

Datix Cymru

Good Practise Guidelines for Incident Management

- All Incidents should be reviewed within 2 working days
- An incident should be investigated and closed within 30 working days unless it is a serious event.
- At least 2 members of staff should be part of the Incident management process
- The reporter view on level of harm field should not be changed unless there is an exceptional reason eg recent incident regarding patient / staff abuse was categorized as 'catastrophic' but should have been 'low harm'. If the field is changed, it should be discussed with the reporter and the rationale recorded in progress notes.
- The 'Severity of Incident Post Investigation' should reflect the harm caused by the organization eg Unexpected death of service user know to MH Service. Death was due to RTI. Investigation noted '*The review did not find any service delivery issues or issues with care and treatment.*' The record has been closed with Severity of Incident Post Investigation recorded as '*Catastrophic / Death*'
- All staff that are involved in the Incident should be added as a contact to the record
- All contacts that are linked to a record should be confirmed for accuracy and approved
- Any demographic details should be removed from any text or string fields

Hints and Tips

- You can update any fields within a record and not complete any mandatory fields if the record is in the status area: Management review/Make it safe plus
- Use pinned queries to identify specific records that you need to easily access
- Use status areas workflows to identify if Incidents are overdue
- Always use the Integration function when added Patients/Service Users to a record this will ensure you have the most accurate demographic details

Search and Reports

When performing a search, you will be shown a copy of your incident form. You can select any values from a field in order to search for them. For example, if you wanted to see a specific record and you had the ID number you could enter this into the ID field and Click on Search. If it is relating to a particular type and service, you would simply select that Incident type and the service in the drop down and Click Search.

Below are some handy hints for searching:

Symbol	Explanation
*	Wildcard searches are particularly useful for searching within text boxes. For example, to show all complaints where the word "Needle" appears in the description, you would search for *needle*. This would locate the word where any text can come before it, or after it.
=	Searches for all records where a particular field has no value recorded in it. For example, an = sign in the "Closed Date" field would return all records where there is no recorded closed date.
==	Searches for all records where a particular field has a value recorded in it, regardless of what it is. For example, == in the "Closed Date" field would return all records where a closed date has been recorded.