



# WA Health Datix Clinical Incident Management System (CIMS)

## **Third Party Comment User Guide**

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## **Disclaimer**

All information and content in this material is provided in good faith by the Department of Health, Western Australia, and is based on sources believed to be reliable and accurate at the time of development. Due to changing system configurations, information provided in this User Guide may not be accurate at the time of reading and is only accurate as at the date of publication. This user guide will be updated every six months from the date of publication.

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## WA Health Datix CIMS

The WA Health Datix CIMS is a web based tool to be used by WA Health personnel to report a clinical incident. A clinical incident is defined as an event or circumstance resulting from healthcare which could have, or did lead to unintended and/or unnecessary harm to a patient/consumer (Clinical Incident Management Policy). The strategic objective is to establish an integrated model of governance for the reporting of clinical incidents across public health organisations within Western Australia for patient safety and quality improvement purposes

## How are Clinical Incidents Notified?

Clinical incidents are entered into the WA Health Datix CIMS by the notifier using the WA Health Datix CIMS web form. A notifier has the option to report an incident by logging into to the WA Health Datix CIMS using their HE number or reporting anonymously.

## What is investigated?

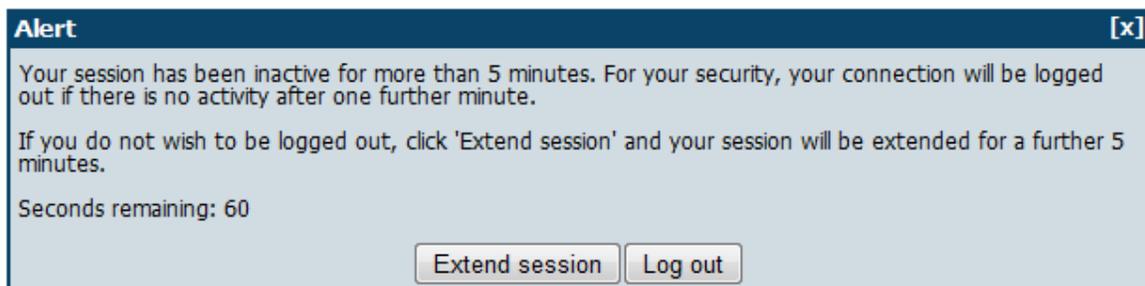
Following the notification of a clinical incident, Datix CIMS will automatically send an email to the senior staff individual who, based on the reported **place of incident**, is responsible for investigating or progressing the clinical incident.

WA Health utilises Severity Assessment Codes (SAC) to determine the appropriate level of analysis, action and escalation of a clinical incident according to harm caused to the patient / consumer.

The Datix CIMS **clinical incident investigation** page is where information identified in the course of investigation of a clinical incident is documented.

### Timeout Feature

In order to maintain system security, the WA Health Datix CIMS will automatically end a session if it has been inactive for 5 minutes. Once the time limit has been reached, a message will appear on the screen advising that the session will be ended unless the option to “Extend session” is selected.





## What role does Third Party Comment take?

If applicable to the investigation of a clinical incident, Datix CIMS can be used to invite comments from third parties prior to determining contributing factors/recommendations. Possible third parties include, but are not limited to; medical practitioners, pharmacists, radiographers, allied health staff, support service managers or other WA Health employees. The senior staff investigator can invite staff to **provide Third Party comments through Datix CIMS Third Party screen**.

## Getting Started on Making a Comment

### Accessing WA Health Datix CIMS

In the email that you received requesting your comments will be a link to the specific incident in the Datix CIMS System. This will include the CIMS Reference number.

As a **Third Party** user you will have **read only access** to the clinical incident pages and can only enter your feedback on the **Third Party comment** page.

### Review the clinical incident details and clinical incident investigation screens

**Clinical Incident Management Form**

219633 | CIMS121434

Ensure medical records are factual and up to date before completing this form.

Please ensure information included on this form is FACTUAL and DOES NOT BLAME OR IDENTIFY staff associated with the clinical incident.

Clinical incident details

Clinical incident investigation

Third party comment

Department/Service Head/Director Documentation

Communication & Feedback

Linked Records

---

Print

---

Show DIF1 values

Audit trail

Clinical incident details	
Reference	
CIMS Reference	CIMS121434
Datix ID	219633
Clinical incident ownership/responsibility	
Clinical incident investigator	<input type="text"/>
Workflow status	
Current workflow status	Snr staff evaluation/3rd Pty comment
★ Workflow status after save	Snr staff evaluation/3rd Pty comment ▼

### Add your third party comment



## Third Party Comment Details

It is important to keep your comments factual. Provide your comment on what happened as objective information. Do **not** include the names of staff only use their designation/position.

## Advising that your Comments are completed in Datix CIMS

### Communication and feedback

The communication and feedback page is used to facilitate all communication regarding a clinical incident.

Emails sent via this page are recorded within Datix CIMS, with the message able to be read on the screen when the incident is open.

Once you have completed your Third Party Comment please advise the appropriate staff via a Communication and Feedback email (see screenshot below).

To compose an email:

1. Select the communication and feedback page.
2. Begin to type the staff member's name into the **All users** field and a drop down list of matching staff member names will be generated.
3. Double click on the intended recipient's name. To email multiple personnel repeat steps 2 and 3.



4. Alternatively, type the intended recipient's email address in the **Additional recipients** field (for example [SAC1.events@health.wa.gov.au](mailto:SAC1.events@health.wa.gov.au) or [Person@health.wa.gov.au](mailto:Person@health.wa.gov.au)).
5. Complete the body of the message ensuring the content is factual, professional and to the point. The body of the message includes a default standard template that includes a hyperlink to Datix CIMS and the clinical incident reference number.
6. Press Send Message
7. Then scroll down to the bottom of the page and click 'save'.

**Clinical incident details**  
**Clinical incident investigation**  
Third party comment  
Department/Service Head/Director  
Documentation  
**Communication & Feedback**  
Linked Records  
Print  
Show DIF1 values  
Audit trail  
+ Add a new incident  
My reports  
Design a report  
New search  
Saved queries  
Help

**Communication & Feedback**  
Only enter @health.wa.gov.au email addresses in the Additional recipients field below.

**Recipients**  
**Staff and contacts attached to this record**  
Only staff and contacts with e-mail addresses are shown.

**All users**  
Only users with e-mail addresses are shown.

**Additional recipients**  
Enter e-mail addresses of other recipients not listed above. You can enter multiple addresses, separated by commas.

**Message**  
**Subject**  
Testing in Dev Test  
Clinical Incident CIMS121467 Communication/Feedback  
**Body of message**  
Testing in Dev Test  
Communication from Betty Chew.  
Clinical Incident CIMS121467.  
The communication/feedback is:  
Please go to <http://10.12.213.95/datix/live/index.php?action=incident&recordid=219666> to view this clinical incident.

Send message

## Accessing Recommendations as a Third Party User

The development of recommendations is a fundamental component in clinical incident management. Recommendations provide the framework for action in improving or preventing adverse events from occurring. Recommendations arising from clinical incident investigations are to be implemented within 12 months of the finalised investigation. The Clinical Incident Management Toolkit provides further information on developing appropriate recommendations.

A Third Party can have a recommendation(s) assigned to them; however, the Third Party Profile will only have read-only access to the investigation screen. Therefore, Third Party users will need to access the Recommendation through the Recommendations/Actions module:



**To Do List | My Dashboard | Recommendations/Actions | Admin | Logout**

Clinical Incident Management System | Consumer Feedback Module | CIMS Third Party cims\_tp Demo

### Recommendations/Actions

**Options**

- List all recommendations
- There are 0 overdue Actions
- My reports
- Design a report
- New search
- Saved queries
- Help

DatixWeb 14.0.11 © Datix Ltd 2016

And then select 'list all recommendations' or 'overdue Action'.

### Actions Listing

75 records found. Displaying 1-20.

Query:  Save the current search as a query.

Module	Linked record ID	ID	Recommendation / Action Text	Assigned To	Outcome measure	Due date	Date completed
Clinical Incident Management System	222655	28202		CIMS SQP (Service) cims_sqp Demo		27/09/2016	
Clinical Incident Management System	222653	28194		CIMS SQP (Service) cims_sqp Demo		16/09/2016	
Consumer Feedback Module	22868	28206	Recommendation / Action Test - UAT testing for v14.0.11	Feedback Coordinator cfm_co1 Demo	Outcome measure - UAT testing for v14.0.11	31/08/2016	17/08/2016
Clinical Incident Management System	222655	28201		CIMS SQP (Service) cims_sqp Demo		26/08/2016	17/08/2016

## Further Information

For further information with regard to notifying a clinical incident please refer to the:

- WA Health Datix CIMS Notifier User Guide
- WA Health Datix CIMS Senior Staff Guide.
- Both Guides are available at HSS CIMS Application Site: <http://intranet.health.wa.gov.au/hin/applications/cims.cfm>
- The Clinical Incident Management Policy which is located at the Safety and Quality in Healthcare website. [http://ww2.health.wa.gov.au/Articles/A\\_E/Clinical-incident-management-system](http://ww2.health.wa.gov.au/Articles/A_E/Clinical-incident-management-system)

Additionally, please contact your supervisor or Safety and Quality staff member for further assistance.



**This document can be made available in alternative formats on request for a person with a disability.**

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