



Incident Reporting

- ▶ Separates incidents into three types for easy and consistent data reporting and tracking: General incidents, Medication incidents and Employee incidents.
- ▶ Incident reports capture a full range of details such as client/resident and employee involved in the incident and their role, date/time, location, a description of the incident, resulting treatment, and more.
- ▶ Incident report criteria and security settings can be configured to comply with your organisation's risk management practices.
- ▶ Allows you to identify and respond to the circumstances that caused the incident, and take the appropriate measures to prevent its recurrence in the future.
- ▶ Provides a history of past incident reports for educational and comparison purposes; for example, determining what corrective actions were used to resolve a similar incident.

GoldCare's Incident Reporting helps organisations pursue continuous quality improvement by allowing them to track and report on the type, frequency, circumstances and review of incidents. Incident reports can be viewed through the My GoldCare workspace, an intuitive web interface that provides integrated access to health care records, infection control and other related information. Built-in features such as permission controls and automatic email notifications ensure Incident Reporting provides you with accurate data that can be used immediately to improve client/resident safety and quality of care.

Types of Incidents

GoldCare's Incident Reporting separates incidents into three types for simplified and consistent reporting and tracking:

1. **General Incidents:** any incidents that involve a client/resident, their visitors, or volunteers and staff working with the client/resident that result in an injury. These incidents can be anything from a resident falling out of bed, to a visitor or staff member tripping or otherwise hurting themselves.
2. **Medication Incidents:** cases where a client/resident's medication, prescription or dose was misadministered. These types of incidents also include the occurrence of any adverse reactions related to the medication.
3. **Employee Incidents:** any employee-related incident that is not related to a client/resident; for example, the employee cuts their hand while preparing a meal in the facility's kitchen.



Accurate and Streamlined Incident Reporting

Incident reports are entered into easy-to-use windows that break down details into manageable sections. Not only do these windows group related information, but they also allow you to save partial information and complete it at a later time. This information includes but is not limited to: the client/resident, employee or visitor involved and their role in the incident, incident type/status, date/time, location, a description of the incident and its severity, resulting treatment/action, and more. Incident Reporting can also be set up to send an email notification when an incident is recorded, and create a corresponding progress note in the client/resident's health care record.



Quality Improvement through Awareness

Incident reports go beyond answering the *what, where, when, who* and *how* questions of an incident. It provides you with the knowledge to identify and respond to **why** an incident occurred. In this regard, Incident Reporting will help your organisation improve safety and quality of care. For example, there have been an increased number of residents falling out of their beds at your site. The obvious question is "why?" The incident report would show that the bed rails are being left down. Equipped with this knowledge, you will be able to determine the best solution to resolve the underlying cause of the incidents (e.g. the bed rails are down because they're not latching properly) and prevent similar incidents from occurring in the future.



Reviewing Incidents for Follow up Action

Incident Reporting includes a window to record details about the post-incident review: people involved in the review, discussion points of the review, recommendations, actions resulting from the review, and subsequent incident status (completed, pending, active, etc.). Related past reviews are stored and accessible through a history that can be used for informational and comparison purposes; for example, "What actions did we take with a similar incident?", "How many other occurrences have there been of this type of incident?" etc. The review history can also be used to support incident tracking and follow up.



Consistent with Your Organisation's Risk Management Practices

Incident Reporting allows you to define incident criteria so that it complies with your organisation's risk management practices: incident types, locations, contributing factors, severity and more. Each incident report is stored as an individual record in a database separate from client/resident and employee files. For enhanced data security, permissions can also be applied to employees, limiting them to "read only" access of incident reports, or allowing them full write/edit privileges. These features will help ensure incident reports deliver quality, reliable data that can be used effectively in the areas of risk assessment, avoidance and reduction.