

	SOP:	Standard Operating Procedure for use of Interactive National Incident Report Forms NIRF01: Person
	Revision:	Version 3.0
	Department	Quality & Safety Department
	Update Date	01 st June 2018
	Approval	Date: 3 rd Feb 2017 Name and Title of Approver
	Implementation date:	1 st January 2018
	Prepared By	Name of Persons who prepared Doc Quality & Safety Department

1. Purpose

Further to initial implementation of the National Incident Report Forms (**NIRF**) in Hospital X, an interactive tool to support electronic incident reporting of **NIRF 01 Person** related incidents has been developed by State Claims Agency for use by staff in Hospital X.

2. Scope

This document has been developed to provide guidance on the use, storage and retention of the interactive NIRF 01 Person (version 10) form.

3. Responsibilities

a) Person Reporting an Incident:

- Is responsible for documenting and forwarding the Interactive NIRF **01: Person** to their Line Manager.*
- Is responsible for maintaining the confidentiality of their own HSE email account.
- Interactive NIRFs are only to be communicated between HSE email addresses.
- **To ensure confidentially interactive NIRFs must not be saved locally on a desktop or on a shared folder by the person initiating reporting of an incident.**

b) Clinical Nurse Managers/Heads of Departments:

Upon receiving an interactive NIRF: 01 Person incident report via email:

- Review NIRF: 01 Person to ensure it is accurate, has been appropriately managed and followed up where necessary;
- Complete **Section L** of the interactive NIRF:01 Person and add additional details are required;
- Save the completed interactive NIRF:01 Person reported incident to their own allocated department secure folder on the x:\drive;
- In the case of a Category 1 Incident**, the Senior Accountable Officer for the area must be notified within 24 hours;
- Email the completed NIRF: 01 Person reported incident to the Quality and Safety Department at incidentreporting.hospix@hse.ie. (set up generic email address)
(NB: The email signature will act in place of a handwritten signature.)

*Where it is a case that the CNM/HOD is the initial reporter of an incident, they should comply with steps 3a) and forward the interactive NIRF to their relevant Line Manager, who in turn becomes responsible for completing and sending the interactive NIRF to the Quality and Safety Department in accordance with steps 3 b).

** The HSE Incident Management Framework describes a Category 1 incident as:

Category 1 Major/Extreme – Clinical and non-clinical Incidents rated as major or extreme as per the HSE's Risk Impact Table

c) Quality and Safety Department:

- The Quality and Safety Department is responsible for the implementation of the interactive NIRF: 01 Person form with the support of the local managers in participating departments.
- Designated members of the department will continually oversee and support the users of the forms.
- The Quality and Safety Department will complete Section M on the form upon receipt

Data Protection

In accordance with the HSE Data Protection and Retention policy, interactive NIRFs must be retained for 8 years from the date of incident.

Each department CNMs\ HODs will only have access to their own allocated folder on the x-drive.

The content of these reports are subject to Freedom of Information Act 2014

4. Procedure of Administration

4.1: Initiating reports: Stage 1

- The reporter of an incident logs on to a PC with their standard personal computer log- in.
- Opens a copy of the interactive NIRF:01 Person form from;
X:_HOSPX INFORMATION\Quality and Safety Department\National Incident Report Forms
(DO NOT SAVE)
- Document the relevant information regarding the incident on the interactive NIRF: 01form
(DO NOT SAVE)
- Send the reported incident on the Interactive Form via e-mail as follows;
 1. Go to 'File ' tab
 2. Go to 'Send File'
 3. Choose 'Default email application'(Microsoft outlook)
 4. Click 'Continue' and send to relevant Manager via their HSE email address

NB – The interactive copy of the NIRFs are never to be saved locally by the reporter.

4.2 Management at local level: Stage 2

- When the interactive NIRF: 01 Person form is received by a Manager via email, the manager completes section L of the form and includes any additional information they deem relevant.
- The incident is then to be saved directly to the designated folder on the x-drive;
- The following naming procedure is recommended for reference of all interactive incidents:
Year Month Day Location Daily Incident Number.
Example; If an incident occurred on 3rd January 2018 in the Quality & Safety Department and this was the 1st incident reported via e-mail for this particular date, you would save the incident as follows;
20180103Q&S01 if it was the 2nd incident on this particular date it would be saved as **20180103Q&S02**
- A copy of the completed interactive incident report is now to be emailed to the Quality and Safety Department. The ADON/Senior Manager of the area is carbon copied (cc) on the email for information purposes.

5. References

Data Protection Act 1988; Data Protection (Amendment) Act 2003; General Data Protection Regulation 2018
Guideline for Reporting and Management of Incidents in CHB March 2016

HSE Integrated Risk Management Policy 2017

HSE Incident Management Framework 2018

HSE Electronic Communications Policy 2010

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Reporting an incident using an interactive NIRF

May 2018

Person Reporting the Incident:

Incident Occurs – Stage 1

1. Manage incident in accordance with Hospital Guideline for managing incidents

2. Open V10 softcopy NIRF (Available on the HospX Information Folder)

3. Complete softcopy NIRF ensuring all details are accurate
DO NOT SAVE

4.
I. Go to 'File' tab
II. Go to 'Send File'
III. Choose 'Default email application'
IV. Click 'Continue'

5. Now ready to be emailed as an attachment to your Manager for review

Close NIRF and
DO NOT SAVE

X:\HospX INFORMATION\Quality and Safety Department\National Incident Report Forms (NIRF)\Interactive NIRF

Location Manager:

Manager receives email NIRF – Stage 2

1. Review NIRF to ensure it is accurate and has been appropriately managed and follow up where necessary

2. Complete **Section L** and enter any additional information as required

3. Save NIRF in the designated secure departmental incident folder using naming system detailed below*

4. Email completed NIRF to Quality and Safety Department at:
incidentreporting.hospix@hse.ie

Quality and Safety Department:

Quality and Safety Department – Stage 3

1. Save NIRF to Incident folder and acknowledge email

2. Review and manage in line with Hospital Incident Management Guideline

3. Complete **Section M** of the form

4. Enter incident on NIMS

**Recommended Naming System:

Example: 2018JAN01Q&S1 (Year/Month/Day) or local unique identifier

Details: The file should be named with the current date in **year/month/day** format, followed by the location name, followed by a number whether the incident is the first, second, third, etc. Incident in that location in that day.

Note: Emails will be considered signatures as each member of staff has a personal email address