

# DIF1 Incident Reporting

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If you require any further assistance please contact the [Datix Helpdesk](#) or via phone on 0151 254 2553

## Welcome – Please sign the Register:

- **What is your knowledge of Incident Reporting on a Scale of 0-5?**

Complete the register before and after the training.

- **Please feel free to ask any questions you may have that are not answered during the training**



**YOUR FEEDBACK  
MATTERS**

# Incident Reporting Training

**This training presentation is divided into 3 sections:**

**1 – Incident Reporting Overview & Pathway**

**2 – How to Complete the Incident Form (DIF1)**

**3 – Degree of Harm, Incident Level & Form Submission**

# Learning Objectives

- Establish an understanding of Incidents Module, as part of the Datix Risk Management system
- Introduction to Datix Incident Reporting
- Examples of incidents to report.
- How to report an incident using  
**DIF1 = Datix Incident Reporting Form**
- Identify, **why, what** and **how** to report
- Identify, **who** to select to manage the incident

# SECTION 1

## Incident Reporting Overview & Pathways

# Datix Incidents Module Overview

- DATIX is an integrated Risk Management system used to record, monitor and report Risk and Performance Management (both internally and externally) across the Organisation.
- The Incident Module within Datix provides a repository to record and manage all Incidents, accidents and near misses. The Organisation recognises the importance of incident reporting as an integral part of the risk management strategy. The Organisation is committed to improving the quality of Health, Safety and Welfare of its patients, staff and visitors. This is achieved through consistent monitoring and review of incidents that result, or have the potential to result in harm, damage to person, property or reputation. Incident reporting is a fundamental tool of risk management. If incidents are not properly managed, they may result in a loss of public confidence in the organisation

# Incident Definition & Timescales

## **What is an incident?**

Any untoward or unexpected event that leads to actual or potential harm or loss to Person, property or reputation

## **When do we report an incident:**

All incidents need to be reported within 24 hours of them occurring or as soon as an incident comes to our attention.

## **Who Should Report Incidents on Datix:**

It is a requirement of all staff that they report any incident, accident or near miss which has caused or has the potential to cause harm, loss or damage to any individual involved or loss or damage in respect of property or premises for which the organisation is responsible.

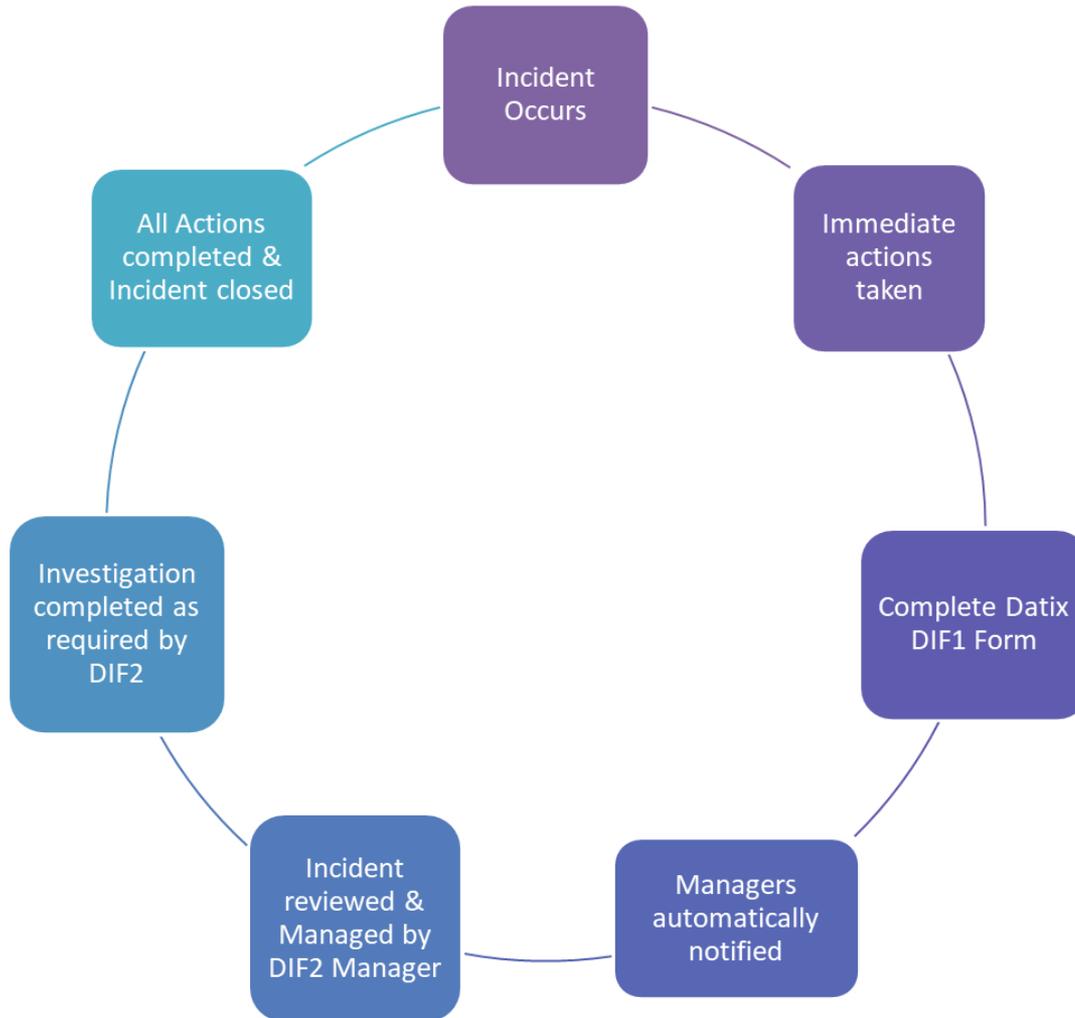
**You do not require a Datix login or password to record an incident.**

# Escalating incidents

In some circumstances, incidents will require immediate escalation to relevant managers within the organisation. This will depend on the incident level.

| Incident Level | Escalation required  |
|----------------|--|
| Level 1        | <ul style="list-style-type: none"> <li>• Report on Datix within 24 hours.</li> <li>• No additional escalation required – automatic email notifications will be sent to relevant managers once reported.</li> </ul>   |
| Level 2        | <ul style="list-style-type: none"> <li>• Additional escalation may be required, depending upon the nature of the incident. If this is the case, phone your Line Manager (In hours) or On Call Manager (Out of Hours).</li> <li>• Report on Datix within 24 hours.</li> </ul> |
| Level 3        | <ul style="list-style-type: none"> <li>• Incident causing significant/major harm requires immediate escalation to your Line Manager (In hours) or On Call Manager (Out of Hours).</li> <li>• Report on Datix within 24 hours.</li> </ul>                                     |

# Incident Reporting Cycle



# Incident Management Roles

## **DIF1 – Datix Incident Reporter**

Any member of staff can complete a DIF1 form to report an Incident, Accident or Near Miss.

All incidents must be reported within 24 hours.

Once completed the DIF1 reporter should select their relevant DIF2 Manager within the Manager field at the bottom of the DIF1 Form which will send them an automatic email notification of the incident

## **DIF2 – Datix Incident Managers**

Managers have been identified across the organisation that are responsible for reviewing and managing incidents to ensure all details are accurately completed and that any investigations, documents and action plans are updated and any lessons learned are shared within their area of responsibility.

# Incident Management Roles (Cont.)

## Key Leads

Senior Manager identified to provide the main link to the Quality & Governance team (Q&G) for all Datix requirements. They are responsible for keeping directorate profiles up-to-date, coordinating local training, ensuring investigations are completed in a timely manner and providing feedback on Datix operational issues and development requests.

## Specialist Leads

Staff identified across PC24 who will provide specialist expertise to managers dealing with a specific category related incident. Specialist leads include: Clinical Leads, Health & Safety, Safeguarding, Medication Management, Information Governance and IT.

# SECTION 2

## Incident Form Completion

# How to access the DIF1

- Click on the DATIX icon on your desktop



- A blank Incident Reporting Form (DIF1) will appear on screen:

- If IT access is unavailable for any reason, the incident report can be completed on a paper DIF1 form and submitted to the Shift Manager by the end of the shift for them to submit electronically on Datix.

# Datix Icons on the DIF1 Form

## ➤ **Mandatory fields** -

This symbol means the field is mandatory and MUST be completed before the form can be submitted.

## ➤ **Help Bubble** -

Click for help and guidance in completing this form.

## ➤ **Single Code fields** -

Click and select from the codes or type the first few letters directly into the field to find the required information.

## ➤ **Spell Check** -

Any incorrectly spelled words are highlighted in red, and you can choose corrections from the options available.

# Incident Categories & Subcategories

The table below gives some examples of the Categories and Sub Categories of incidents that require reporting. A full list of categories can be found [HERE](#)

| Category (Examples)  | Sub Categories (Examples)                                      |
|----------------------|--|
| Abuse & Harm         | Physical, Sexual, Verbal, Neglect etc                          |
| Accident             | Burn or Scald, Collision, Cut, Slip trip or fall etc           |
| Death                | Unexpected patient death, Work related employee death          |
| Environmental        | Fire, Flood, Unsafe Building etc                               |
| Infection Prevention | Outbreak management, Unsafe disposal of Sharps etc             |
| Medication           | Administration error, Missing / theft of prescriptions etc     |
| Patient Care         | Failure to treat, Incorrect diagnosis, Excessive wait time etc |
| Vehicle Incident     | Road traffic Collision, Road traffic offence                   |

# Incident Details

- The Incident form is self explanatory to complete.
- Enter **KEY** words in the single code fields to find the correct code quickly
- Click on the help bubble  for further guidance

| Incident details  |                      |
|---|----------------------|
| * Incident date (dd/MM/yyyy)  | <input type="text"/> |
| * Time (hh:mm)   | <input type="text"/> |
| * Incident affecting   | <input type="text"/> |
| * Category   | <input type="text"/> |
| * Sub category   | <input type="text"/> |
| * Near miss?   | <input type="text"/> |
| * Description<br><b>BRIEF INCIDENT SUMMARY</b><br><b>WHAT</b> was the incident?<br><b>ONLY</b> use facts not opinions<br><b>WHERE</b> did the incident happen?<br><b>WHO</b> was involved?<br><b>USE</b> initials and role only in line with data confidentiality | <input type="text"/> |
| * Immediate action taken<br>Enter immediate action taken at the time of the incident.   | <input type="text"/> |

# Incident Details

- **Incident affecting** indicates the “type of person” directly affected by the Incident. Select “Property/Trust affected” if no persons are directly affected/involved (e.g. evacuation due to a Fire Alarm). NB. This will mean that the Person Affected Section contact details will not open
- A **Near Miss** is an unplanned event that did not result in harm but had the potential to do so.
- **Description** and **Immediate action taken** fields, enter facts NOT opinions to describe what has happened. Use the person’s role and initials (e.g. Patient FB or Staff Member JS). DO NOT enter full names within the description, in line with Data Protection requirements.

# Category Specific Sections

- Additional Sections may open on the DIF1 Form depending upon which category or type of incident is selected.
- Category Specific Sections contain additional fields to be completed which are relevant to that category but are hidden unless required. Some examples of common Category Specific Sections are:

## Information Governance & Safeguarding Sections

- This section opens when Information Governance category is selected

| Information Governance       |                      |
|------------------------------|----------------------|
| ★ Type of data involved?     | <input type="text"/> |
| ★ Type of media?             | <input type="text"/> |
| ★ Type of premises?          | <input type="text"/> |
| ★ Potential number affected? | <input type="text"/> |
| ★ Type of security?          | <input type="text"/> |

- Safeguarding opens for all Patient affected incidents

| Safeguarding                            |                                  |
|---|----------------------------------|
| ■ Is Safeguarding Required?             | <input type="text" value="Yes"/> |
| ■ Type of Safeguarding                  | <input type="text"/>             |
| ■ Was capacity considered?              | <input type="text"/>             |
| ■ Was consent to share concerns sought? | <input type="text"/>             |
| ■ Safeguarding referral action taken    | <input type="text"/>             |

# Location Details

- **Exact Location** – Where the incident took place in, e.g. ‘Med Car 6’, ‘Corridor’, ‘Call Centre’.
- **Sites** – Site the incident took place in, e.g. ‘Alder Hey Hospital’, ‘Crosby GP Practice’, ‘Patient Home’.
- **Area** – This will automatically populate. For non-specific sites such as ‘Patient Home’, the Area can be manually selected.
- **Service/Team** – The Service responsible for managing the incident, the **SDU** will automatically populate.

| Where Incident Happened  |                      |
|--|----------------------|
| Please select the Exact location and Site where the incident happened, the area will automatically populate. |                      |
| Exact Location   | <input type="text"/> |
| Sites  | <input type="text"/> |
| Area   | <input type="text"/> |
| Where Incident Belongs   |                      |
| Please select the Service/Team responsible for managing this incident, the SDU will automatically populate.  |                      |
| Service/Team   | <input type="text"/> |
| Service Delivery Unit (SDU)  | <input type="text"/> |

# Person Affected Details

- **Type of Person** who was affected i.e. Patient, Staff Member, Visitor
- Enter First Name and Surname then click **SEARCH**. If the person has a Datix contact record, **CHOOSE** the matching record
- If the search states “no matching contacts” you can enter the details manually the first time. Once details have been entered and approved they will be available for future incidents. Make Sure you **ALWAYS SEARCH** to avoid duplication of contacts (people).
- **Injuries and Treatment** must be recorded. The injuries section will automatically appear if the incident harms a person.
- If more than one person is affected just click **Add another** to record additional contacts.

People affected  
A person affected is someone who was directly impacted or harmed by the incident

Contact details

Type of Person

First names

Surname  Search

Injuries

Was the person injured in the incident?

Add another

# Details of Other People Involved

- Ensure you include other people involved in the incident by answering 'Yes' to open the 'Other people involved' section.
- The Contact Role describes the role the person played in the Incident:
  - Person Responsible** – This person(s) caused the incident
  - Responder** – This person(s) responded to the incident
  - Witness** – This person(s) witnessed the incident
- Ensure all contacts are added so they are linked to the record. Click Add another (bottom left of section) to enter additional contacts.

**Details of Other People Involved**  
 The person who caused the impact or harm **MUST** be recorded as the **Person Responsible** in addition to Responders or Witnesses to the incident within this section

\* Was any other person involved in the incident?

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**Other people involved**  
 The role is defaulted to **Person Responsible** for causing the incident. Please select "add another" if multiple people are involved and amend the role to **Responder** or **Witness**.

[Clear Section](#)

\* Contact role

\* Type

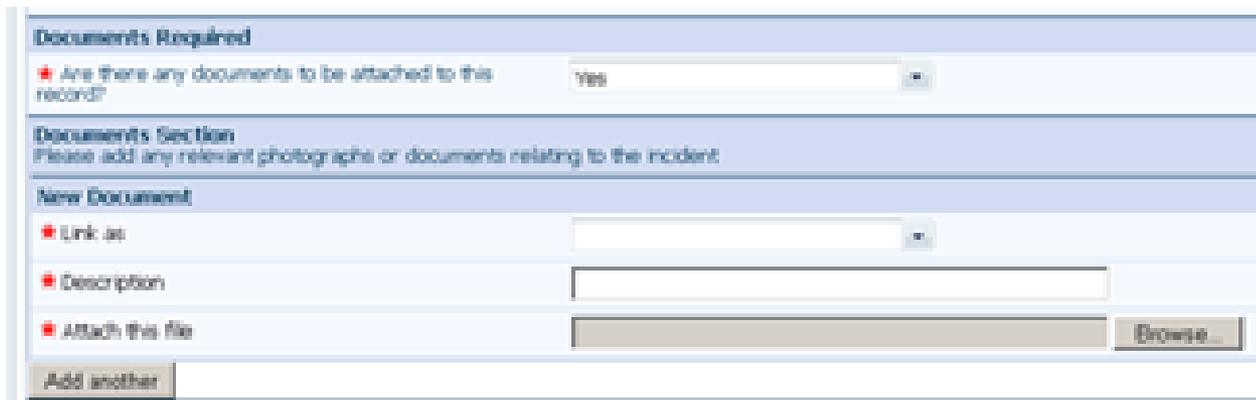
\* First names

\* Surname



# How to upload documents

- Documents can be attached to the Incident record.
- Select the type of document e.g. photo of injuries, add a brief description and browse to the electronic folder where you have saved the document to upload.



The screenshot shows a web form for incident records. It features a section titled 'Documents Required' with a dropdown menu set to 'Yes'. Below this is a 'Documents Section' with the instruction 'Please add any relevant photographs or documents relating to the incident'. Underneath, there is a 'New Document' section with three input fields: 'Link as' (a dropdown menu), 'Description' (a text box), and 'Attach this file' (a file selection box with a 'Browse...' button). An 'Add another' button is located at the bottom left of the form.

Clicking Browse will open your network drive for you to find the relevant document.

# SECTION 3

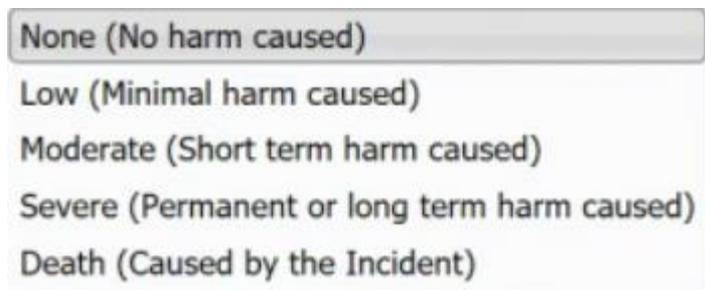
## Degree of Harm, Incident Level & Form Submission

# Degree of Harm

## Degree of Harm:

This refers to physical harm caused by the Incident or accident

- If the Person is not harmed select 'None (No harm caused)'
- Otherwise select, the relevant degree of harm



|   |
|---|
| None (No harm caused)                       |
| Low (Minimal harm caused)                   |
| Moderate (Short term harm caused)           |
| Severe (Permanent or long term harm caused) |
| Death (Caused by the Incident)              |

- Ensure any injuries are recorded if a person has suffered harm as a result of an incident or accident.

# Incident Level Guidance

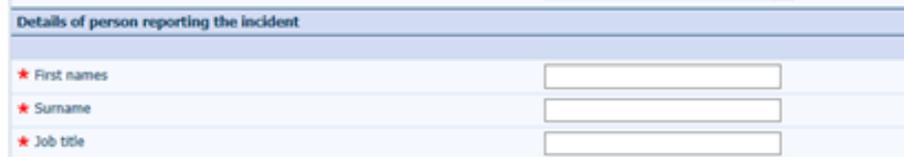
## Incident Level:

- The incident level is used to grade the incident and determine the type of investigation required to be completed by the DIF2 Manager. A link to the guidance is available on the DIF1 Form.
- Select the relevant incident category in the left hand column then read each level criteria to determine if the incident should be graded as Level 1, 2 or 3.

| Incident Level Guidance: Version 2 July 2020 |   |  |  |
|--|---|--|--|
| CATEGORY DESCRIPTION                         | LEVEL 1<br>INSIGNIFICANT/MINOR<br>(Low or no harm/ Low near miss)<br>Reviewed and closed within 5 working days.                           | LEVEL 2<br>MODERATE<br>(Moderate harm/ Near miss)<br>Initial review completed within 3 working days.   | LEVEL 3<br>SIGNIFICANT/MAJOR<br>(Serious Incident)<br>Immediate escalation, initial strategy meeting and identification of Investigating Officer, followed by Rapid Review (RR) within 3 working days.<br>If RCA required to be completed within further 60 days.  |
| Level of Investigation required.             | Managed Locally within Service and remedial action taken with 2 Working Days.   | Managed within the service. Remedial actions taken. Escalation of any residual risks/gaps identified within 3 working days. May require use of some of the tools within the RCA framework.           | RR to be completed within 3 working days. If the incident is STEIS reportable and involves a clinical member of staff, this decision must be ratified by the Medical Director. Potential requirement to complete full RCA Investigation as advised by outcome of RR.   |
| ABUSE & HARM                                 | Incident causing minor harm to Staff, Patient or Visitor, this includes Verbal abuse. Potential to cause harm. Identified financial loss. | Incident causing moderate harm to Staff, Patient or Visitor, this includes Physical, Emotional or Neglect abuse and may require police assistance, medical treatment and / or Safeguarding Referral. | Incident causing significant/major/serious/SI harm to Staff, Patient or Visitor, this includes Physical abuse, Sexual assault, Hate crimes and will require police intervention, possible medical treatment and / or Safeguarding Referral/PREVENT referral.   |
| ACCIDENT                                     | Accident with no harm or minor harm which may require first aid.  | Accident with moderate harm requiring medical attention (over and above local first aid provision).<br>OR<br>Work related accident resulting in any Staff absence from work (for less than 7 days)   | Accident with major harm requiring urgent medical treatment including fractures or loss of consciousness (Includes members of public if affected as a result of PC24 work activity, acts or omissions).<br>Work related accident resulting in Staff absence from work for more than 7 days.<br>Any RIDDOR reportable accident. |

# Incident Reporter & Manager Details

## Incident Reporter (DIF1)



- Enter the First Name, Surname and Job title then click **SEARCH** to check if the staff member is already an approved contact.
- Email and telephone number will automatically populate if an approved contact is selected but may need to be entered the first time.

## Incident Manager (DIF2)



- Select your Manager to identify the relevant Manager for your Service to manage the incident.
- This person will be automatically notified of the incident being reported.

# DIF1 Form Submission

- Once all sections have been fully completed click Submit
- If information is missing, an alert message will indicate fields that need completing before the form can be submitted.
- Once submitted automatic e-mails will be sent to the DIF2 Manager selected and any other staff identified within category specific sections, e.g. Medical Leads or Health and Safety Manager, for information purposes.
- A message will appear on screen detailing who the email notifications have been sent to.
- An automated acknowledgement email will be sent to the reporter with the Datix reference number.

# Additional Support & Guidance

If you require any further assistance  
please contact

Datix Helpdesk [datix@pc24.nhs.uk](mailto:datix@pc24.nhs.uk) via email  
or call 0151 2542553