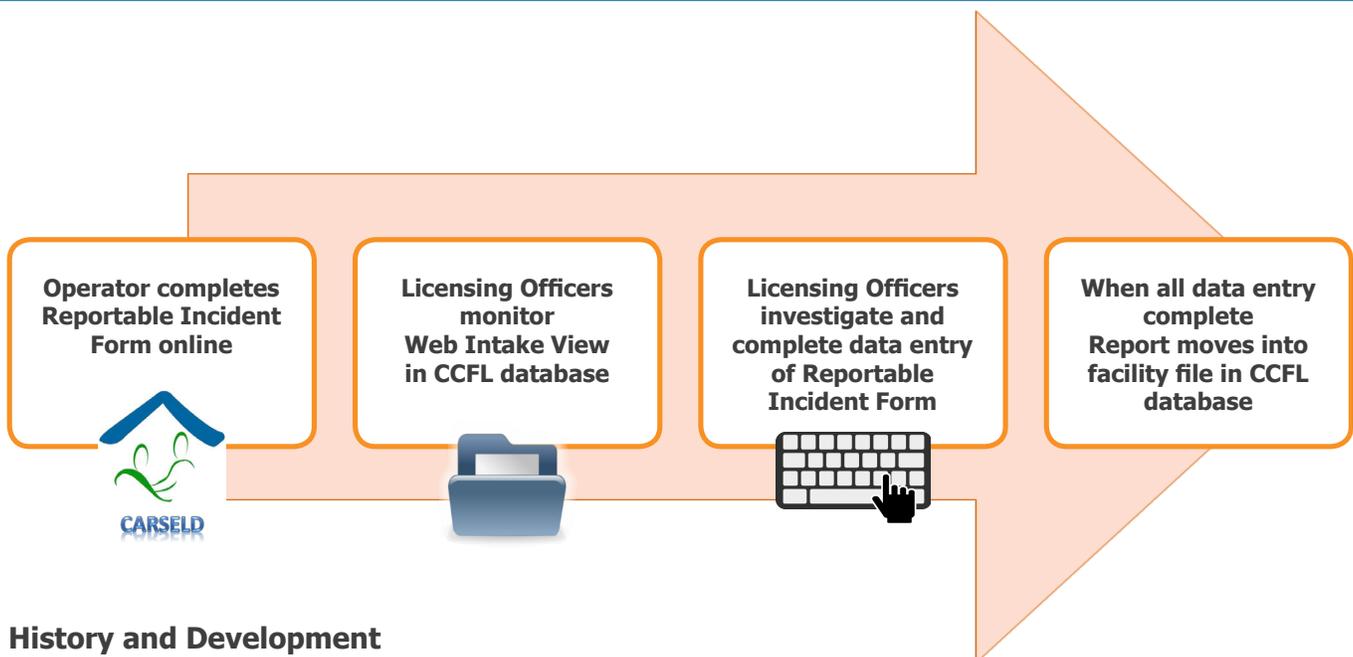


## Reportable Incident Reporting

### Online Submission Process - Questions and Answers



### History and Development

In 2011 the Licensing Program began to formally explore the feasibility and interest by facilities for using a paperless system, whereby Reportable Incident forms could be completed and submitted electronically through a secure website. At that time a survey was conducted to determine what the facilities would see as advantages and disadvantages to such a system, and whether they would be interested in using such a system. The survey was completed by 337 people representing both child and residential care facilities and the results were overwhelmingly positive.

- Over 75% of all respondents reported that they were definitely interested and that it was definitely feasible to use an Online Reportable Incident System.
- Over 90% of all respondents reported a preference for an Online Reportable Incident system over the current paper system.

The Licensing Program has now completed the development of the online reporting system. Licensees, managers or facility staff will be able to enter the information using a link through the Fraser Health Website. When the information is 'submitted', the form will go directly into the Licensing database where the facility Licensing Officer will be able to review the form. Once the Licensing Officer has completed their review and the investigation into the incident is complete, the form will move into the facility file in the same database. All of this will be done without the use of paper.

**What do I need to do to be able to use the online reporting system?**

1. You will need to create your account and password (see instructions).
2. You will need to give the password to those who will be responsible for reporting.
3. Those who will be reporting will need to know the website and the password.

**What is the advantage of using the online reporting system?**

- The online form takes less time to complete as basic facility information will be automatically filled in.
- Staff no longer have to handwrite on triplicate paper forms.
- There is increased ability to edit, revise, review, or add to the form before submission.
- The system is more environmentally friendly.
- The system reduces cost for operators (i.e. postage, envelopes).
- The form is submitted directly to Licensing with no lag time in the mail.
- The online form mirrors the current paper form.

**When can I start using the online reporting system?**

Residential Care facilities may begin using the system in May 2017. Child Care facilities will begin at a later date.

**Frequently Asked Questions and Answers**

1. Online Reporting System	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>Do we have to use the online system?</b> No, however, the online system has been developed to assist operators in meeting their reporting responsibilities in a timely and seamless manner.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Is the system secure?</b> Yes. The system is as secure as possible.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Can I see all of my previous incident submissions?</b> No. Already submitted information cannot be accessed through this site to protect security of any personal or private information.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Can I use this system to monitor my facility submissions or for trending analysis purposes?</b> No.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. Training and Instructions	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>Do the staff need special training to be able to use the system?</b> No. Staff will need to follow the instructions for logging in and completing the form, however, we do not anticipate training to be required.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will there be instructions posted on the website?</b> Yes. Instructions will be available on the login webpage.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>If we have a problem with the system, is there someone I can contact for help?</b> Yes. Contact your facility Licensing Officer.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

3. Email and Password	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>Will staff need to have access to the facility email to be able to submit a report?</b> No. Access is only required by the person creating the account and setting the password.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to change our facility email once our account is created?</b> Yes. Contact your Licensing Officer and ask them to change your email on our file.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Do we need a password?</b> Yes. This is created by you and can be a password of your choice.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to change the password?</b> Yes. This can be done at any time.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to get our password if we forget?</b> Yes. You will be able to reset your password at the login page, however, you will not be sent your old password if you forget.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Can I use the same email for more than one facility?</b> Yes. We recommend having a different email for each facility if you have more than one facility of a similar name.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

4. The Form	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to cut and paste into the form?</b> Yes.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to print a copy for our records?</b> Yes, but only when it has been initially submitted. If you need a copy at a later time you will need to contact your Licensing Officer.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to add an attachment to the form?</b> No. Additional information can still be mailed to the Licensing Officer.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will we be able to paste a picture or attached picture?</b> No. Photos or pictures will need to be mailed or given to your Licensing Officer.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will there be an identifier on the report (i.e. report number)?</b> Yes. This will be added when the form is created.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will there be a response that the report was successfully sent?</b> Yes.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Can I still send a paper report if we are not ready to use the online submission process?</b> Yes.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Do I still need to mail a copy after I use the online submission system?</b> No.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Is a signature required for the online submissions?</b> No.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Is the facility manager required to review all online submissions?</b> No, however, your facility may have internal processes where this may be required.</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Continued on page 4 . . . . .

4. The Form - Continued	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>Will we still be able to see the incident definitions on the form?</b> Yes. <input checked="" type="checkbox"/></li> </ul>	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none"> <li>▪ <b>Is the online form significantly different than the triplicate paper form?</b> No. The online form was built to mirror the paper form. <input checked="" type="checkbox"/></li> </ul>		<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Will the system submit my report to funding (i.e. the pink copy - if applicable)?</b> No. You will have to print and submit it. <input checked="" type="checkbox"/></li> </ul>		<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>▪ <b>Can I save the report while I work on it?</b> Yes. Once you have clicked on submit, it is no longer available to edit and can no longer be saved. <input checked="" type="checkbox"/></li> </ul>	<input checked="" type="checkbox"/>	

5. Other Questions	Yes	No
<ul style="list-style-type: none"> <li>▪ <b>What if the incident affects the whole facility - do we still need to enter a name for persons affected?</b> Yes. At least one name must be entered. <input checked="" type="checkbox"/></li> </ul>	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none"> <li>▪ <b>What if we are a hospice facility and we only report deaths monthly - do we need to include a name of person in care involved?</b> Yes. At least one name must be entered in the section for persons in care involved. All others may be added in the details section, similar to the previous Hospice process. <input checked="" type="checkbox"/></li> </ul>	<input checked="" type="checkbox"/>	
<ul style="list-style-type: none"> <li>▪ <b>Can we download or transfer information from our database or PSLs into the form?</b> No. There is no way to link two systems. If your system already generates a print form that you mail to Licensing (in agreement with Licensing), you can continue reporting in that manner. <input checked="" type="checkbox"/></li> </ul>		<input checked="" type="checkbox"/>

For further information contact the Licensing Officer assigned to your facility, or call

Population Public Health Central Call Centre at:

**604-587-3936**

and request to be connected to your Community Care Facilities Licensing office.

Our website is: [www.fraserhealth.ca/ccfl](http://www.fraserhealth.ca/ccfl)