



Incident Oversight User Guide

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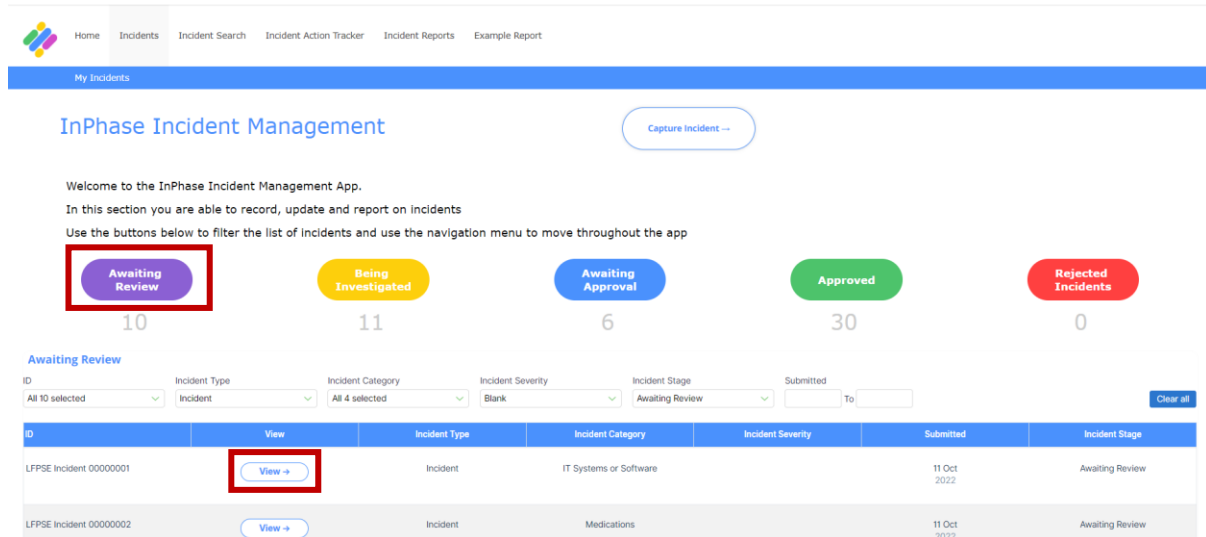
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Incidents

My Incidents

This page displays Incidents assigned to the user viewing the page. The infographics display a count of Incidents that sit at each stage. You can click the buttons to see the details of Incidents at each stage.



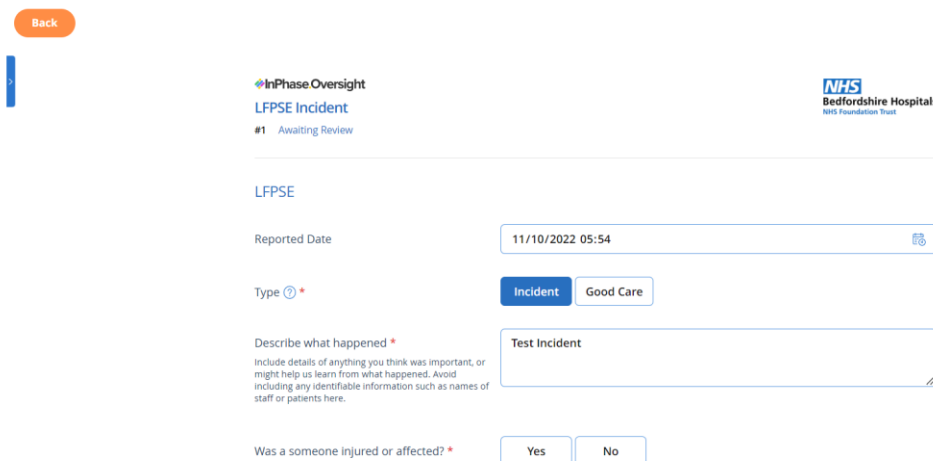
The dashboard shows the following incident counts by stage:

- Awaiting Review: 10
- Being Investigated: 11
- Awaiting Approval: 6
- Approved: 30
- Rejected Incidents: 0

The 'Awaiting Review' section includes a table of incidents:

ID	View	Incident Type	Incident Category	Incident Severity	Submitted	Incident Stage
LFPSE Incident 00000001	View →	Incident	IT Systems or Software		11 Oct 2022	Awaiting Review
LFPSE Incident 00000002	View →	Incident	Medications		11 Oct 2022	Awaiting Review

To view the details of an Incident, click on the 'View button'. This will take the user to the Incident Form.



The Incident Form includes the following fields:

- Back** button
- InPhase Oversight** and **NHS Bedfordshire Hospitals** logos
- LFPSE Incident #1 Awaiting Review** header
- LFPSE** identifier
- Reported Date:** 11/10/2022 05:54
- Type:** Incident (selected), Good Care
- Describe what happened:** Test Incident
- Was a someone injured or affected?:** Yes, No

Reporting an Incident

There are several ways to report a new Incident, you can:

- Click on a link generated from the question manager to the form. This can be embedded on your intranet or in your email signatures.
- Scan a QR code also generated from the question manager that will take the user to the incident form.
- Through the Incident dashboard directly inside of InPhase.

To report an incident from the InPhase Incident dashboard, the user must click on the 'Create Incident' button.

Create Incident →

This will open up the Incident Form. The user must fill in the required fields, and then click 'Submit'.

Remove this section

+ Additional People

Investigation

Please select the manager who needs to review this incident *



Feedback

Feedback Requested *

Please select ...

Yes

No

Please tick to confirm that all details have been confirmed to the best of your knowledge

Submit

Incident Search

This page allows the user to search for an Incident, using criteria which sit against the Incident object.

The user can enter their search criteria into the fields running down the left hand side of the page, and then click 'Search' once all their search criteria have been entered.

The search results will then be populated in the table.

Incident Code

Incident Title

Incident Description

Incident Date
 to

Investigator

Incident Approval Status

Incident Category

Speciality

Department/Unit

Incident Type

SUI

Incident Severity

ID	Open Incident	Title	Description	Type	Category	Severity	Date ↓	Approval
Incident 00007343	View →	Morphine	Oral morphine sulphate has been given to the patient but has not been prescribed on the drug chart.	Affecting Patients	Medication	None (no harm caused)	23 May 2022	Awaiting Final Approval
Incident 00007350	View →	TWOC patient - transferred to RUH	Patient came in for a TWOC- trial without catheter- It was removed at 9am and she was asked to drink fluids -only passed 150mls but had drunk 2 litres almost - Was re-catheterised by a nurse at 3pm and the Consultant agreed for this to happen. She felt unwell after her TED stockings were removed as they were too tight. Her urine was dark yellow-? jaundice so I called the RMO. Her eye was yellow. I checked her right knee dressing and changed it to a Mepilex border dressing 10x20 cm.	Affecting Patients	Access, Appointment, Admission, Transfer, Discharge	Low (minimal harm caused)	23 May 2022	Awaiting Final Approval
Incident 00007338	View →	Staff Nurse Trip and Fall	Staff nurse tripped on wheeled leg of a staff members orthopaedic chair that had been slightly pulled out by IT person who was going to sit on it but had not yet sat down. Staff nurse fell heavily on her right knee and right side. She has twisted her back, and was left with pain on the right side on her ribs at the back.	Affecting Staff	Accident that may result in personal injury	Low (minimal harm caused)	20 May 2022	Awaiting Final Approval

[Clear all](#) [Search](#)

Incident Action Tracker

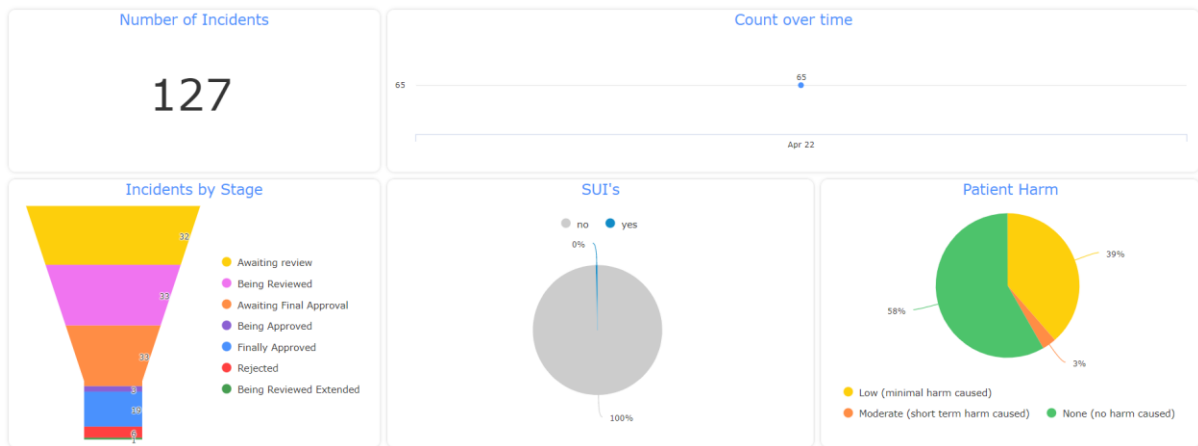
All Actions that have been added against an Incident are displayed in the table. You can click the 'Data Entry Mode' button to edit the Action details, if your permissions allow. The filters at the top of the table can be used to filter the information, and the 'Excel' icon will export the current view of the table (any filters applied) to a csv file.

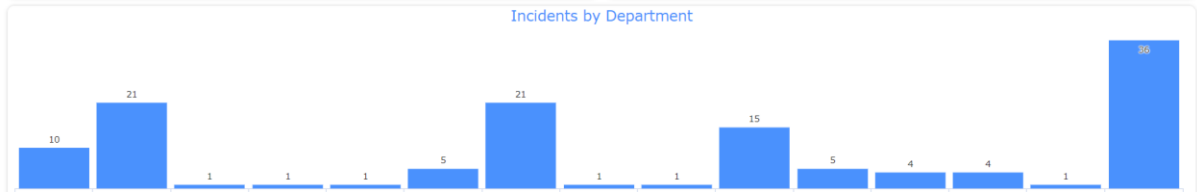
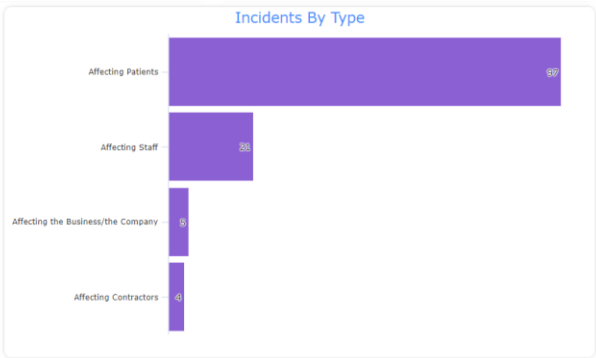
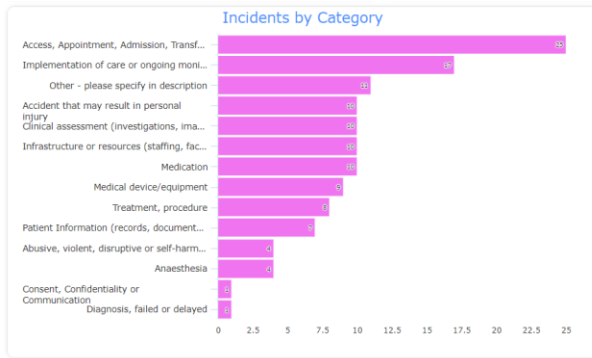
The screenshot shows the Incident Action Tracker interface. At the top, there are navigation tabs: Home, Incidents, Incident Search, Incident Action Tracker (selected), Incident Reports, and Example Report. Below the navigation is a blue header with the title "Incident Action Tracker" and a decorative sun graphic. A filter bar is highlighted with a red box, containing dropdowns for Incident (All 2 selected), Owner (Inphase Consultancy), Stage (In Progress, Not Started), Percentage Complete (0 to 50), and Object Due Date. Below the filter bar is a table with columns: Incident ID, Action, Details, Owner, Rating, % Complete, Start Date, Due Date, Completion (est), and Update. The table contains three rows of data for incidents 00000001 and 00000002.

Incident ID	Action	Details	Owner	Rating	% Complete	Start Date	Due Date	Completion (est)	Update
LFPSE Incident 00000001	<input checked="" type="checkbox"/> This is a test action		Inphase Consultancy	●	25%	11/10/2022	12/10/2022	14/01/2023	
	<input checked="" type="checkbox"/> This is another test action		Inphase Consultancy	★	50%	11/10/2022	12/10/2022	05/11/2022	
LFPSE Incident 00000002	<input checked="" type="checkbox"/> One more test action		Inphase Consultancy	▲	0%	11/10/2022	12/10/2022	11/11/2022	

Incident Dashboards Reports

These pages provide a breakdown of Incidents opened in the financial year, previous completed month, and previous completed quarter.





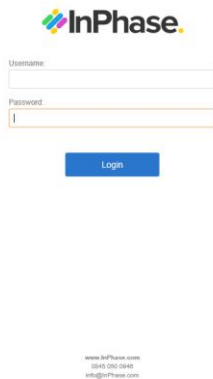
Incident Metrics

Needs Improvement		Succeeding		Unknown Performance
<p>No Data 30 Apr 2022</p> <p>Number of new RCAs in month</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of RCAs currently in progress</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of clinical incidents graded High reported in month*</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of clinical incidents graded Moderate reported in</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Percentage of incidents reported against attendance / activity</p> <p>SULIS HOSPITAL</p>
<p>No Data 30 Apr 2022</p> <p>Number of STL's that did not constitute a serious incident</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of incidents reported to a statutory body other than the</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of incidents requiring reporting to the CQC and have</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of Never Events</p> <p>SULIS HOSPITAL</p>	
	<p>No Data 30 Apr 2022</p> <p>Number of incidents which have triggered the Statutory Duty of</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of Non-clinical incidents graded as Moderate reported in</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Number of non-clinical incidents graded High reported in month</p> <p>SULIS HOSPITAL</p>	
	<p>No Data 30 Apr 2022</p> <p>Number of Serious Incidents Requiring Investigation (SIRI)</p> <p>SULIS HOSPITAL</p>	<p>No Data 30 Apr 2022</p> <p>Percentage of incident reports not reviewed</p> <p>SULIS HOSPITAL</p>		

General Navigation and User Preferences

Accessing the Site

To access InPhase please enter your unique organisation URL into any web browser.



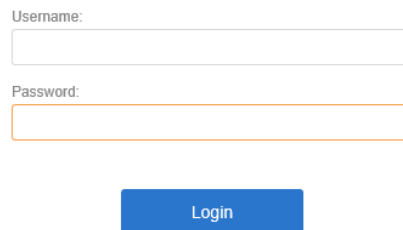
The login form features the InPhase logo at the top. Below it are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom, there is a small footer with the website URL 'www.inphase.com', the phone number '01453 200 000', and the email address 'info@inphase.com'.



Username and Password

Usernames and passwords can be granted by an administrator.

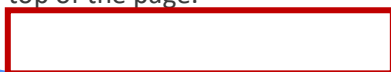
The username format is; ***FirstName Surname***

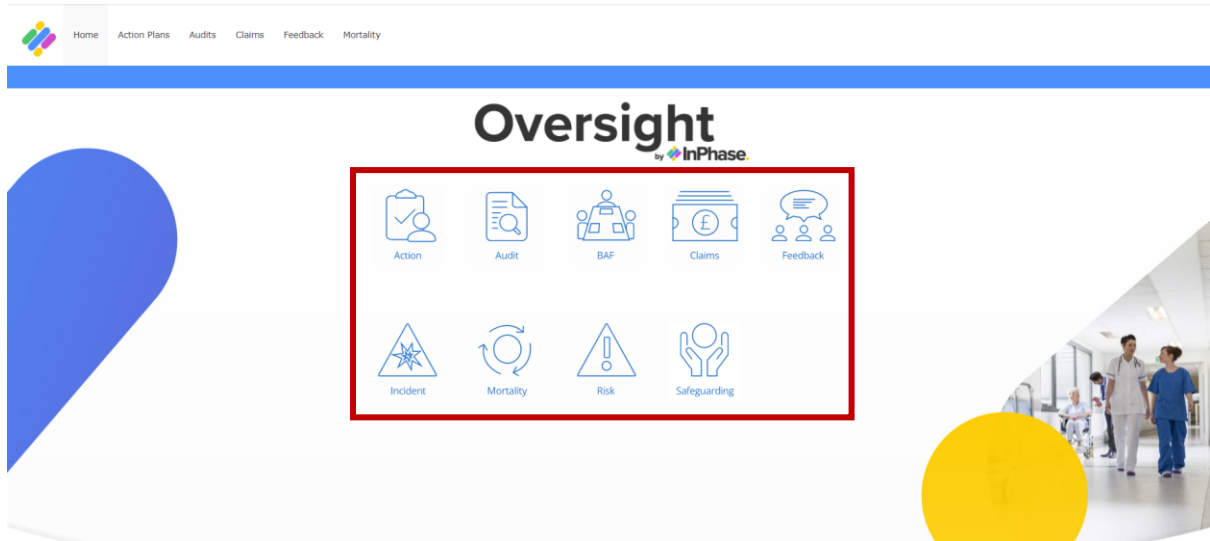


This is a simplified version of the login form. It features the InPhase logo at the top. Below it are two input fields: 'Username:' and 'Password:'. A blue 'Login' button is positioned below the password field.

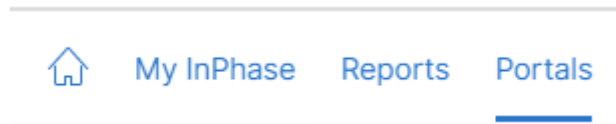
Navigation

To navigate to a page, click on the icon in the main menu, or the relevant option on the menu at the top of the page.



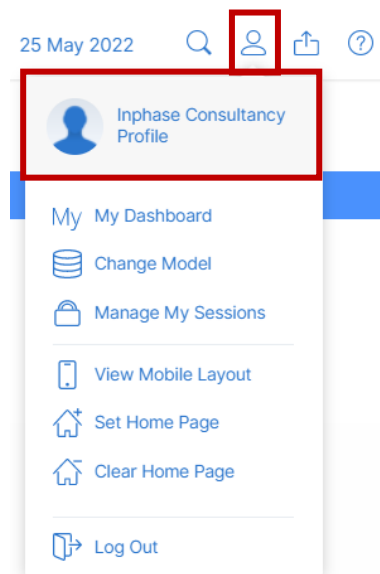


To return to the HOME page, to access your personal dashboard or to refresh the page you are on use the icons in the top left-hand corner of the screen

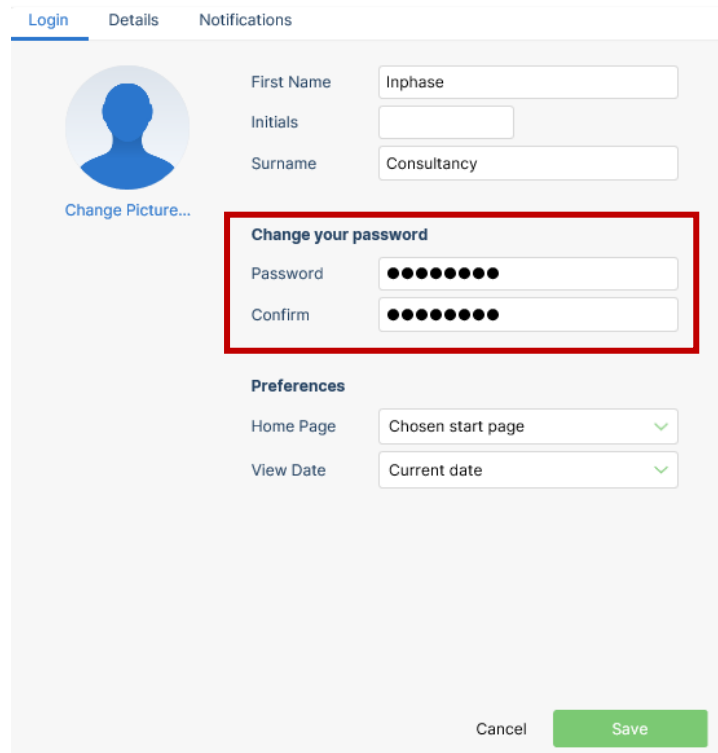


Changing Password

Click on the person icon at the top right-hand corner of the screen. Select **Profile** from the drop-down menu



Enter your new password in the fields provided and click save.



The image shows a user profile settings form with the following sections:

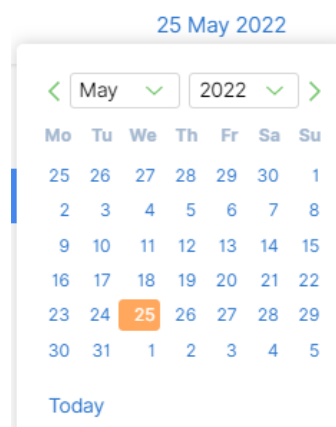
- Navigation:** Login, Details (selected), Notifications
- Profile:** A blue silhouette icon with a "Change Picture..." link below it.
- Personal Information:** First Name (Inphase), Initials (empty), Surname (Consultancy).
- Change your password:** A red-bordered box containing Password and Confirm fields, both filled with black dots.
- Preferences:** Home Page (Chosen start page), View Date (Current date).
- Buttons:** Cancel and Save.

You will notice that you have other preferences that you can change on the profile pop up also.

View Date

Data entered and displayed in InPhase is tracked by date. This means that if you wish to see past date or future time periods you can by simply changing the view date.

The view date is located in the top right-hand corner of the screen. Click the date to produce the calendar.



Adding an Action

In each App there are icons or buttons to add Actions. Adding an action regardless of the App or page you are on requires the same process.

Actions

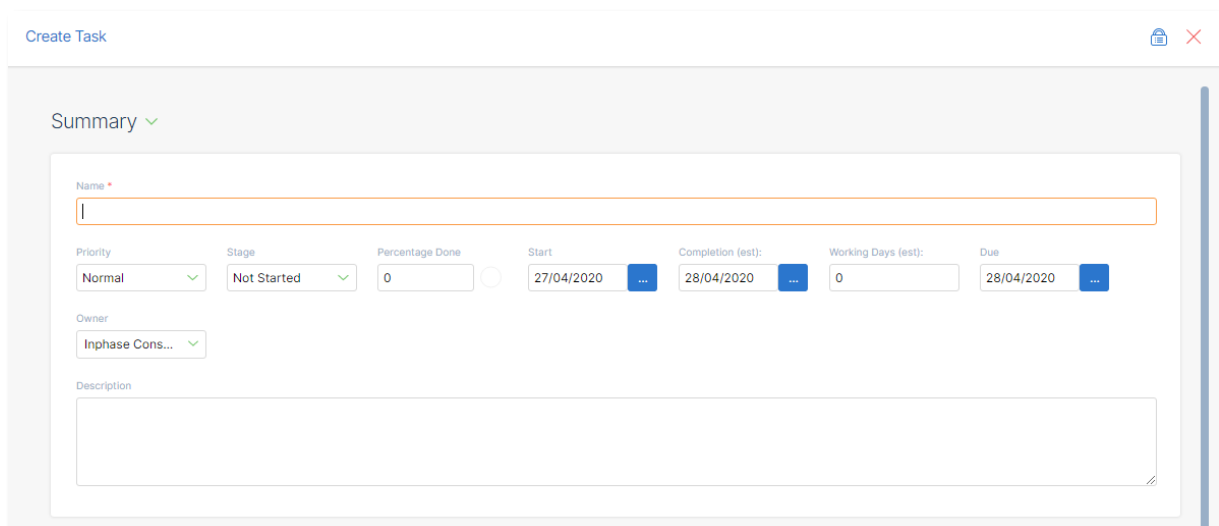
Please click the icon to create any Actions if required



Clicking on either an Add Action button or Icon will produce the Action pop.

The following fields need to be completed:

- Name
 - Limited to 100 Characters. Should be clear and concise to what the action is.
- Start
 - Calendar Selector. Date of when action will start
- Completion (est)
 - Calendar Selector. Data of when action is estimated (or actually) completed. When first adding an Action this should be set as the same as the Due Date
- Due
 - Calendar Selector. Date of when action is due to be completed by
- Owner
 - Defaults to the user adding the action. Can be changed if someone else will be responsible for completing the action.

A screenshot of a 'Create Task' dialog box. The dialog has a title bar with 'Create Task' and a close button. Below the title bar is a 'Summary' section with a dropdown arrow. The form contains several fields: 'Name' (a text input field with a red border), 'Priority' (a dropdown menu set to 'Normal'), 'Stage' (a dropdown menu set to 'Not Started'), 'Percentage Done' (a text input field with '0' and a progress indicator), 'Start' (a date selector set to '27/04/2020'), 'Completion (est):' (a date selector set to '28/04/2020'), 'Working Days (est):' (a text input field with '0'), and 'Due' (a date selector set to '28/04/2020'). Below these fields is an 'Owner' dropdown menu set to 'Inphase Cons...' and a 'Description' text area.

Once you have completed the required fields click Create.

