Incident Information Management System - IIMS

Action:
IIMS has been developed as a part of the NSW Safety Improvement Program. It is a centralised computer based system for entering incidents that assists all clinicians, managers and other health care workers to identify and effectively manage all risks associated with healthcare services.
IIMS replaces all paper reporting forms for the following incident categories:

- Clinical
- Staff/Visitor/Contractor
- Complaints
- Hazard/Security/Property

What is an incident?
If you are involved in or witnessed anything that could have caused harm, either to a patient, staff member, visitor or POWH, then it is necessary to use IIMS to report the incident to be investigated
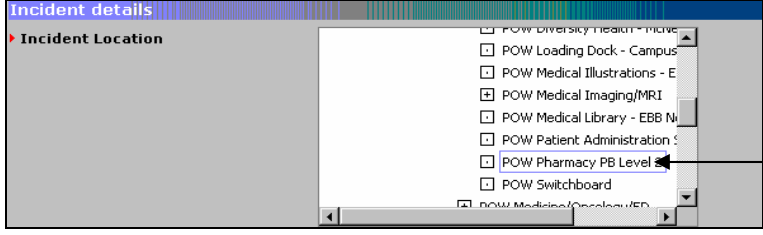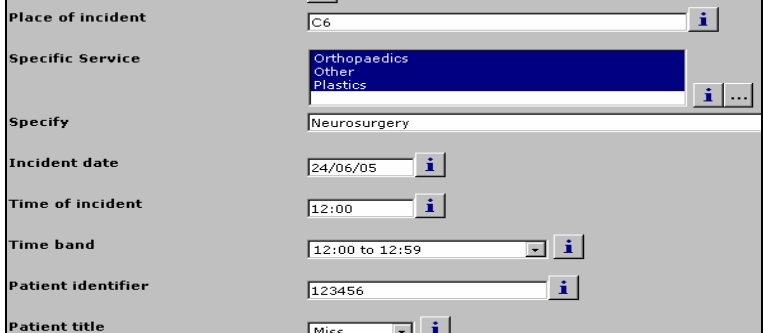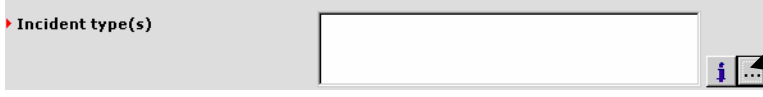**Procedure:**
IIMS is used to report actual incidents and near misses. Near misses are considered a valuable way of learning from a potentially serious incident. The steps below will assist you to report an incident via IIMS. Each time you are report an incident for investigation you are contributing to safety improvement.
Reporting can be anonymous

IIMS Exclusions
The following issues are not reported via IIMS.

- Staff work performance or grievance issues
- Complaints or concerns about the performance of an individual clinician
- Criminal or corrupt behaviour of staff
- Allegations of patient/client abuse
- Internet and email misuse by staff
- Notification of infectious communicable diseases eg. TB
- **Occupational Health Exposures eg. Needle stick injuries, exposure to blood and bodily fluids**

Please speak to you senior manager to request advice on how to report these issues.

	● Notification of Incident	Almost every computer on campus displays the IIMS icon to enable you to notify an incident. Click on the IIMS icon and select "Notification of Incident"
Incident Information Management System *Welcome to the Incident Information Managment System (IIMS).* *Please click on your Area Health Service:* **South Eastern Sydney/Illawarra**		To proceed you must select the Area Service Click on 'South Eastern Sydney/Illawarra'
Clinical — Complaints Property,Security, Hazard — Staff,Visitor,Contractor		**Clinical**-Any incident, adverse event or near miss involving patient care **Complaints**- An expression of dissatisfaction associated with health care **Property/Security/Hazard**- Any incident or near miss involving any of these categories or identified after OH+S inspection **Staff/Visitor/Contractor**- Any incident or near miss pertaining to the health of any staff (permanent or casual), Visitor, volunteer or contractor
Incident details ▸ Incident Location POW Diversity Health POW Loading Dock - Campus POW Medical Illustrations - E POW Medical Imaging/MRI POW Medical Library - EBB N POW Patient Administration POW Pharmacy PB Level POW Switchboard POW Medicine/Oncology/ED		**Incident location** Highlight the area responsible for managing the incident by selecting the + signs until you reach the ward/unit/department Click on the text to highlight the location in light blue- the location has now been successfully selected.
Place of incident C6 **Specific Service** Orthopaedics / Other / Plastics **Specify** Neurosurgery **Incident date** 24/06/05 **Time of incident** 12:00 **Time band** 12:00 to 12:59 **Patient identifier** 123456 **Patient title** Miss		**Place of Incident** Eg. Bathroom, Corridor, Street, Office **Specific Service** Click on the list button to display the list of specialties. If specialty is not listed please select other and specify.
▸ **Incident type(s)**		**Incident Type** Click on the list button to display the list of incident types. There are several different incident types, you may select more than one

Incident type(s) List Items Accidents/Occupational Health and Safety Aggression - Aggressor Aggression - Victim Anaesthesia Behaviour/human performance Blood/Blood Products Buildings/Fittings/Fixtures/Surrounds Clinical Management Complaints Documentation Falls Rule This incident type is used to classify incidents related to accidents, occupational health and safety or the physical environment and staff incidents. For example, - a needle stick injury - exposure to a hazardous substance - a patient sustains an injury of Add Remove	**Incident Type** To assist you in selecting the incident type- please utilise the Rule, which displays a definition of the incident type. Once you have identified the appropriate incident type- Click on 'ADD' to confirm selection.
Principal incident type **Incident description** **Contributing factors** **What was the outcome for the subject?**	**Principal Incident Type** If you have selected more than one incident type you will be required to identify the principal incident type that was the main cause of the incident. **Incident description** Specify the facts relating to the incident or near miss. Do not include any identifying information such as staff member's names or patient names. Position titles acceptable **Contributing factors** Enter any details that contributed to the incident. This may assist the manager to be alerted to any significant risks.
Medications/IV fluids What was the problem? What was the medication involved, or intended? What was the IV fluid involved, or intended? How many bags/doses were involved?	Based on the incident type you have selected there will be a small number of specific questions to answer. This section will vary between different incident types. Very useful for committee reports
Severity assessment code (SAC) **Initial Severity Assessment Code (SAC)** Table: 		Serious	Major	Moderate	Minor	Minimum
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Frequent	1	1	2	3	3
Likely	1	1	2	3	4
Possible	1	2	2	3	4
Unlikely	1	2	3	4	4
Rare	2	3	3	4	4		**Severity Assessment Code** Assist your manager by assigning to grade the seriousness of the incident and to prioritise their workload. **SAC 1- serious incident- please advise your NUM/ manager in charge immediately** **SAC 2- serious incident- please advise your NUM/manager in charge immediately** SAC 3 or 4- not so serious
Notifier details Notifier designation Notifier First name Notifier Last name Source of Notification Save Click 'SAVE'	Although optional, including your name will assist your manager to discuss the incident in more detail with you and to be able to provide you with feedback about the outcome of the incident. An email will now be sent to the manager responsible of the location you have assigned, alerting them that a new incident has been reported + is awaiting their action.
Microsoft Internet Explorer Thank you for notification of this incident. The Incident Identification Number (Incident ID) is 47748-20. You may wish to note this ID in order to follow up with the relevant manager on the progress of the incident management process. OK	You will now be advised of the incident ID number. You may wish to follow up with the relevant manager on the progress of the incident investigation and what actions have been taken to prevent incident recurrence.