "Click either of these buttons to report a clinical incident." to the two green buttons.

- Note: There is also a PRIME Training site, make sure you are in the right application.

Notes to Trainer:

1. After showing how to get to PRIME Live, log in to the Training site for rest of the session.
2. Reminder that reporters do not need to log-in to enter a clinical incident.

PRIME CI – Training Script for Reporters

The Welcome screen



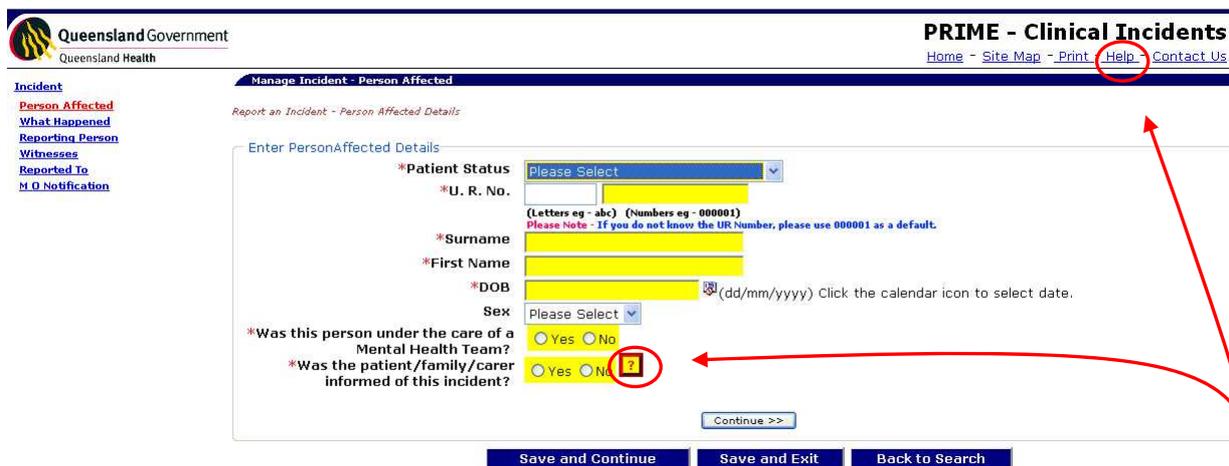
Click here to record a clinical incident

- The Welcome page displays messages and reminders for PRIME users. For example when scheduled downtimes are to occur for system maintenance or application upgrades.
- PRIME reporters will notice that you have two menu options: Report an incident, or Search for an incident.

Reporting an incident

Once you have clicked on Report Incident:

- Data fields in PRIME are grouped into pages or screens. The Person Affected screen is the first of these screens.
- All mandatory fields (eg Patient Details) are highlighted in yellow and marked with an asterisk (*).
- However, you are encouraged to complete all fields because this will assist your Line Manager in managing the incident. This is especially important for incidents that have led to serious harm to the patient.
- Once you know how to use PRIME it should take less than **10 minutes** to complete a SAC3 (No Harm) incident report (allow more time for a more complex incident).



Online Help

Online help is available in two ways, Top Menu and via Help Icons. The selection of either of these will populate a new window that provides the Guide for Use information.

Reminder: close the help box when you are finished (ie. click on the X in the top right corner).

Note to Trainer: Demonstrate these actions:

1. Clicking on a Help Icon will open a help box related to that field.
2. Click on [Help](#) in the top menu bar for help about the page, or the [Help](#) icon.



Go through the fields in each of the Help screens.

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Error Messages

When you press the [Continue] button, the system will confirm that all of the mandatory fields have been completed on the page before allowing you to continue.

If data has not been entered, pop up boxes will appear reminding the reporter of missing mandatory data.



Save and Continue & Save and Exit

Save and Continue

Save and Exit

Back to Welcome Page

These buttons allow you to save a partially completed incident report and either continue entering the information, or return to complete it later (at a more convenient time).

? You may wish to save an incident if you get called away, as PRIME will automatically log you out after 90 minutes of no activity. In addition, a shared PC will close all applications and log out after 5 minutes of no activity.

QH.Inet.IRMIS (Incomplete Incident) - Microsoft Internet Explorer provided by Queensland Health

Report Incident - Incomplete Incident Report

Report an Incident - Minimum Incident Details

Enter Minimum Incident Details

Incomplete Incident Report
Completion of all fields in this section will allow an incomplete incident to be saved.
NOTE - ALL fields on this screen are mandatory

Please Note - U.R. Number can be up to 3 letters (not mandatory) and 7 numbers (mandatory field). If you do not know the UR Number, Please enter 000001. The combined URN reference cannot exceed 9 characters.

*U.R.Number (Letters eg - abc) (Numbers eg - 000001)

*Date of Incident (dd/mm/yyyy) Click the calendar icon to select date.

*Time of Incident Hour: hrs : Minutes: mins (24 hr clock)

Location of Incident

1. First find the location of incident - [Click here to find the location](#)

*District

*Facility

*Division/Unit/Institute

*Ward/Area

Incident Type - Primary

*Incident Type - Primary

Reported By Details

*Surname

*First Name

*Staff Category

*Position Held

*Date Incident Reported (dd/mm/yyyy) Click the calendar icon to select date.

*Time Incident Reported 12 hrs : 55 mins (24 hr clock)

Please note: You must return and complete this incident report within 24 hours.
If you forget your ReporterID, either your Line Manager or the PRIME helpdesk can assist you.

Please correct the following errors

Person Affected Please enter U.R. number. This is a mandatory field.

What Happened Date and/or Time of Incident has not been entered. This information is mandatory.
Please enter details about the location of the incident. This information is mandatory.
Please enter Primary Incident Type. This is a mandatory field.

Reporting Person Please enter the Surname of the person who reported the Incident. This information is mandatory.
Please enter the First Name of the person who reported the Incident. This information is mandatory.
Please select the Staff Category of the person who reported the Incident. This information is mandatory.
Please enter the Position Held by the person who reported the Incident. This information is mandatory.
Please enter the Date and Time the Incident reported. This information is mandatory.
Please enter valid Date and/or time. You can't select future Date and/or Time.

If you select [Save and Continue] or [Save and Exit] from any page* within PRIME CI, there may be some mandatory fields that you have not completed. You may be asked to complete some of these fields. These will be outlined at the bottom of the page and must be completed before the application will issue a Reporter ID.



After you select [OK] you will be taken back to the log in screen.

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Notes:

- *The only page a reporter cannot use this function is from the Witness page. Go to one of the other screens to select [Save and Continue or Save and Exit].
- The Reporter ID needs to be carefully written down as it is case sensitive and is required when you are ready to search for the incident to complete it. Tip: letters are always displayed in lower case
- Some districts do not allow incomplete saves; please check with your LM or PSO.
- In many districts it is a requirement that you complete the incident report within the hours of your shift. Your line manager/supervisor will monitor completion of incomplete incidents.

Returning to a Previously Saved Incident

When you come back into PRIME select Search Incident, enter the Reporter ID number then press the Enter key or select [Search] to start the search.

Menu

[Report Incident](#)
[Search Incident](#)
[Exit](#)

Search Incident

Search Criteria

Reporter ID (For incomplete Incidents)

After your incident appears in the Search Result Screen, click on [View]

Menu

[Report Incident](#)
[Search Incident](#)
[Exit](#)

Search Incident

Search result

size	Incident ID	Reporter ID	Incident Status	Patient	Date	District	Facility	Division	Ward	Incident Type	Current Risk Rating
	231192	xs4fokazxm	Open	000001	18/08/2009	Automated Testing District	Automated Test Facility	Division of Automated Testing	Test Ward 1	Patient Incident (Fall, Skin/PU)	

1
Search returned 1 records.

You will now be able to complete the incident details but please note the following conditions:

- You can only append to free text fields (eg. in the What Happened fields).
- It is possible for a LM to open incomplete incidents logged to their area and close them, however this is not their responsibility – it is yours. You should ensure that you complete all incident reports within 24 hours.
- Remember: The 9 character Reporter IDs (made up of numbers and letters) are case sensitive and must be entered exactly. If the ID does not appear to work, check that all characters are correct – that small L may be a “number 1” or what you think is a large O will be a number “zero” for example.
- If you forget, lose, or mis-record your Reporter ID, your Line Manager or the Prime Helpdesk staff can assist you.
- Once an incident is recorded and saved in PRIME CI (either complete or incomplete) it will be visible to the relevant Line Manager (ie the person responsible for the location where the incident occurs).
- Note: once an incident report has been saved, it is permanently in the system.

Questions?

Now we will go through each of the screens to give you an overview of the types of data you will enter. Some of these fields will already contain information from when we did the incomplete save.

PRIME CI – Training Script for Reporters

Person Affected Page

The **Person Affected** page prompts the reporter to enter details of the patient/client that was affected by the incident.

Notes to the Trainer:

- Go through these definitions only if necessary. These definitions are listed in the Help screen for this page.
- Note that the person affected details are displayed as they were entered during the prior demonstration of the save and exit function.
- If the **UR number** is not known at the time of entry **or** the UR number is not relevant then please use five zeros and the number 1 (**000001**) as a default. The UR number field allows a maximum of four (4) letters in the first field (if required – not mandatory) and seven (7) numbers in the second mandatory field.
- If the client's **date of birth** is less than 1 year, additional fields appear prompting the entry of gestational age and birth weight. If the date of birth is not known at the time of entering the incident report, enter ****/**/****** as a default.
- **“Was this person under the care of the Mental Health Team?”** - Select “yes” only if the patient has been admitted to a Mental Health Unit, or is in the care of a Mental Health team member pending transfer to a Mental Health unit.

Scenario: A person is currently a mental health client receiving care via community mental health services, and happens to break their leg playing football on the weekend..... a clinician wishes to report a fall by this patient during their treatment for their broken leg in the ortho ward. In answering this question, the reporter would select [No].

Only select yes when the incident occurs to a client **directly** receiving mental health care eg, either as an inpatient or as an outpatient.

- **“Was the patient informed of this Incident?”** This field refers to Clinical Disclosure – ie an informal process where the treating clinician informs the patient of what has occurred, and expresses their regret (ie. including saying sorry) for the harm caused or adverse outcome. This may be all that is required for some incidents, or may be the first step in the Formal Open Disclosure. Possible reasons for selecting **‘no’** may include –
 - Incident was a near miss or ‘good catch’
 - The patient may already be aware of the incident (eg. aggression incident)
 - Unable to contact patient post-discharge
 - Patient is in clinically induced coma and no carer / family member is available to notify.
 - Incident has been logged due to a patient complaint or from feedback from external body (eg. Health Quality and Complaints Commission)

PRIME CI – Training Script for Reporters

What Happened Page

This page is to record when, where, and what happened.

Enter the date and time of the incident. For more detailed information on how to write narratives, please see the section below or the Factsheet within the PRIME page of the Patient Safety Centre Intranet site (<http://qheps.health.qld.gov.au/patientsafety/home.htm>).

Manage Incident - What Happened

Please log your incident where you find it. i.e. the area currently responsible for the management of the patient/client's care. Your manager will establish if the location needs to be changed.

If reporting aggression towards staff members then please follow your local Occupational Health and Safety processes.

Enter Details about What Happened

*Date of Incident (dd/mm/yyyy) Click the calendar icon to select date.

*Time of Incident Hour: hrs : Minutes: mins (24 hr clock)

Location of Incident

1. First find the location of incident - [Click here to find the location](#)

*District

*Facility

*Division/Unit/Institute

*Ward/Area

2. Then select the location specific place

*Place

*Patient Outcome

Incident Category

*Incident Category

*What Happened

*Immediate Action(s) Taken

*Results of immediate action(s)

Location Finder

Searches for the correct location in PRIME may be undertaken using a variety of parameters such as District, Facility, Division / Unit / Institute and Ward / Area.

After you have found the correct location, as soon as you tick the box next to it, the system will return to the screen you were on. (eg. the 'What Happened' page).

Location of Incident

1. First find the location of incident - [Click here to find the location](#)

*District

*Facility

2. Then select the location specific place

To find your location -

1. Enter any part, of your Facility name in the first box. Please note - some districts have used common abbreviations - eg RCH = Royal Childrens Hospital, CHS - Community Child Health Service

Note - If you are logged into PRIME, you can only see your own location.

2. Enter the first, or any part of your ward name in the second box (eg, "therapy" will find wards such as "physiotherapy", "speech therapy" etc)

3. Click the Search button, or press Enter to begin your search

4. Click on the box next to your location to select

Search Location

Location: Facility Name:

Location: Ward/Area Name:

Enter the search details into the Location Finder Screen. You can search by Ward/Unit, Division, Facility/Institute, or District. TIP: you only have to type in the first few letters of the location.

Further reading - Please see the Location Finder Factsheet on the Patient Safety Centre intranet site for more information at <http://qheps.health.qld.gov.au/patientsafety/home.htm>.

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Patient Outcome

This field, depending on what option is selected will automatically assign the Severity Assessment Code Rating (SAC 1, 2 or 3).

- Death or Likely Permanent Harm = SAC 1
- Temporary Harm, eg increased LOS, additional procedures = SAC 2 and
- Minimal Harm (eg first aid only) or No Harm = SAC 3 (this will allow an express process requiring less information – see below)

The **Patient Outcome** selected will also determine if other fields are displayed. For example, if you select that the patient outcome resulted in 'Harm' (Likely Permanent Harm, Temporary Harm or Minimal Harm), a new **Harm Sustained** field will be displayed to allow you to document what the harm was.

If the outcome selected is "No Harm" the second field is not displayed.

Note to Trainer:

- Go through the different **Patient Outcomes** to show what is auto-populated as each outcome is selected.
- If either **Death, Likely Permanent Harm or Temporary harm** is selected you will be required to enter free text details in the **Immediate Actions Taken and Results of Immediate Actions** fields.

*Patient Outcome: Likely permanent harm [?]
 *Harm Sustained:
 Soft Tissue Gastrointestinal upset Circulatory/ Vascular
 Eye Cardiac Other Internal injury
 Oral/ Dental Respiratory Psychological
 Skeletal Neurological None of the above

Express Process

If **Minimal Harm** or **No Harm** (SAC3) is selected this will initiate the 'Express Process.' Notice that a number of pages in the **Left Hand Menu** are greyed out and cannot be completed.

Queensland Government
 Queensland Health
Incident
[Person Affected](#)
What Happened
[Reporting Person](#)
[Witnesses](#)
[Reported To](#)
[M/D Notification](#)

Note that the free text fields 'Immediate Actions Taken' and 'Results of Immediate Actions' are not required when Minimal Harm or No Harm have been selected. Instead the reporter is prompted to enter 'What stopped the patient from being harmed?' and "Suggestions to prevent reoccurrence"

*Patient Outcome: Minimal harm [?]
 *Harm Sustained:
 Soft Tissue Gastrointestinal upset Circulatory/ Vascular
 Eye Cardiac Other Internal injury
 Oral/ Dental Respiratory Psychological
 Skeletal Neurological None of the above
 Incident Category: Please Select
 *What Happened [?]
 What stopped the patient from being seriously harmed?
 Chance Family / visitor intervention [?]
 Staff intervention Existing safety system
 Patient intervention
 Suggestions to prevent reoccurrence

PRIME CI – Training Script for Reporters

Incident Category

The first step in classifying the incident is to select one of the 5 incident categories. Then select the link to the Incident Category Details screen.

Incident Category

* Incident Category Treatment/ Intervention

* Details [Click here to enter Incident Category Details](#) ?

Please Select

Please Select

Admission/ Transfer/ Discharge/ Handover

Behavioural

Diagnosis/ Investigation

Patient Incident (Fall, Skin/PU)

Treatment/ intervention

The Details screen will vary depending on the options selected by the reporter. Two examples are show below.

Treatment / Intervention >
Medication

Enter Incident Category Details

*Type Of [Category] Medication

*Stage Administration

*Issue

Wrong medication Wrong route

Wrong administration technique Wrong frequency

Wrong dose - extra Wrong time

Wrong dose - overdose Not received by patient

Wrong dose - underdose Unauthorised drug

Wrong dose - omission Unauthorised administrator

Wrong form Patient reaction

Wrong patient Labelling unclear

Wrong rate

*Patient Reaction / Complication

None Drug interaction

ADR new ADR previously known

Treatment / Intervention >
Invasive / Non-invasive
care

Enter Incident Category Details

*Type Of [Category] Invasive/ noninvasive care

*Stage During intervention

*Issue

Delay Withdrawn

Not performed/ inadequate Deterioration not observed or recorded

Incorrectly performed Deterioration observed and recorded but not interpreted

Wrong body part/ side/ site Deterioration interpreted but response inappropriate

Wrong patient Retained object/ instrument

Inappropriate Non consented procedure performed

Not ceased when indicated Patient reaction

*Patient Reaction / Complication

None Complications of delivery - maternal

Excessive bleeding Complications of delivery - foetal

Infection Intravascular gas embolism

Inadvertent perforation

Notes to Trainer:

- Select each of the individual Incident Categories and show the differences in the Details screen(s).
- Show the Medication Finder and go through some common medications used in your area.

Tip: If your Medication Finder screen 'disappears' it has probably become minimised. Click on the Internet Explorer icon in the menu at the bottom of your screen.

Continue >>

Incomplete Save and Exit Back to Welcome Page

User: IncidentReporter

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INet Services

0065-3.3.0

10:15 05-Oct-2007

Local intranet

start Novell GroupWis... Help IIS- CI-Reporter... Default - Microso... QH.Inet.IRMS (... QH.INET.IRMS (... EN 10:17 AM

Once you have completed the **mandatory** fields, click on **[Continue>>]** button. This will return you to the "What happened page".

Reminder, if you had started to enter the What Happened details, then did an incomplete save, you will not be able to edit your previous text but you can append (ie add) to it.

PRIME CI – Training Script for Reporters

Risk Factors

The fields on this screen are not mandatory but are useful to record any details about factors that may have contributed to the incident occurring.

You may also record any notes about the patient's diagnosis (if relevant), or any other thoughts you may have on what contributed to the incident in the free text field.

The "Alert already in Place" button indicates if an alert was present in the patient's clinical record – this is mostly relevant for alerts that would be included in HBCIS, eg medication, aggression.

The "Updated in clinical record" button allows you to note if details of the incident (eg PRIME number) have been added to the patient's clinical record.

Risk Factors

Categories

- Barriers
- Communication Factors
- Consent Factors
- Environmental Factors
- Fatigue/ Scheduling Factors
 - Fatigue [Create/Edit PersonAffected](#)
 - Level of automation was inappropriate - too high
 - Level of automation was inappropriate - too low
 - Personnel experiencing emotional/ personal distractions
 - Personnel experiencing time pressure to complete task
 - Personnel had inadequate sleep - personal factors
 - Personnel had inadequate sleep - scheduling factors
 - Personnel missed meal break
 - Staffing inadequate for workload
- Medical Device Factors
- Patient Factors
 - Other (free will)
 - Physical status compromised
 - Psychological status impaired
- Product/Sample Factors
- Rules/ policies/ procedures
- Training Factors

For example – in a fall, Patient factors such as age (Physical Status Compromised), or affected by medication (Physical Status Impaired) may have contributed to the fall.

Free Text – What Happened

When completing the free text fields eg. What Happened, Immediate Actions taken, Results of Immediate Actions:

- Keep your comments brief and factual and objective as possible.
- The narrative should read like a story so that a reader, who knows nothing about the situation in advance, will be able to understand what happened. However, only the essential aspects should be included and ideally, the narrative should be no longer than a paragraph.

*What Happened

*Immediate Action(s) Taken

*Results of immediate action(s)

Continue >>

Save and Continue Save and Exit Back to Search

- Describe what actually happened or what was observed – ie. Report facts, not opinions.
- Use the past tense - eg. the patient was found lying face down on the floor.
- Watch your spelling, avoid use of abbreviations, and check for typos...
- Avoid use of ALL CAPITALS
- For more advice, refer to the "Tips on writing narratives" Factsheet

Note: Once you have selected [Save Final], no one can edit these text fields.

Reporting Person

This is a mandatory field so the reporter's Line Manager can follow-up with the correct person and give feedback to the reporter on what is happening with that particular incident.

The date and time that the incident was reported is auto-populated with the current time but this can be manually changed if it is incorrect.

Notes to Trainer:

- The reporting person's details have automatically come across from when we did the incomplete save.

PRIME CI – Training Script for Reporters

Witnesses

This screen allows you to record up to four witnesses to the incident. Please note, if you select 'yes' and then press [Continue] without completing the mandatory fields you will get an error message.

If you wish to record a member of the public as a witness you should seek their consent first.

Reported To

All clinical incidents must be reported to a line manager, shift coordinator etc.

The purpose of this data entry screen is to record the details of the person to whom the incident was initially reported. Complete the details and click on [Continue].

Please Note: PRIME does not replace normal communication methods.

MO (Medical Officer) Notification

This page allows the Reporter to record whether a Medical Officer reviewed the patient after the incident.

- If yes is selected, enter required details.

- If 'No' is selected you must specify the reason why the MO was not notified (eg. patient was not harmed).

Please note, this page only displays the [Save Final] and [Back to Welcome Page] buttons.

- Once you have finished entering the incident details, click on the [Save Final] button.

When [Save Final] is selected, a message is displayed thanking the reporter.



If [Back to Welcome Page] is selected, the reporter is warned that their changes will be lost.



A reminder, once an incident has been finalised (ie Save Final) no more information can be added.

Questions?

PRIME CI – Training Script for Reporters

Error Messages on Save Final

After selecting [Save Final], if mandatory data has not been entered, error messages will appear. These link to the screen with missing data. All mandatory fields must be completed before the report can be submitted successfully.



Incident ID Numbers

Once you have completed an incident report, (ie. Save Final) a page appears showing you the PRIME Incident ID. This number is the permanent **unique Incident ID number** for this record. You may wish to note this for your own reference.

Note, once an incident has been [Saved Final] the Reporter ID is removed, and the completed incident cannot be accessed by the reporter after leaving this screen.



Generating an Incident Report

When a patient is harmed, Queensland Health staff have a duty of care to the patient to manage the event. The Medical Record remains the primary source of information regarding the patient and the health service we are delivering to them. For this reason, any clinical incident that results in harm to the patient, must be documented in the Medical Record. The inclusion of the one page PRIME CI report will support staff to do this.

In addition to ensuring the medical record is complete, the report will assist Medical Record staff to code data associated with the incident. This data will be useful in assisting Queensland Health to better measure patient safety.

- **Who is responsible to print the report?** The staff member reporting the incident
- **Which incidents need a report to be included in the patient record?** Only incidents that result in harm to the patient need to be printed for inclusion in the medical record
- **Who files it the chart?** That's up to you – whatever process works best for your ward.
 - Note, if harm has not been reported, the [print incident report button] is not displayed

PRIME CI – Training Script for Reporters

- It is not recommended that 'manual/down time' incident reports be filed in the medical record. They may contain information that is not appropriate for the medical record and the report format does not comply with the medical record form standard.

Remember: Individual incident reports contain confidential patient information. QH staff **should not** be keeping a copy of incident reports for their own records (just as it is not good practice to take medical records home).

PRIME Bugs

- Please remember that if you are experiencing problems with PRIME, the root cause of this might be due to a number of reasons. For example there may be problems with the servers or local networks, or a 'bug' within the software. You can contact the PRIME Helpdesk for advice and assistance.
 - Any information you can provide at the time you experience difficulties will help the investigating team to diagnose and fix these problems. Eg Take a screen shot of the screen you were in and the function/field you were using. You can take a 'Screen Shot' of the problem by following this process:
 - make sure the screen with the problem is visible on your computer screen
 - Press the 'Print Screen' button on your computer's keyboard
 - Open a new Microsoft Word document
 - Right click on the Word document and select 'Paste' – this should paste an image of the computer screen into the Word document.
 - Save the Word document where you can find it again to send to the PRIME Team.
- Technical difficulties related to network or printers etc should be reported to the InfoService Centre on 1800 198 175.
- In the event that PRIME is not working or is down for system maintenance and you are not able to enter an incident, downtime forms are available from the PRIME website. This will allow you to write down the relevant information so that you do not forget important details. You should then enter the details in PRIME as soon as possible.

Note: the use of downtime forms is not permitted in all Districts, contact your LM or PSO for further information.

Final Messages

- You do not need a user name and password to report a clinical incident in PRIME.
- Remember, PRIME does not replace your usual communication. If an incident occurs, you should still advise the appropriate LM (eg. the NUM in charge of the ward or After Hours Nurse Manager)
- For further assistance, please contact your District Super User, or your District Patient Safety Officer. The DSU/PSO contact list is located on the PRIME website.

Demonstrate how to get to the PRIME home page for:

- Downtime form
- Bug page
- List of DSUs/PSOs
- FAQ
- Factsheets
- There are numerous factsheets available from the PRIME website (via the Patient Safety Centre intranet site).

Note to the Trainer: – depending on trainees, refer to appropriate Factsheets as examples...

- How to report a medication incident
- Injury reporting
- Tips on writing narratives etc

Questions?

For further assistance, please contact your District Super User, your District Patient Safety Officer (for a list of DSUs and PSOs, please visit the PRIME Website)

Email the PRIME Helpdesk at [REDACTED]

Or during working hours telephone [REDACTED]

PRIME CI – Training Script for Reporters

Appendix A. Example Clinical Incidents

Example 1: Fall**Scenario:** Patient tries to get out of bed to look out of the window and overbalances, falls and hits head on bedside chair.

Incident is entered as:

- Patient Outcome = **Temporary Harm**
- Harm Sustained = **Soft Tissue**
- Incident Category = **Patient Incident (Fall / Skin Tear / PU)**
- Details:
 - Type of category – **Fall**
 - Was the patient being assisted by staff to perform a task? - **No**
 - Type of Fall – **Overbalance**
 - Activity at time of fall – **Sitting to Standing**
 - Function attempted by patient at time of fall – **Exercising**
 - Information for Activity / Function obtained from – **Patient Reported**
 - Post fall management – **Falls Reassessment and Increased Frequency of Observations**
 - Was falls risk established prior to incident? – **Yes**
 - Was the patient identified as being "at increased risk"? – **Yes**
 - Risk Factor Categories – **Discuss with trainee**
 - Was a staff member harmed during this Incident? - **No**

Example 2: Medication incident**Scenario:** Patient is ordered Antibiotic for chest infection. Due to having two medication charts does not receive any tablets for four days after the initial two tablets.

Incident is entered as:

- Patient Outcome = **Temporary Harm**
- Harm Sustained = **Respiratory**
- Incident Category = **Treatment Intervention**
- Details:
 - Type of category – **Medication**
 - Stage - **Administration**
 - Issue – **Not received by patient**
 - Patient Reaction / Complication – **None**
 - Medication name – **Augmentin Duo Forte (875/125)**
 - Route of Administration – **Oral**
 - Risk Factor Categories – **Discuss with trainee**
 - Was a staff member harmed during this Incident? - **No**

Document Revision History

Version	Date	Prepared By	Comments
1.1	01/09/2009	Dave King	
2.0	October 2009	PRIME Team	2009 Release
3.0	12/10/2010	PRIME Team	
3.1	03/03/2011	PRIME Team	Reflected change in website. Rebranded