Government of **Western Australia**
Department of **Health**

Datix Consumer Feedback Module (CFM)

Coordinator User Guide

February 2021

Version 1.0

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.

Please address any quality improvement suggestions to PSSU@health.wa.gov.au

Version Control

Version	Publication Date	Author	Reason for Release
0.1	N/A	Susan Woolley	Initial document
0.2	N/A	Susan Woolley	Incorporate feedback from Health Support Services
0.3	N/A	Susan Woolley	Insert feedback from State Datix Committee Insert version control table
1.0	15/02/2021	Susan Woolley	Insert feedback from State Datix Committee Initial publication

Contents

WA Health Datix CFM

The WA Health Datix Consumer Feedback Module (CFM) is a web-enabled module that has functions to allow electronic recording and reporting of consumer feedback as well as management of consumer complaints.

Consumer Complaints, Contacts and Concerns, and Compliments are entered into the WA Health Datix CFM by the notifier using the WA Health Datix CFM online feedback notification form.

About this Guide

1. In this guide, the web-based Datix CIMS application, available to all WA Health staff, is referred to as *DatixWeb*.
2. For clarity, the following font formatting has been used:
   - Lavender - functions, menu items and buttons in DatixWeb.
   - Indigo - hyperlinks to sections within this user guide.
   - Teal – web and email addresses.
3. Points to note are depicted in a box:
4. A red box drawn on an image draws attention to particular DatixWeb functions or menu items discussed in the guide:

Accessing WA Health Datix CIMS

Window 10 Computers

To open the application on your computer screen,

click

➔ Health Apps

➔ Datix CIMS icon

Window 7 Computers

To open the application use the Windows icon,

click

➔ Click All Programs, then click on Health

➔ Datix CIMS icon

Security access

There is an interrelationship between user profiles for the Datix CFM and the Datix Clinical Incident Management System (CIMS). Queries in the first instance should be directed to site SQP staff and escalated to CIMS Support at Health Support Services if necessary.

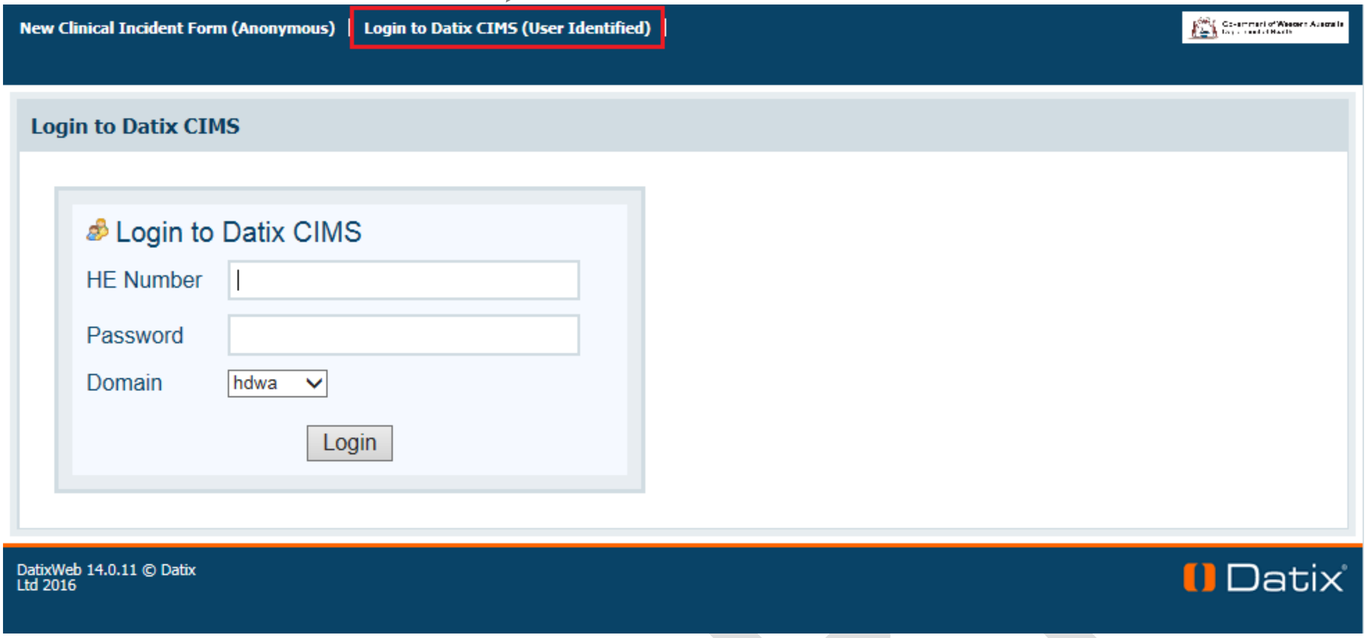
User profiles need to be assigned to individual users of the system. Group email addresses should not be used.

Datix CFM Profile	**Security access description**
Feedback Notifier	Have permission to input/notify data into both CFM and CIMS and read only access for records that they have notified.
Feedback Coordinator	Have read/write access to input data, apply recommendations/ actions, access to assign to or be assigned to, analyse data and create reports, access to Dashboard and To Do List and can nominate investigators for that particular Health Service/Service/ Service Division. Feedback Coordinators have access at a particular Health Service/Service/Service Division or for a CFM record at any other location which they are nominated as Feedback Coordinator. Read only access to CIMS records at their location. Read only access to Contacts module.
Feedback Coordinator with Email Notification	As above with email notification when CFM record is submitted to their location.
Feedback Investigator	Have read/write access to CFM records they are invited to comment on and read only for lodged records in the same location, analyse data and create reports, access to Dashboard and To Do List for that particular Health Service/Service/Service Division. Read only access to CIMS records they have notified.
Senior Staff	Have read/write access to CIMS and Recommendations both at their location and assigned to them. Also have read/write access to CFM records both at their location and assigned to them. Access to Dashboard, To Do list and reporting. Read only access to Contacts module.
Senior Staff - CIMS	Have read/write access to CIMS and Recommendations both at their location and assigned to them. Also have read only access to CFM records at their location and read/write access when assigned to them. Access to Dashboard, To Do list and reporting. Read only access to Contacts module.
Third Party	Have access to add Third Party comments to both CIMS and CFM records when invited. Can view and complete Recommendations

	assigned to them. Access to Dashboard, To Do list and reporting. Read only access to CIMS records they have notified.
Head of Department	Have read/write access to CIMS and Recommendations both at their location and assigned to them. Also have read/write access to CFM records both at their location and assigned to them. Access to Dashboard, To Do list and reporting. Read only access to Contacts module.
Head of Department with Email Notification	As above with e-mail notification when CFM record is submitted to their location.
SQ&P	Have read/write access to CIMS and Recommendations both at their location and assigned to them. Also have read/write access to CFM records both at their location and assigned to them. Access to Dashboard, To Do list and reporting. Read only access to Contacts module.
SQ&P with Email Notification	As above with e-mail notification when CFM record is submitted to their location.

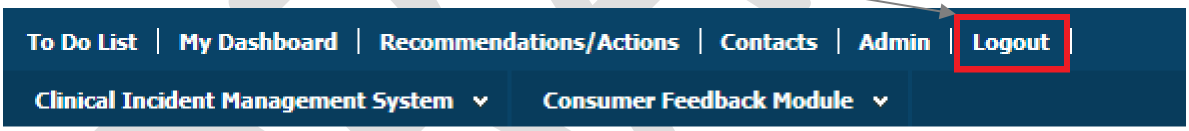
Logging into WA Health Datix CFM

To log in click on "Login to Datix CIMS (User Identified)". The log in box will then appear. Use your HE number and computer password to log in to the system.



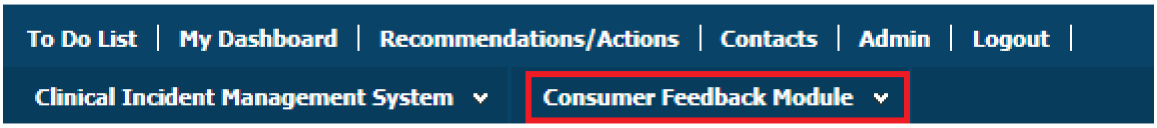
Logging out

To Log out of Datix CIMS, select the logout option at the top of the screen. Any unsaved work will be lost.



WA Health Datix CFM Status Screen

Once logged in, click the ‘Consumer Feedback Module’ at the top of the screen:



The CFM landing page is pictured below, consisting of two navigation menus: ‘Options’ and ‘Statuses’. The ‘Options’ menu displays different actions a user can perform. The ‘Statuses’ menu displays a count of feedback records that have been reported and their workflow status. A listing of all records in each status can be viewed by clicking the status name or the adjacent number of records.

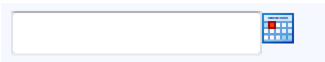
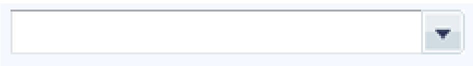
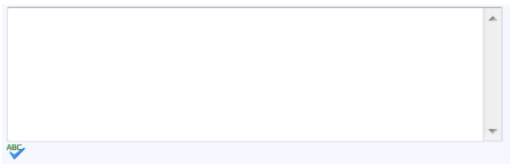
Alternatively those complaint records at a particular status which have overdue elements can be viewed by clicking the number of records displayed as ‘Overdue’. As the ‘Overdue’ label is dependent on correct dates existing in the ‘Primary Complainant Chain’, these prompts should only be relied upon if the site is confident that their ‘Primary Complainant Chain’ dates are correct. This is further detailed on page 21.

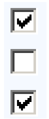
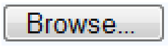
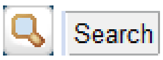
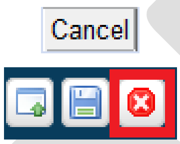
Options	Statuses
Add a new consumer feedback – click here to open a blank Feedback Notification Form to report a new consumer feedback. **My reports** – click here to access the standard report suite. **Design a report** – click here to access individual design report suite. **New search** – click here to search for information within the CFM database. **Saved queries** – click here to access previously saved queries. **Help** – click here to access online help information. Please note that some of these options are available only to those who have been assigned certain authorised security access, e.g. design a report.	**New Feedback** – Complaints that have been notified but are in 'Pending' status and all open Compliments or Contacts. **Complaints awaiting acknowledgement** – Complaints that are lodged and awaiting acknowledgment to be sent to the complainant by the Feedback Coordinator **Complaints under investigation** – Complaints that are in the process of investigation by allocated investigators. **Complaints awaiting final reply** – Complaints with completed investigation/s that are awaiting final communication with complainant. **Closed feedback** – Complaints, Compliments or Contacts that are closed. **Inactive** – Complaints, Compliments or Contacts that are NOT deemed to fall under the feedback module's model e.g. duplicate entries, erroneously entered data or staff feedback.

General navigation information and Datix features

Common fields and icons

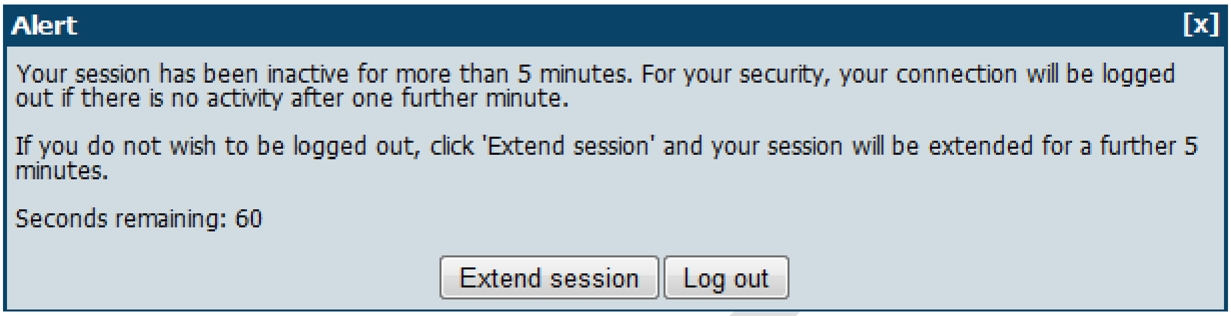
A number of features are common to many areas of the WA Health Datix CFM

Item	Item title	Description
*	Mandatory Field	This indicates the field is mandatory and you are required to complete it prior to saving or submitting the form.
	Date field	Open the calendar to select a date or type in the date using dd/mm/yyyy.
	Pick list	Type the first few letters of the required value and the pick list will generate a list of possible matches to select from. Alternatively click the arrow and scroll through the alphabetical list provided.
	Free text field	Type text in to this field. Spell check function is available.
Add Another	Add another	Click on this to add an identical section without copying content.
Copy Subject	Copy subject	Click on this to add an identical section with content copied.
Clear Section	Clear section	This enables the section within the form to be cleared of all entered data.
	Spell check	Click to check your spelling.
	Pencil	Click to close spell check and return to entering text.
	Help Icons	Click to display additional information. Please note this may be general Datix help that is not specific to the WA Health system configuration.
	Round Radio Buttons	Round radio buttons allow a single selection only.

Item	Item title	Description
	Square Tick Boxes	Square tick box buttons allow multiple selections
	Delete	In a multi-select field, where more than one option can be chosen, highlight selected item, click icon to remove the selected value(s).
	Browse	Allows the selection of documentation to be attached.
	Floating menu	Floating menu located at the bottom left of screen with Menu, Save/Submit or Search and Cancel functions.
	Save/Submit	Save/Submit button located at the bottom of the 'Feedback notification form' or in floating menu (bottom left of page)
	Search	This allows a 'search' of the data to be conducted
	Cancel	The cancel function located at the bottom of the forms or in the floating menu (bottom left of page)

Timeout Feature

In order to maintain system security, the WA Health Datix CIMS will automatically end a session if it has been inactive for five 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.



Notification of feedback

Follow the instructions set out in the WA Health Datix Consumer Feedback Module (CFM) Notifier User Guide. All fields entered by the Notifier are editable once the feedback has been submitted.

Submitted Feedback

Once a feedback record is submitted it will be allocated the status of 'New Feedback' and be accessible from the status page shown below.

All records in the 'New Feedback' status should be reviewed and a Feedback Coordinator assigned (see page 25). An automated email at the point the feedback is submitted will only be sent to users if they have certain user profiles and have permission at the location of the feedback and therefore should not be relied upon.

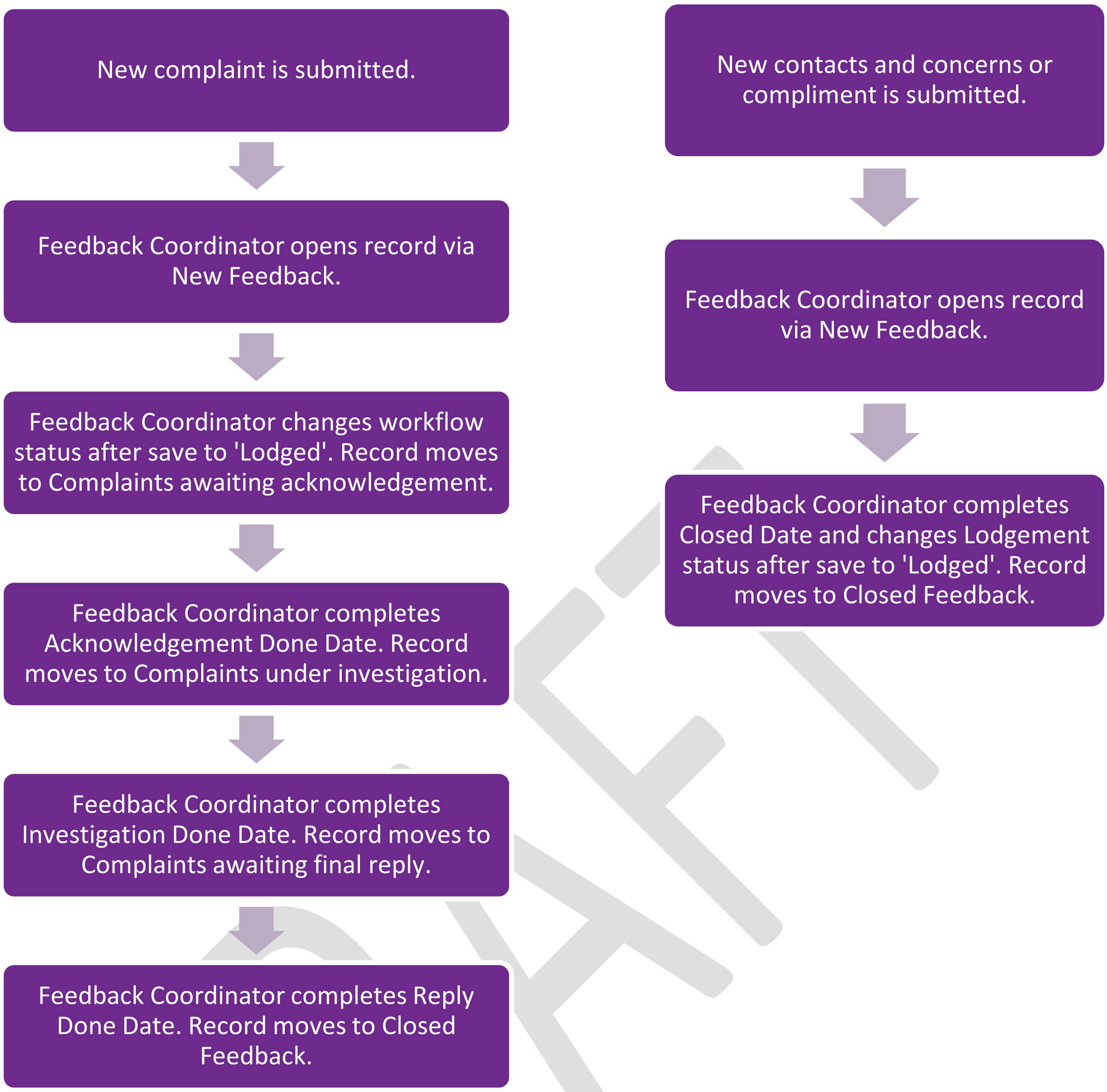
Submitted *complaint* records will be progressed through the status categories by entering relevant dates in the 'Primary Complainant Chain' (explained below) until being closed or inactivated.

Submitted *contacts and concerns or compliments* do not progress through the 'Primary Complainant Chain' and therefore should only ever exist in:

- New feedback;
- Closed feedback; or
- Inactive.

It should be noted that Datix CFM is primarily a complaint management module. Compliments and contacts and concerns are recorded within Datix CFM in order for the system to provide a count of these types of feedback. It is not intended that Datix CFM provides a means of management of these kinds of feedback.

The following diagrams outline the Datix CFM process for submitted complaints through the 'Primary Complainant Chain' and the Datix CFM process for submitted contacts and concerns or compliments.



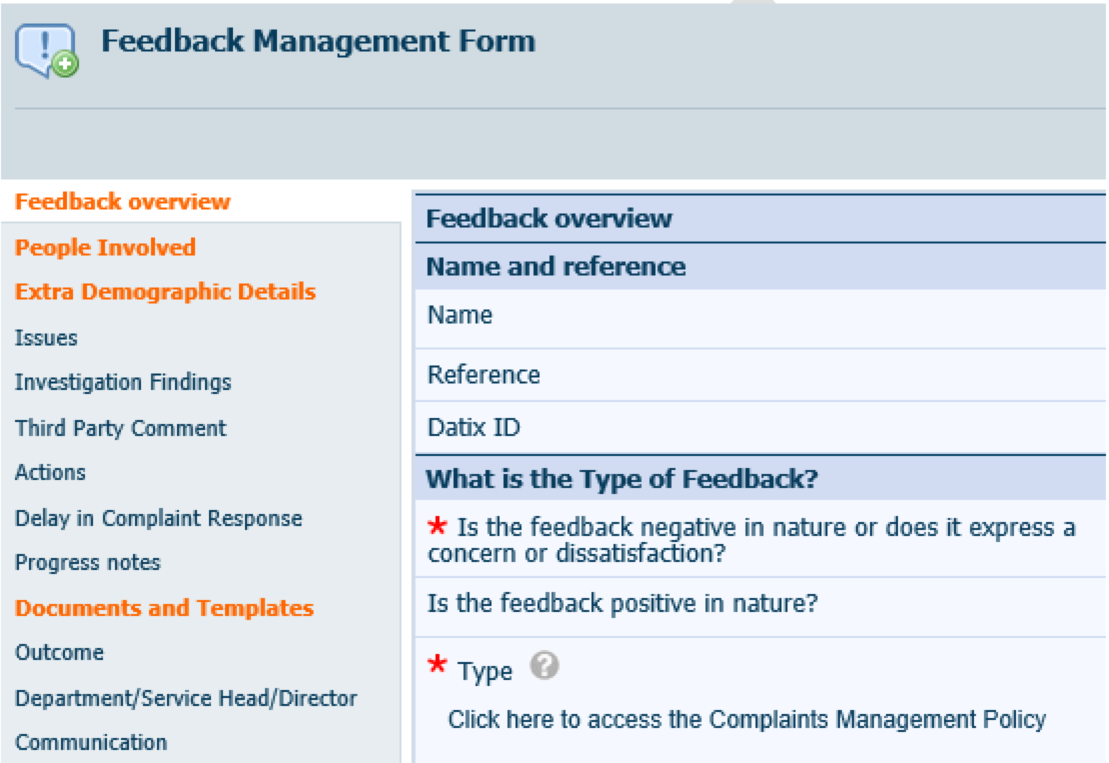
From the 'statuses' page, selecting the name of a status category (e.g. New Feedback) or the number of records listed adjacent to the name of a status category will open the listing of all feedback records in that status category. Selecting the overdue records will display a listing of all complaint records in that status category that have an overdue date in the 'Primary Complainant Chain'. The records will be displayed under the headings shown here.

ID	Coordinator	Name	Date received by organisation	Date feedback lodged	Type	Summary of events	Ref

Selecting any part of the details of a particular feedback record will open the 'Feedback Management Form' for that record.

ID	Coordinator	Name	Date received by organisation	Date feedback lodged	Type	Summary of events	Ref
21624	Feedback Coordinator cfm_co2 Demo	BLOGGS JOE	24/05/2016	26/05/2016	Complaint	Summary of Event	CFM21624

The 'Feedback Management Form' will open in the 'Feedback overview' page. There will be a navigation menu on the left that will allow movement between the different pages. Information entered by the notifier will be split between the 'Feedback overview', 'People Involved', 'Extra Demographic Details', and 'Documents and Templates' pages. The title of pages that contain any information will be displayed in orange font in the navigation menu.

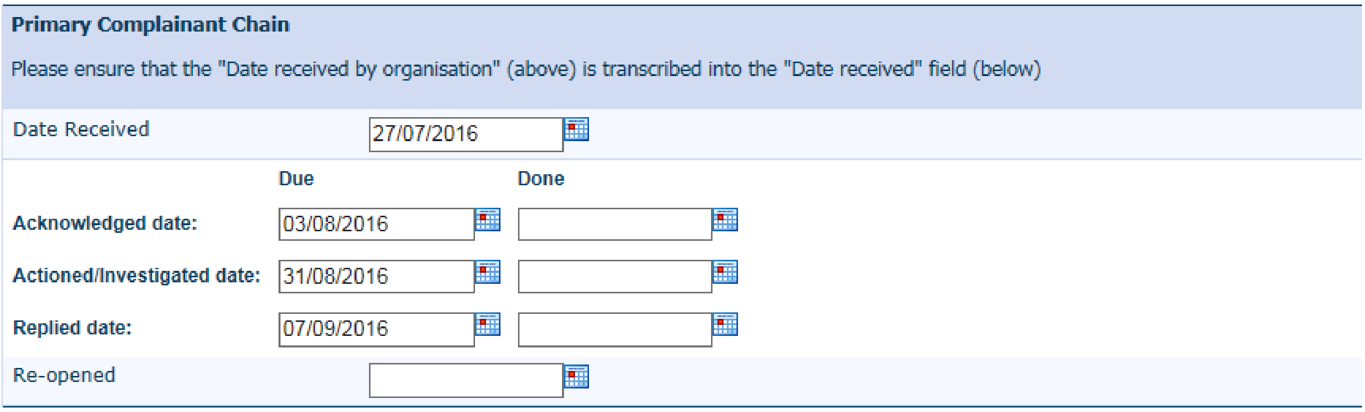


Primary Complainant Chain

Feedback records identified as complaints (i.e. not contacts and concerns or compliments) will progress through each stage in the Primary Complainant Chain. The chain refers to each stage of the Complaint Management process and includes:

- Date received;
- Acknowledged date;
- Actioned/Investigated date; and
- Replied date.

Saving a complaint record with the 'Done' field for any of the stages listed above will cause the complaint record to progress to the next stage.



New Feedback – Fields to be reviewed

All new feedback (complaints, contacts and concerns, and compliments) should be reviewed to ensure they are completed correctly and appropriately (e.g. de-identification of free-text fields). Particularly, the following fields must be reviewed on each feedback record:

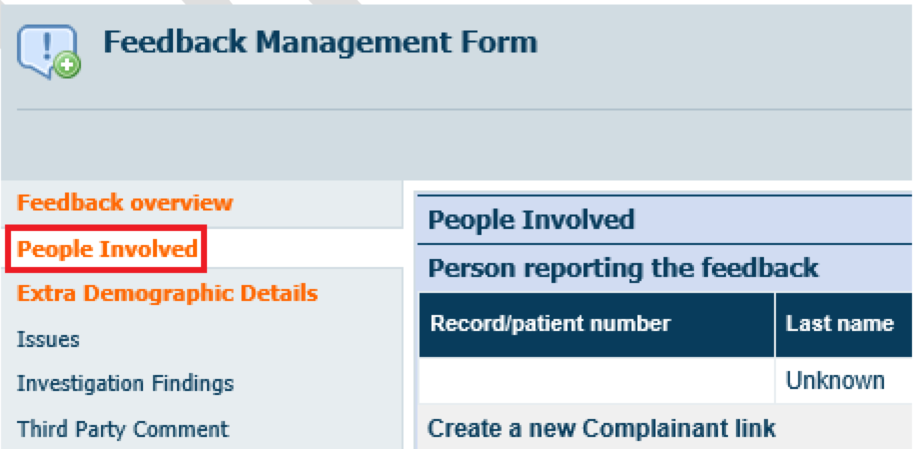
- Immediate action
- People involved
- Date received
- Type of feedback

Immediate action

If the record is a complaint or contacts and concerns the notifier may have completed the 'Immediate action' section which highlights the potential for any serious implications resulting from the feedback. The Feedback Coordinator should review this field to identify whether the feedback requires further escalation or exceptional management.

People involved (Approving contacts)

From the navigation menu left of the 'Feedback Management Form' select 'People Involved'.



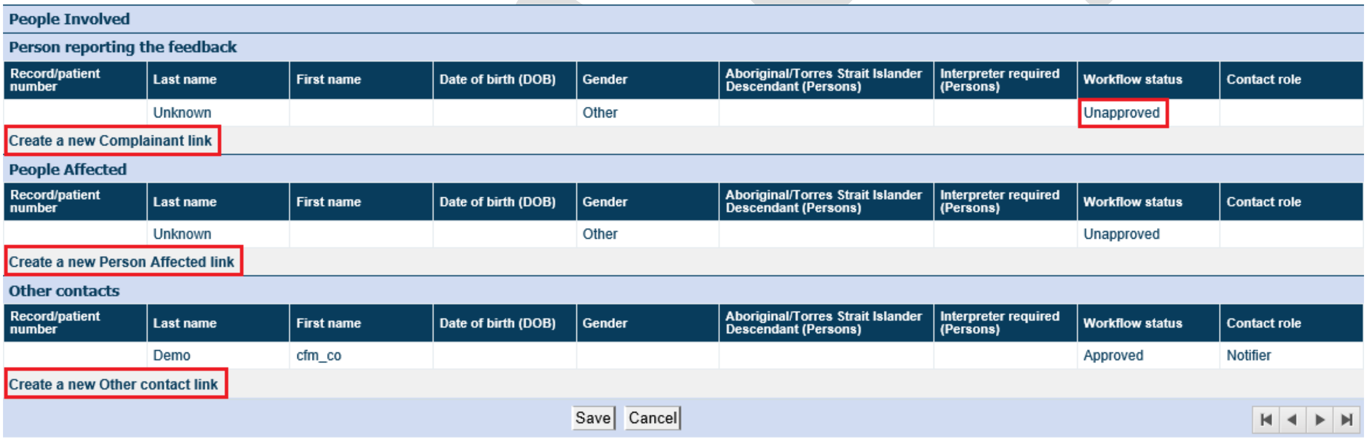
Actions required of the Feedback Coordinator are:

- to review the people involved and ensure the correct people have been linked to the record (unlink people involved if required, see below)
- to approve people involved if workflow status is set as ‘unapproved’ **Note if contact is already in system (i.e. match is found) it will appear approved.
- to add additional Other Contacts by clicking ‘Create a new Other contact link’

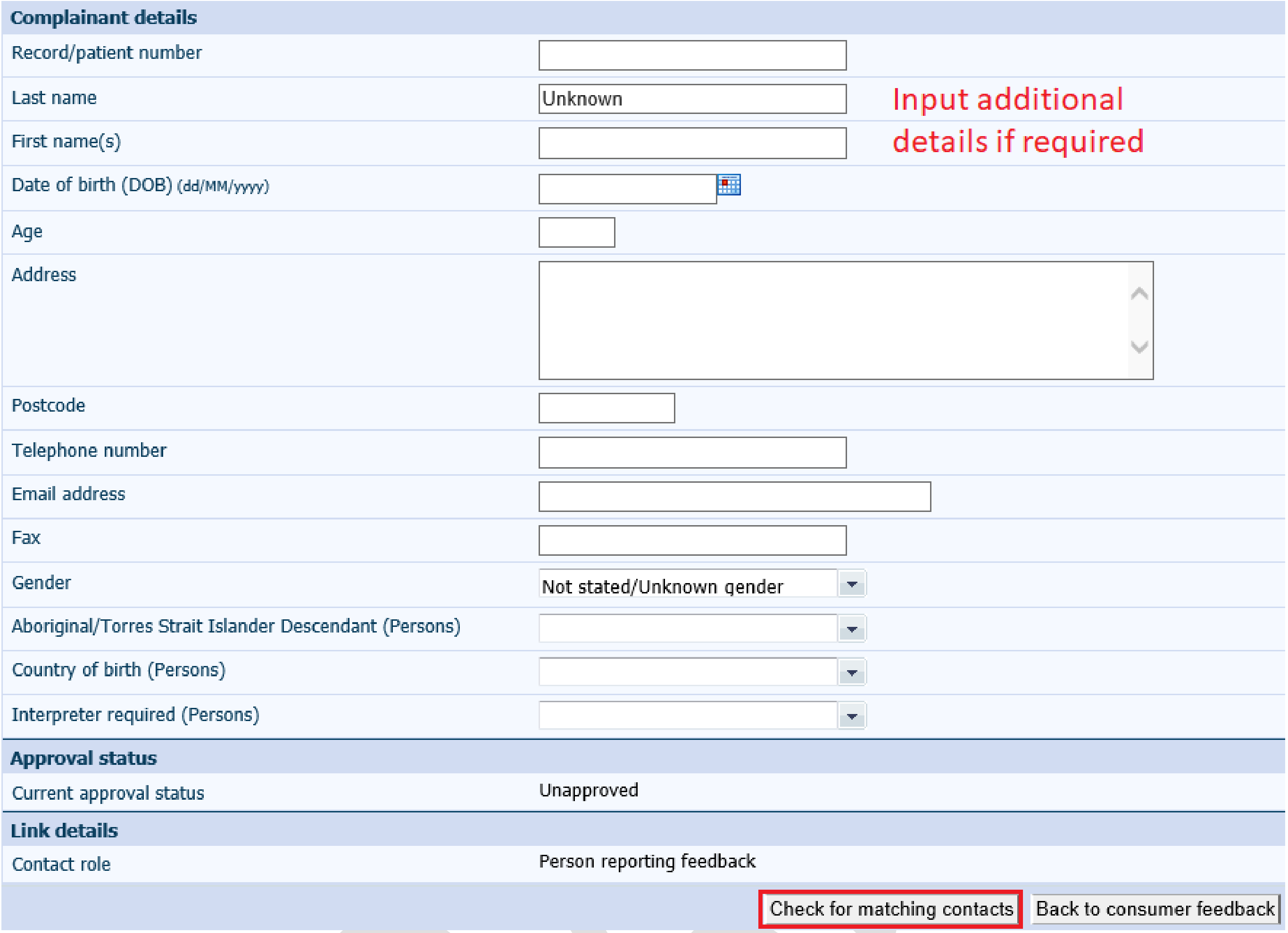
Notifiers are instructed to only add one ‘Person reporting the feedback’ and one ‘Person affected’ per record and the Feedback Coordinator can add additional people involved after the feedback has been submitted. Additional people can be added to ‘Other contacts’.

Start by reviewing the ‘Person reporting the feedback’ and ‘Person affected’ that have been added to the record. If these are not correct a service call should be placed with attention to HSS CIMS Support requesting that the relevant person is ‘unlinked from the record’. State the CFM Reference number and the details of the person that is to be unlinked. Add the relevant people to be linked to the record via the ‘Create a new Complainant link’ or the ‘Create a new Person Affected link’ functions.

Once the correct people are linked to the record the people involved may need to be approved. To move the workflow status of a person involved to approved, click on ‘Unapproved’ in the ‘Workflow status’ column.



This action will open the ‘complainant details’ page as pictured below. Review information within the details page. If further information is available, input these details.



Complainant details		
Record/patient number		
Last name	Unknown	Input additional details if required
First name(s)		
Date of birth (DOB) (dd/MM/yyyy)		
Age		
Address		
Postcode		
Telephone number		
Email address		
Fax		
Gender	Not stated/Unknown gender	
Aboriginal/Torres Strait Islander Descendant (Persons)		
Country of birth (Persons)		
Interpreter required (Persons)		
Approval status		
Current approval status	Unapproved	
Link details		
Contact role	Person reporting feedback	
	Check for matching contacts	Back to consumer feedback

Once the complainant details have been entered click 'Check for matching contacts'. This action will display a 'Matching contacts' page that will provide a list of available contacts or a message advising no matching contacts were identified in the system. If a relevant contact is found, click 'Choose'.

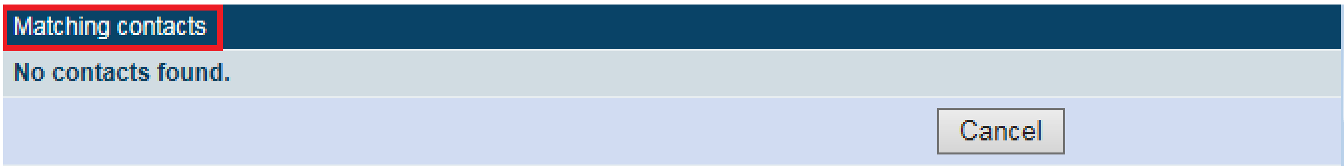
Matching contacts

2676 contacts found. Displaying 81-100.

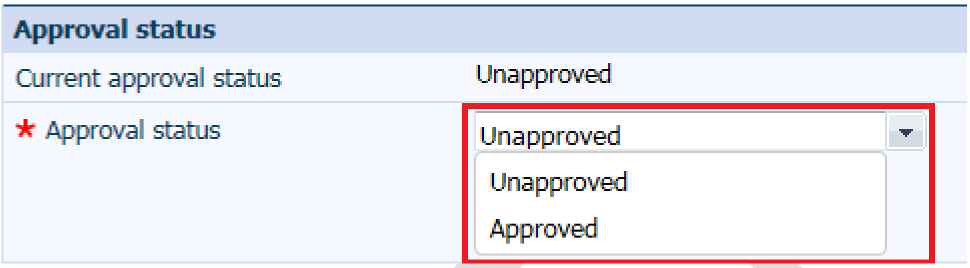
Previous page 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 >> Next page

Choose	Record/patient number	ID	Last name	First name	Date of birth (DOB)	Gender	Type
Choose	62914	405938	unknown				Patient
Choose		407424	Unknown			Male	Patient
Choose		425753	unknown			Female	Patient
Choose		426088	Unknown				Patient
Choose		430658	Unknown				Patient
Choose		432454	Unknown				Patient
Choose		448331	Unknown				Patient

Or

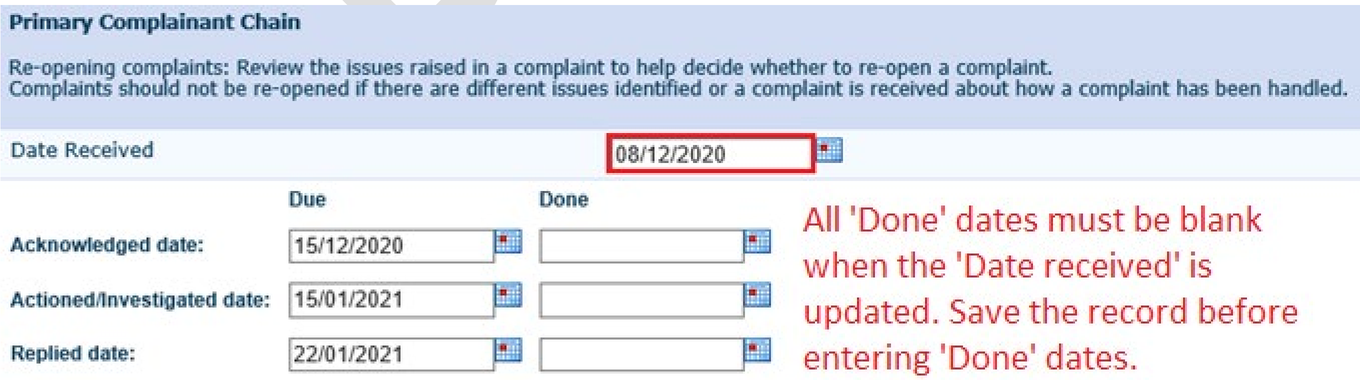


Clicking 'Cancel' will close that window and return you to the 'Person affected details' page. At the bottom of this page, the 'Approval status' now has a drop down box from which to select 'Unapproved' or 'Approved'. Choose 'Approved' and click 'Save' to return to 'People involved' page. The workflow status will update to 'Approved'.

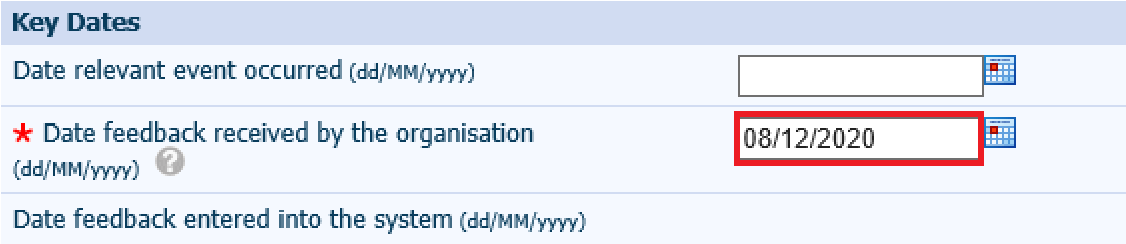


Date Received

In all complaint records, the 'Date Received' in the 'Primary Complaint Chain' must be correct **prior** to any 'Done' dates being completed. The 'Date Received' is generated from the 'Date feedback received from person reporting' completed on the notification form. If the 'Date received' is not correct, enter the correct date and click 'Save' to enable the system to re-calculate the due dates. If 'Done' dates are completed prior to this correction the 'Due' dates will not update. The Complaints Management Policy outlines the date considered to be the date feedback received by the organisation for the various mechanisms by which consumers/carers can provide complaints.



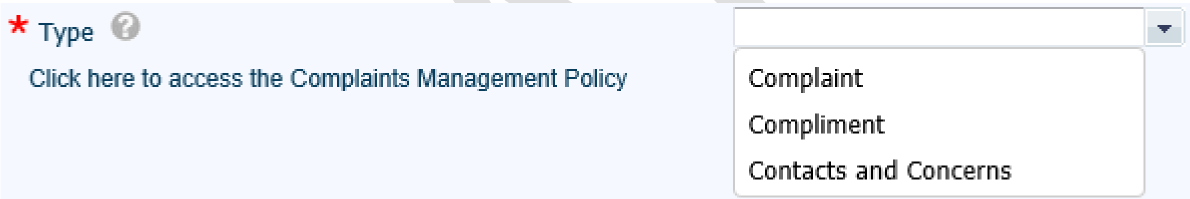
In all feedback records the 'Date feedback received by the organisation' should also be reviewed and corrected if necessary. This should be the same as the 'Date received' in complaints.



The system does not have any validation mechanisms to ensure dates are logical except for preventing future dates from being entered. Care should be taken to ensure dates entered are accurate.

Type of feedback

While it is possible to change the 'Type' of feedback, this action should be reserved for correction of the type of feedback selected by the notifier. Review the details of the feedback including the answers to the questions under 'What is the Type of Feedback?' and clarify with the notifier if necessary. Select the correct 'Type' and save the record, noting that changing the feedback type may result in the loss of information as there are differing amounts of functionality associated with each feedback type.



There may be instances where the person reporting the feedback may request that a contact becomes a complaint or vice versa. In this situation, a new feedback record should be generated and the original feedback record should be closed with an appropriate resolution selected. For example, in the instance where the person reporting the feedback wishes that their contact becomes a complaint this resolution may be 'Agreement not reached', or when a complaint is to become a contact 'Complaint has been withdrawn'. This is recommended because:

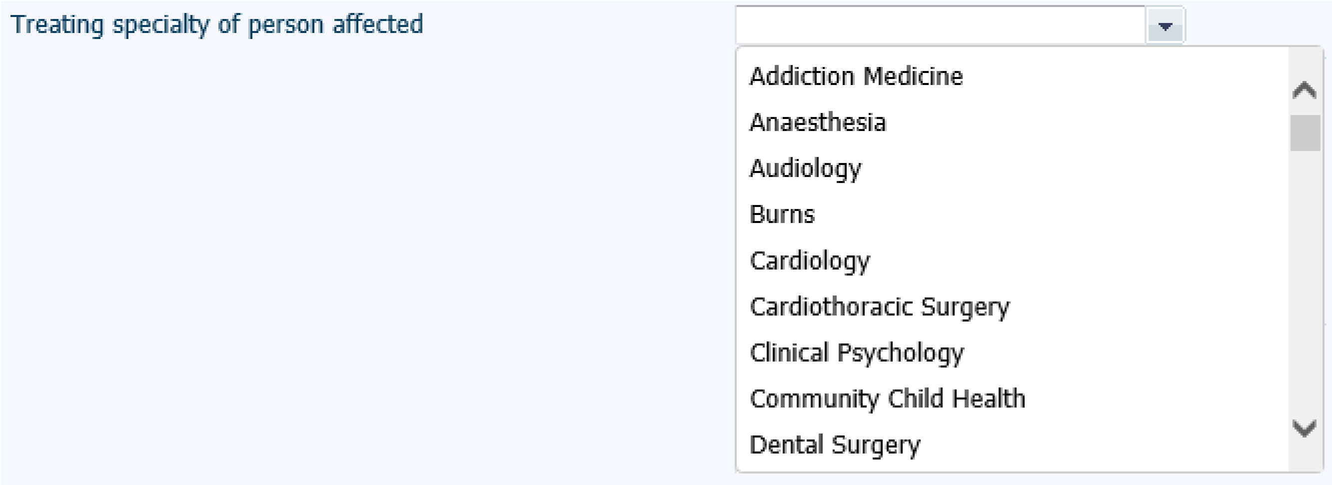
- It is recognised that significant resource may have been spent in attempting resolution of the contact/complaint. If these records were to be merged the activity of the consumer liaison department may be misrepresented.
- There are differing amounts of functionality associated with each feedback type. Changing the feedback type once these fields have been completed may result in the loss of information.

If the above situation does occur, the Feedback Coordinator should ensure that the records are linked so that relevant information is not lost.

New Feedback – Fields to be completed

Treating specialty

Identify the treating specialty of the person affected from the single pick list. This is only applicable if the person affected is/was a patient.

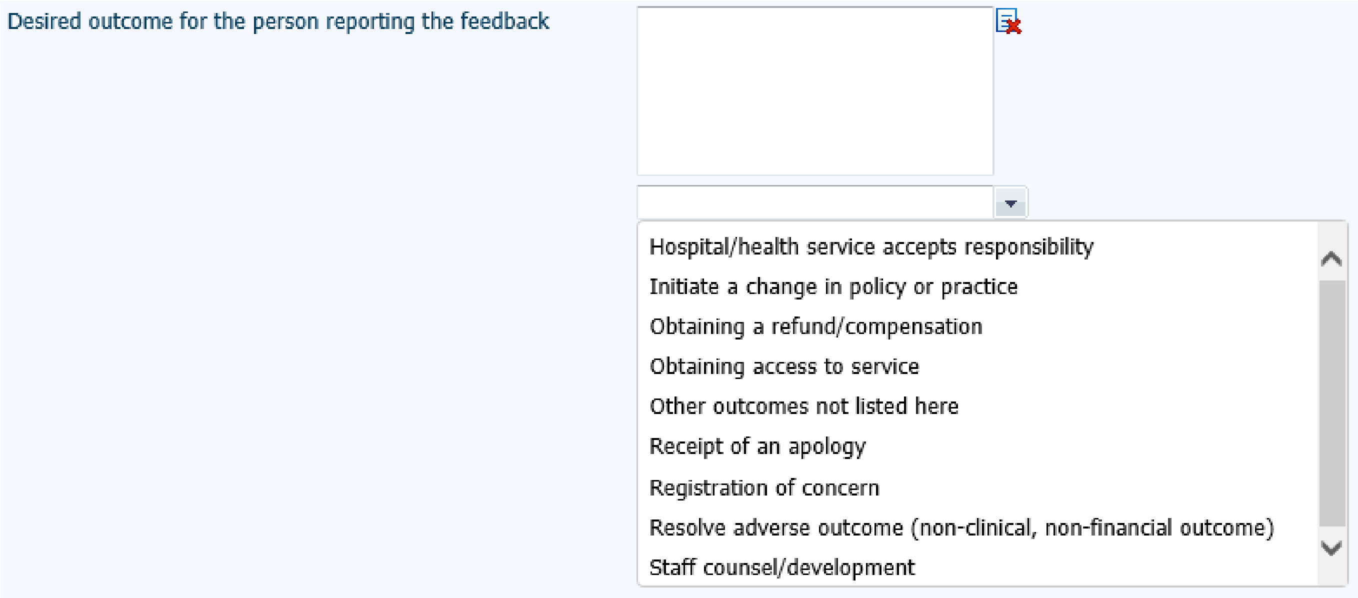


Person affected care status

This is a multi pick list. All care status types relevant to the episode(s) of care central to the feedback should be selected.

Desired outcome for the person reporting the feedback

If the feedback is a complaint, a multi pick list for recording the desired outcome of the person reporting the feedback is displayed.



Initial Seriousness Assessment Matrix (SAM) Score

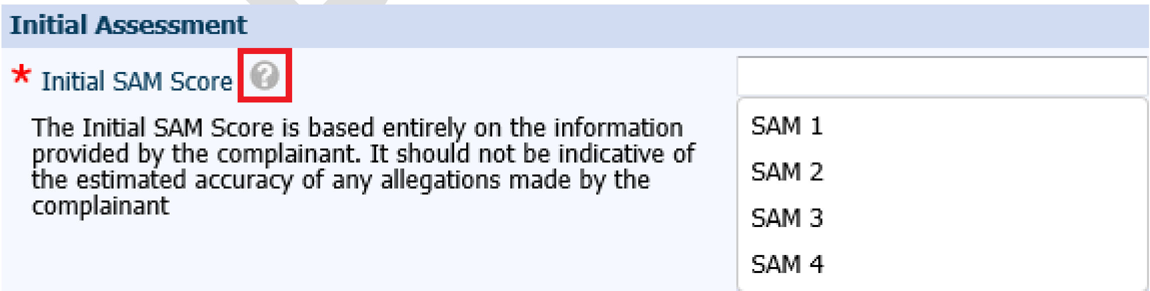
The Seriousness Assessment Matrix provides a framework for assessing the seriousness associated with the events that are the subject of a complaint.

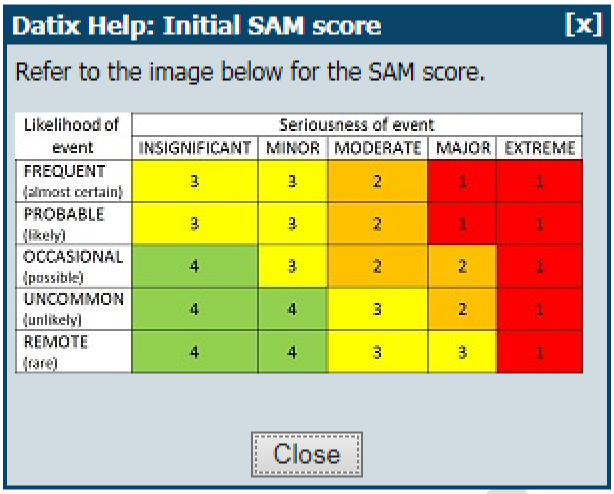
Rating the seriousness of the complaint will assist in determining:

- who needs to be notified of the complaint
- the priority for the health service's response and the mode of response
- who will need to be involved in the investigation and response.

The initial SAM score allocated to the complaint should not be indicative of the estimated accuracy of any allegations made by the person reporting the feedback. The initial SAM score must be based entirely on the information provided by the complainant and should reflect the most serious issue identified, e.g. a complaint with an issue that would be categorised as SAM 1 and an issue that would be categorised as SAM 4 would overall be identified as a SAM 1 complaint. It is recognised that the SAM rating for a complaint may change based on the findings of an investigation; the confirmed SAM score will be identified by the Feedback Coordinator following investigation of the complaint.

An image of the Seriousness Assessment Matrix is available by clicking the Datix help question mark shown below. Further clarification can be gained from the Complaints Management Policy.

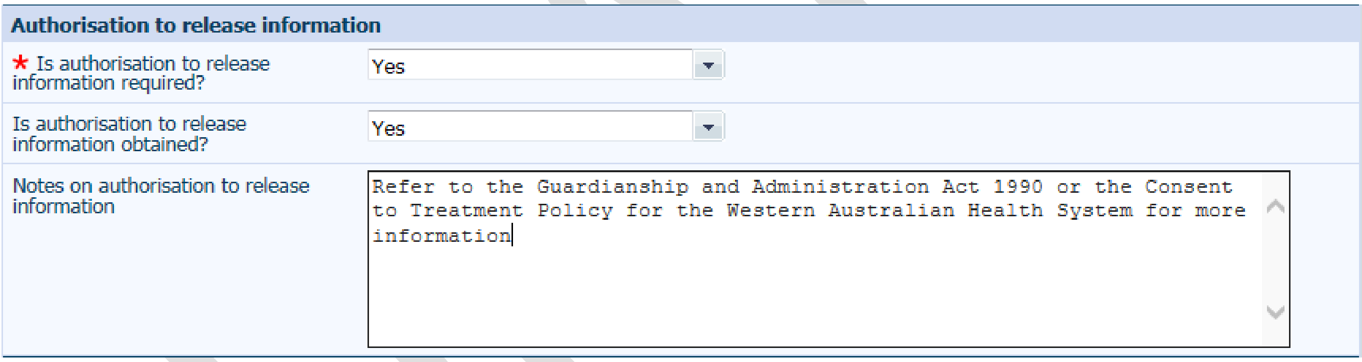




Likelihood of event	Seriousness of event				
	INSIGNIFICANT	MINOR	MODERATE	MAJOR	EXTREME
FREQUENT (almost certain)	3	3	2	1	1
PROBABLE (likely)	3	3	2	1	1
OCCASIONAL (possible)	4	3	2	2	1
UNCOMMON (unlikely)	4	4	3	2	1
REMOTE (rare)	4	4	3	3	1

Authorisation to release information

If a complaint has been lodged by a third party (not the person affected), then authorisation to release information must be obtained from the person affected in order for confidential information to be shared with the person reporting the feedback. This functionality is hidden for compliments. Selecting 'yes' will generate a single pick list asking if authorisation to release information has been obtained. Populating this field will then generate a free text box so notes on authorisation to release information can be added.



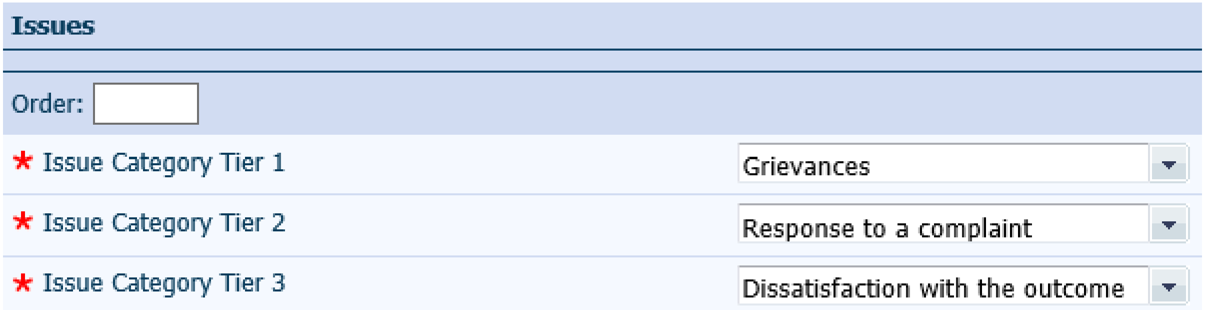
Feedback Coordinator

Select an appropriate Feedback Coordinator from the single pick list to allocate to the feedback record. Appropriate staff to select as Feedback Coordinator will vary between sites and may depend on the content of the feedback. Refer to your local SQP or Consumer Engagement team for further details about appropriate Feedback Coordinators. The allocated coordinator will have permission to access the feedback record regardless of the location selected in the record.

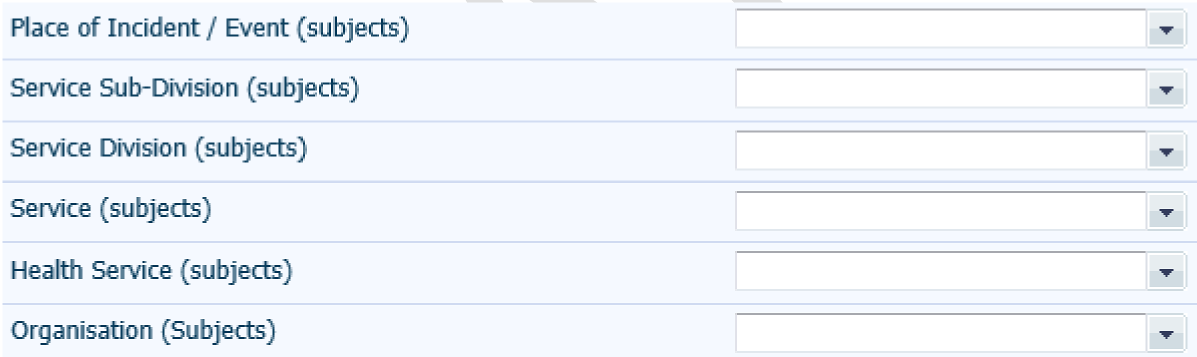
Upon being assigned the Feedback Coordinator will receive an automated email notification containing a link to the Datix CFM record.

Issues

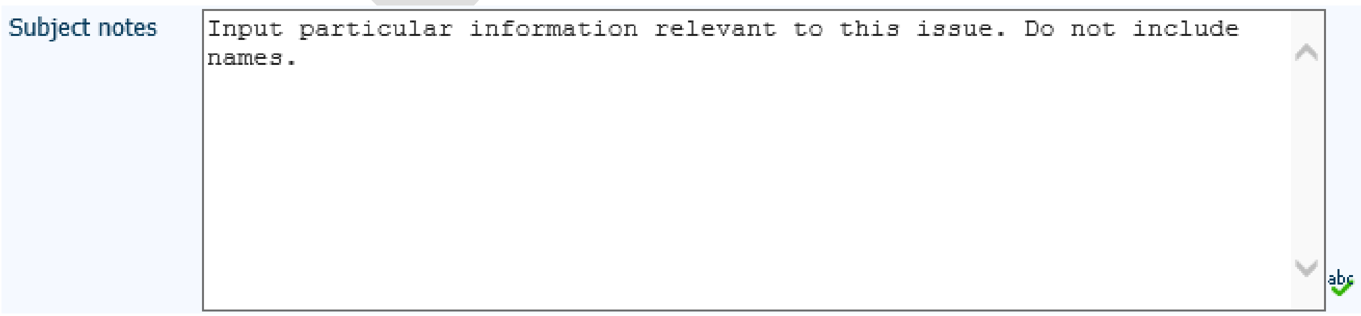
If the feedback is a complaint or contacts and concerns, issues can be entered on the 'Issues' page. The three tier issue category has a parent-child relationship, where selections at tier 1 filter options at tier 2, as does tier 2 selections filter tier 3 options. The Complaints Management Guideline contains the full Complaint Categorisation List. At least one three-tier issue categorisation must be selected per feedback record.



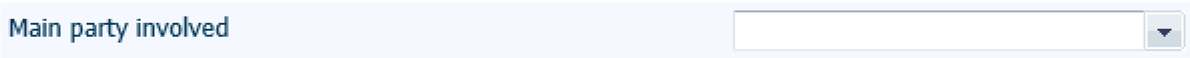
The location of each particular issue should be entered. The location may be different for each issue in the complaint and different from the location of the primary event. See page 20 of the WA Health Datix CFM Notifier User Guide for instruction of how to complete the location fields. The fields are not mandatory fields and can be completed to whichever level of detail is relevant to the particular issue.



The 'Subject notes' section is a free text box in which a description of the issue can be entered. It is recommended not to use names or identifiers in this free text field. This should be a brief and informative outline of the issue to optimise search and analysis functions. More descriptive details can be attached to the feedback record as a separate document.



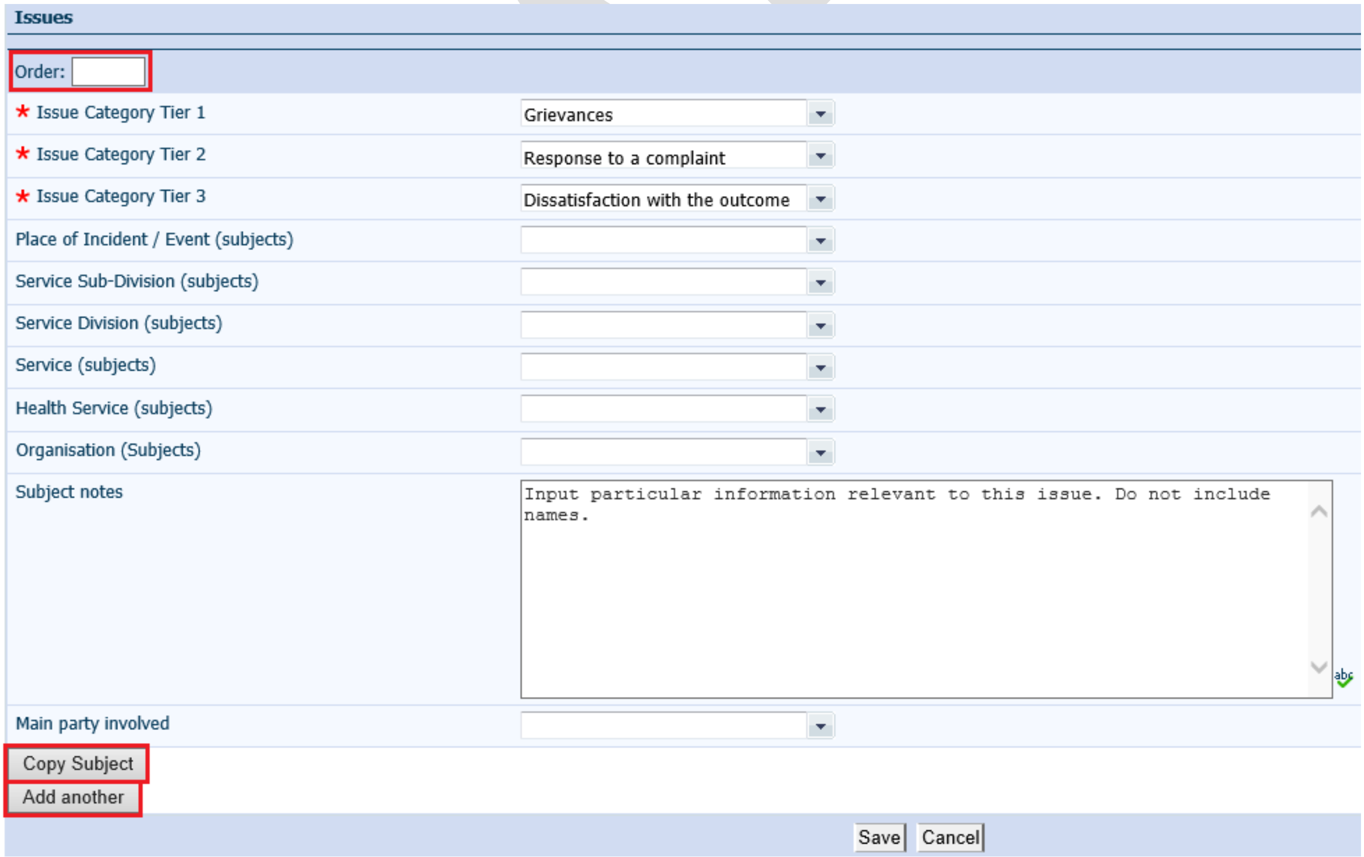
The designation of the main party involved with the issue identified can be selected from the single pick list. Additional staff designations involved can be mentioned in the subject notes section. It is not appropriate to duplicate an issue in order to record a secondary main party involved as this will aritifically inflate the count of issues for the particular location.



At least one issue must be entered per complaint or contacts and concerns record. Some complaints or contacts and concerns may have many issues identified by the person reporting the feedback. Additional issues can be added by:

- clicking ‘Copy Subject’ which copies all details entered in the previous issue. This is useful when the same issue is applicable to multiple locations, or more than one tier 2 or tier 3 applies to the same location; or
- clicking ‘Add Another’ which creates a new blank issues section.

The issue order entered will cause the individual issues to be sorted numerically by issue order upon saving. If an issue order number is not entered manually the field will remain blank. Numbers can be up to three digits long. Un-numbered issues will be sorted to the bottom. There is no further functionality associated with the issue order. The main issue of the ‘Primary Event’ identified at ‘Location of primary event’ would be expected to be the first issue identified and given the number ‘1’ at the ‘Issues Order’ section.

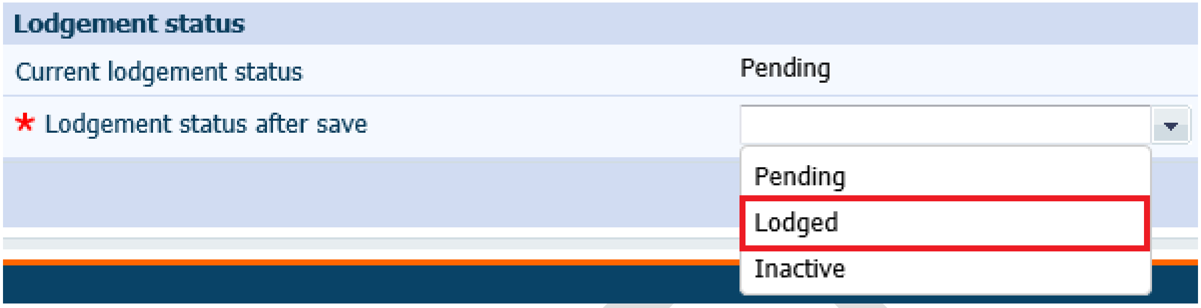


Lodgement status

All feedback is submitted with the lodgement status of 'Pending' and is directed to 'New Feedback' ready for review by a Feedback Coordinator.

Complaints

Once a 'Pending' complaint record has been checked and completed as above, the 'Lodgement status after save' should be changed to 'Lodged' and the record saved. This will move the complaint to the 'Complaints awaiting acknowledgement' status.



Alternatively the 'Lodgement status after save' can be saved as 'Inactive' for complaint records that should not be lodged (refer to page 38). This will cause the record to move to 'Inactive' and therefore the complaint will not progress through the 'Primary Complainant Chain'.

Contacts and Concerns or Compliments

New contacts and concerns or compliment records should remain in 'New Feedback' until they are ready to be closed. Therefore their lodgement status must remain as 'Pending' until they are ready to be closed.

When a contact/compliment has been managed and is ready to be closed:

1. Change the 'Lodgement status after save' to 'Lodged'
2. Enter the 'Closed date'
3. Press save

If step 1 is missed, the record will remain in 'New Feedback'. If step 2 is missed, the record will move to 'Complaints awaiting acknowledgement'. As contacts and concerns or compliments are not associated with a 'Primary Complainant Chain' they should not enter this status as there is a high-risk they will be lost and never closed. Errors can be corrected by finding the feedback record and completing the missed step in order to move the record to 'Closed feedback'. Data quality audit reports can be routinely used to identify contacts and concerns or compliments that have not followed the correct lodgement pathway.

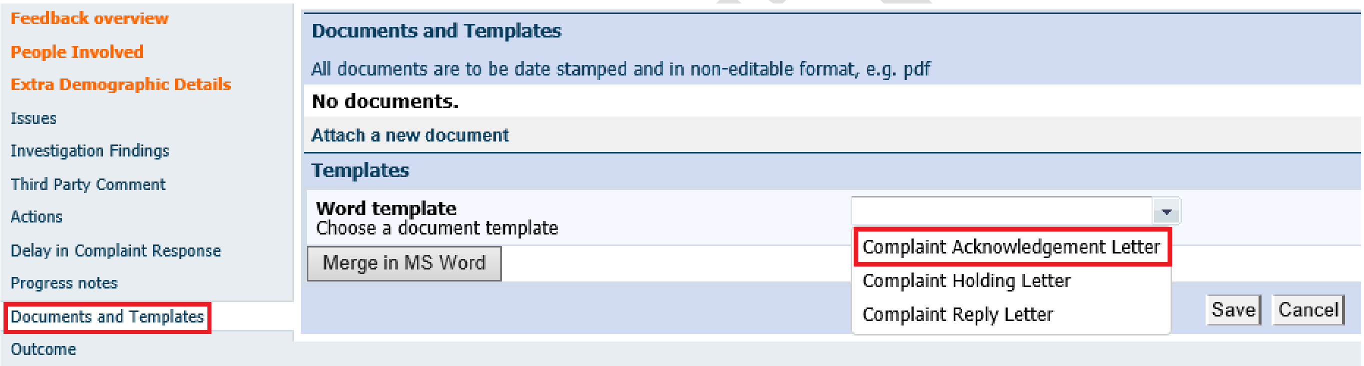
Complaints awaiting acknowledgement

Lodged complaint records move to the 'Complaints awaiting acknowledgement' status section which is accessible from the 'statuses' page. Complaint records located in this status group require communication with the person reporting the feedback to acknowledge the complaint and clarify or obtain additional information if necessary. As per the [Complaints Management Policy] complaints should be acknowledged within five working days of receipt of the complaint. Therefore records in the 'Complaints awaiting acknowledgement' status section will be indicated as overdue on the 'statuses' page if more than five working days have passed since the complaint was received.

A template complaint acknowledgement letter is available in the system for use if desired.

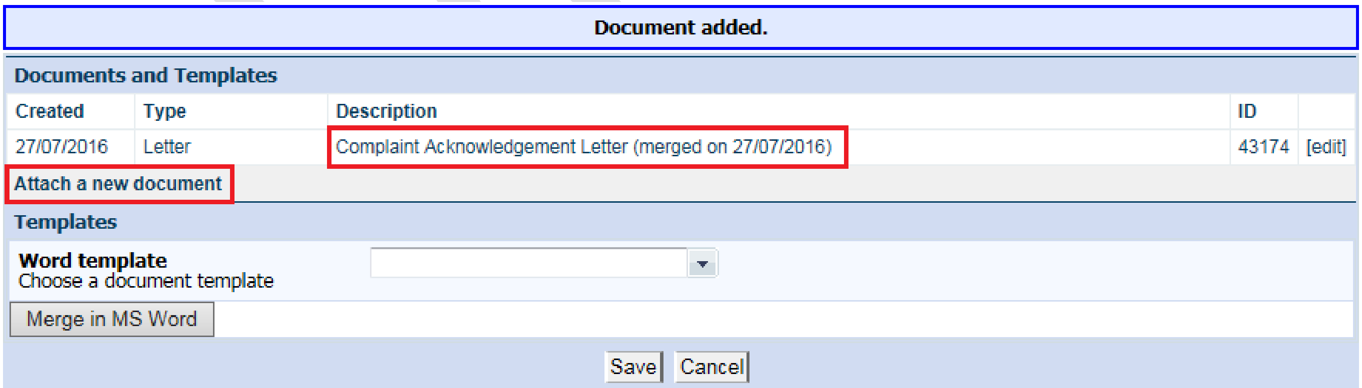
Complaint Acknowledgement Letter

Use the navigation menu to access the 'Documents and Templates' section. From the pick-list in the 'Templates' section select 'Complaints Acknowledgement Letter'.

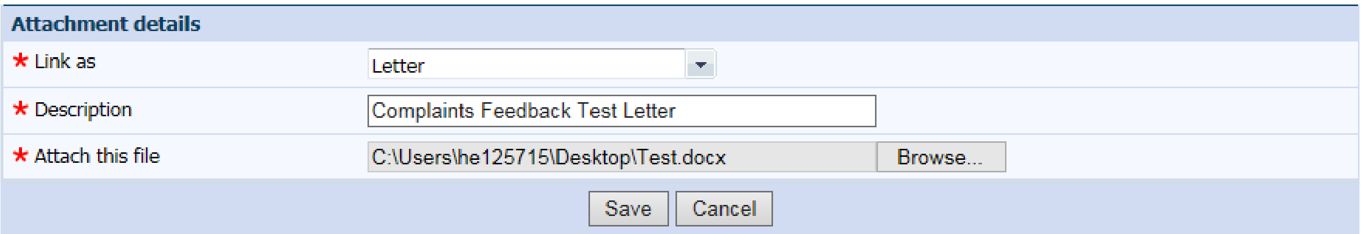


Note that the merge function (automatic population of complainant's details) may not be compatible with older versions of Microsoft Word (i.e. Word 2003) and these may have to be manually entered by the user.

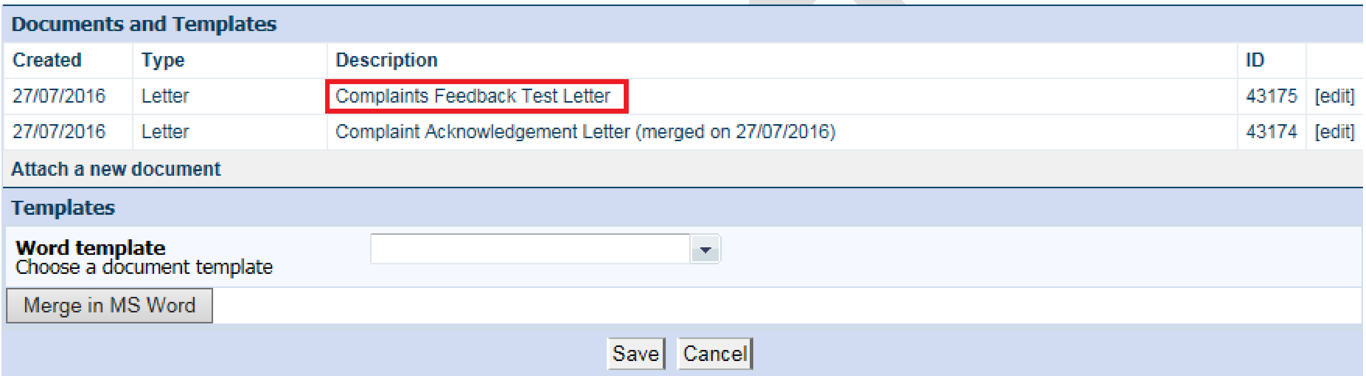
A letter template will appear when the Merge in MS Word button is clicked.



Clicking on the acknowledgment letter as outlined in the red box in the above picture opens a word letter template. Write the acknowledgement letter to the complainant and save the document. Click on the ‘attach a new document’ button to attach the edited letter and then follow the steps as outlined on page 37.

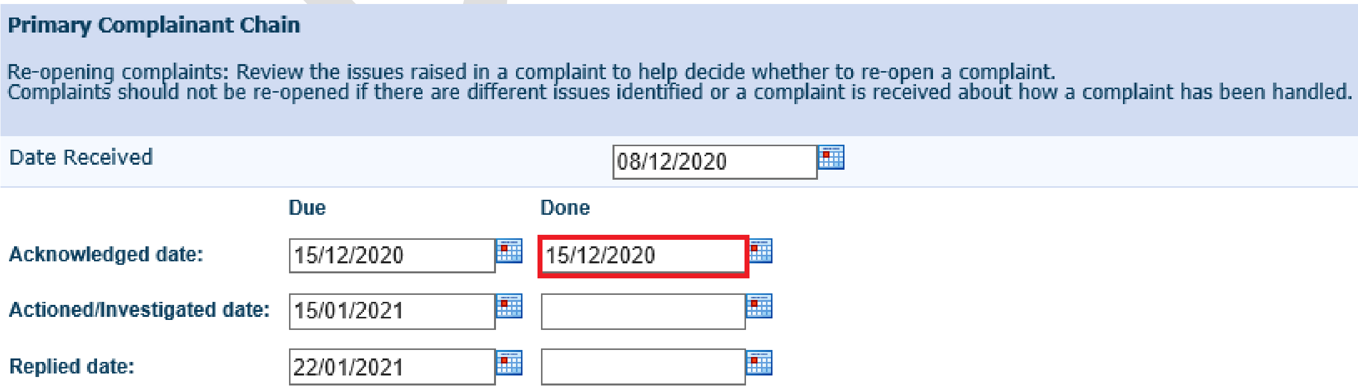


The documents and templates page will re-open showing the recently attached letter. Click save.



Acknowledged date

Once acknowledgement has been provided to the person reporting the feedback, the Done date in the ‘Primary Complainant Chain’ should be updated. Saving the record with this field completed will move the record to the next step in the Complaint Management process: ‘Complaints under investigation’. Ensure the ‘Date received’ is correct and that the record has been saved to ensure due dates are updated prior to entering this done date. See page 21 for further details.

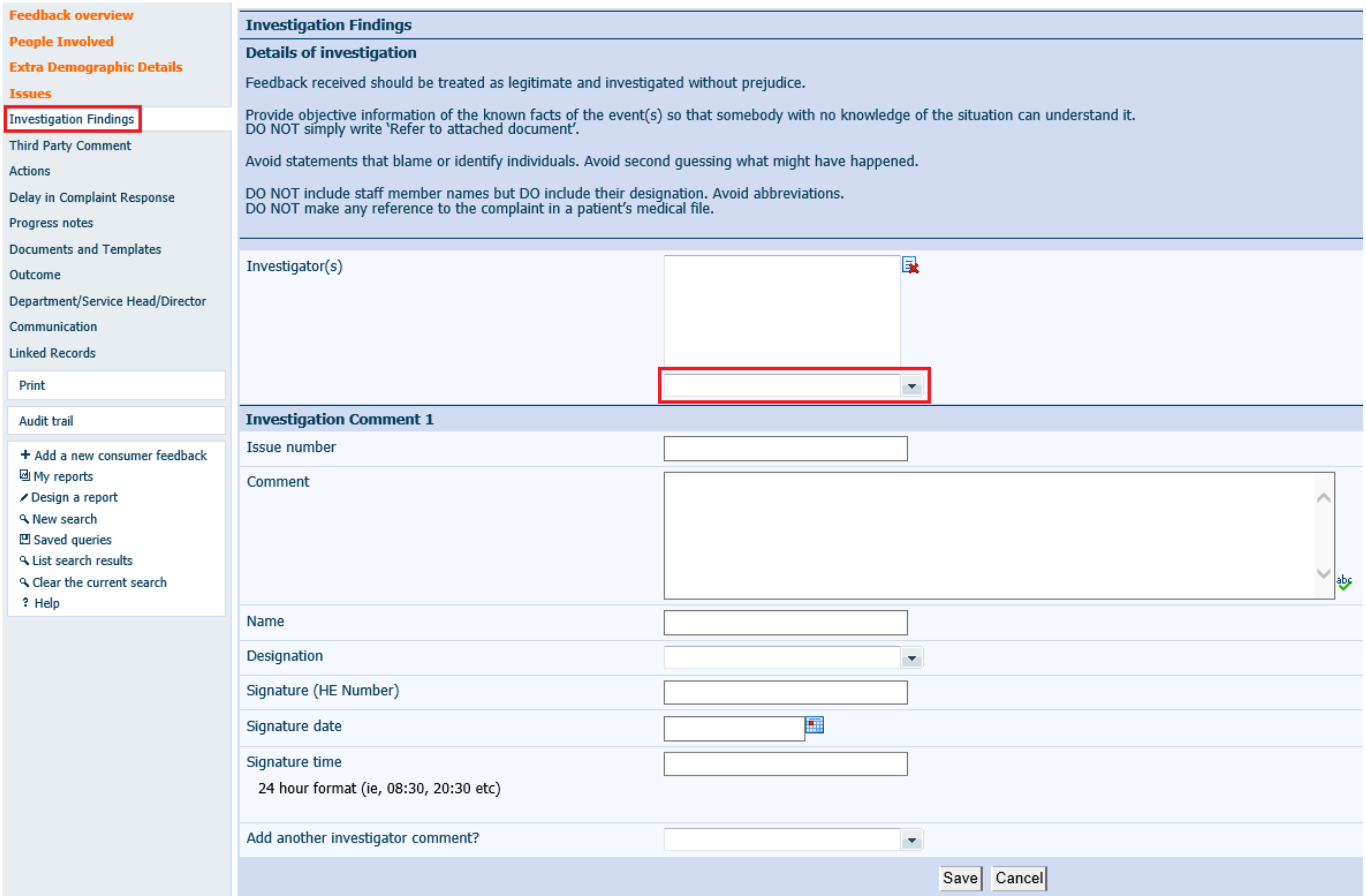


Complaints under investigation

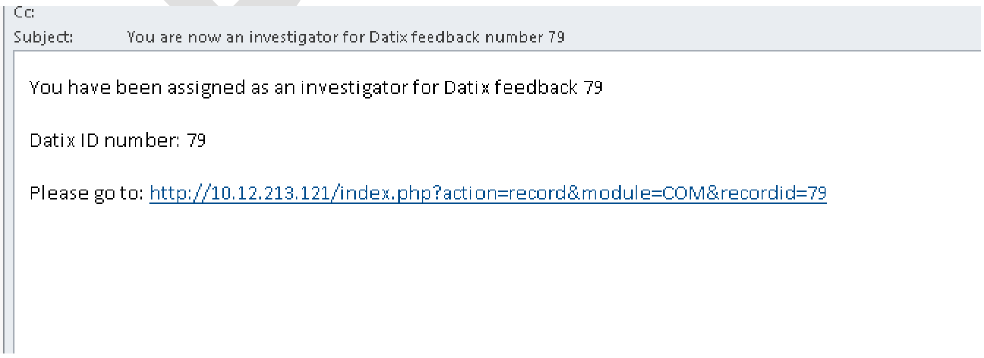
The investigation function within Datix CFM allows a Feedback Coordinator to assign investigators to the complaint.

Requesting Investigator Comment

Navigate to the 'Investigation' page and select investigators from the multi pick list. Only users with appropriate system access will be available for selection from the pick list.



Saving the record with the investigators selected will result in an automated email being sent to the investigator advising them that they have been assigned to the complaint investigation. This email cannot be edited.

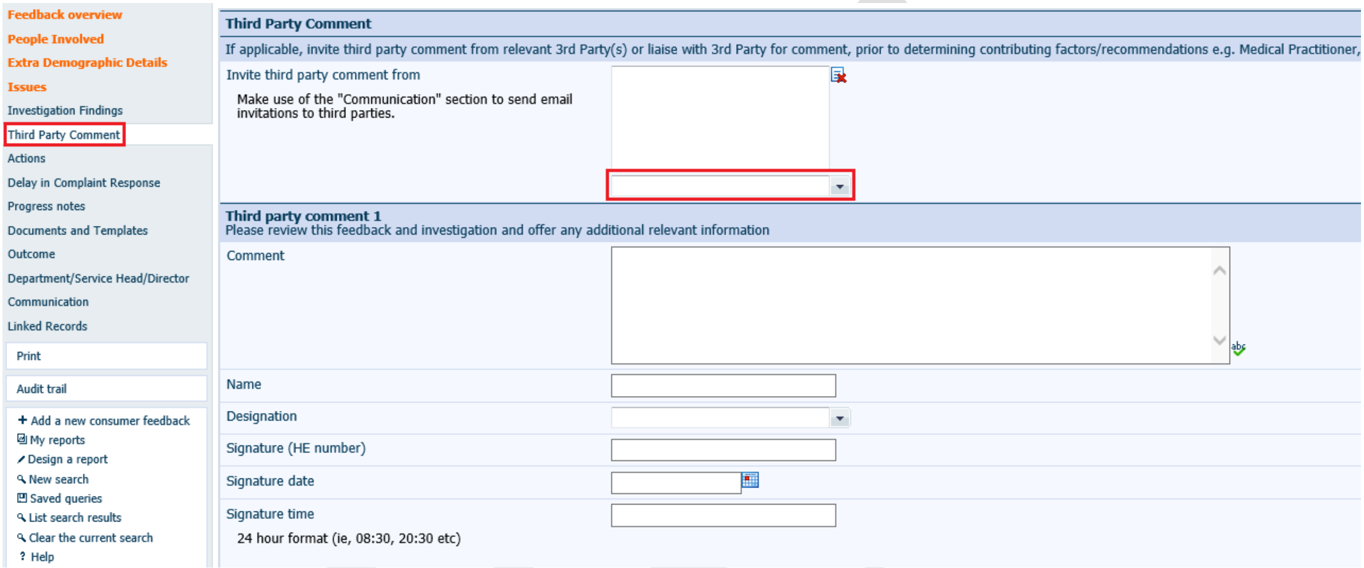


If further instruction for the selected investigator/s is required the Feedback Coordinator should send a separate communication via the communication page with particulars about the investigation required. This may be particularly important in complex complaints with multiple issues, e.g. Please investigate and provide comment on issues number 2 and 5.

Investigators should utilise the ‘Communication’ tab to notify the Feedback Coordinator once they have completed their portion of the investigation.

Requesting Third Party Comment

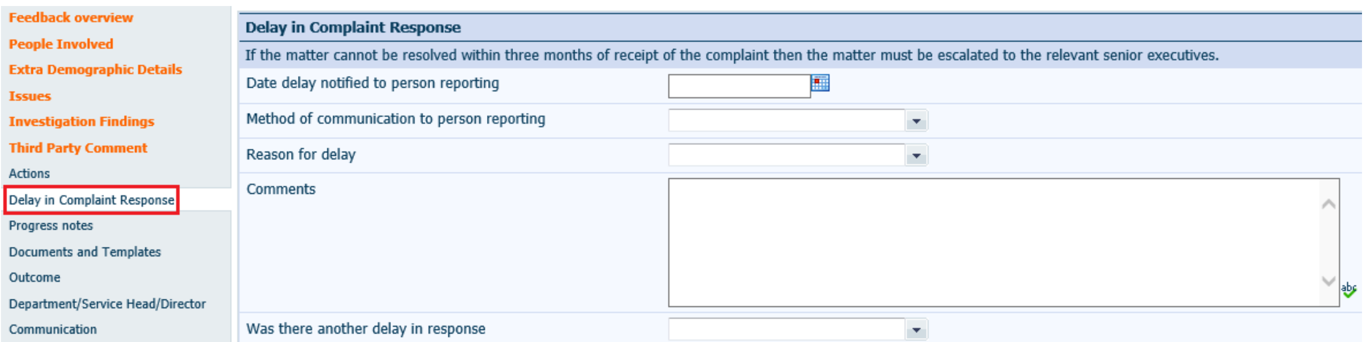
If applicable to the complaint, Datix CFM can be used to invite comments from third parties to assist in the resolution of the complaint. Users with the appropriate profile can be selected from the multi pick list on the ‘Third party comment’ tab.



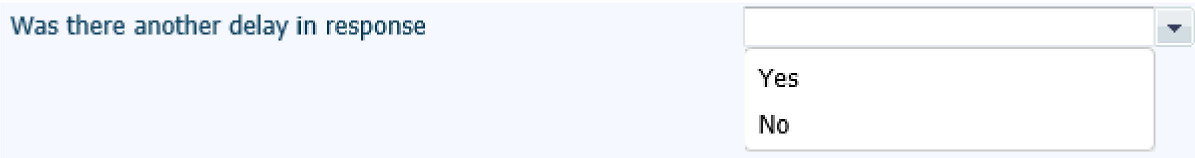
This action provides permission for the nominated personnel to read the complaint and provide comment. It **<u>DOES NOT</u>** automatically send an email notification to the nominated user. The user must be notified via the ‘Communication’ tab that they have been provided third party access and any other relevant information so that they can comment on the complaint.

Delay in complaint response

If the investigation of a complaint is delayed or prolonged, causing a delay in response to the complainant, the reasons and timings of these delays should be captured on the page ‘Delay in Complaint Response’. As per the Complaints Management Policy the person reporting the feedback should be advised of any delays and provided an update at the first 30 working days and then at every 15 working days.



A further delay can be captured by selecting ‘Yes’ which will trigger the display of a duplicate delay in complaint response section. Up to five delays can be recorded in Datix CFM totalling a three month resolution period after which, if unresolved, the matter should be escalated to the relevant senior executives.

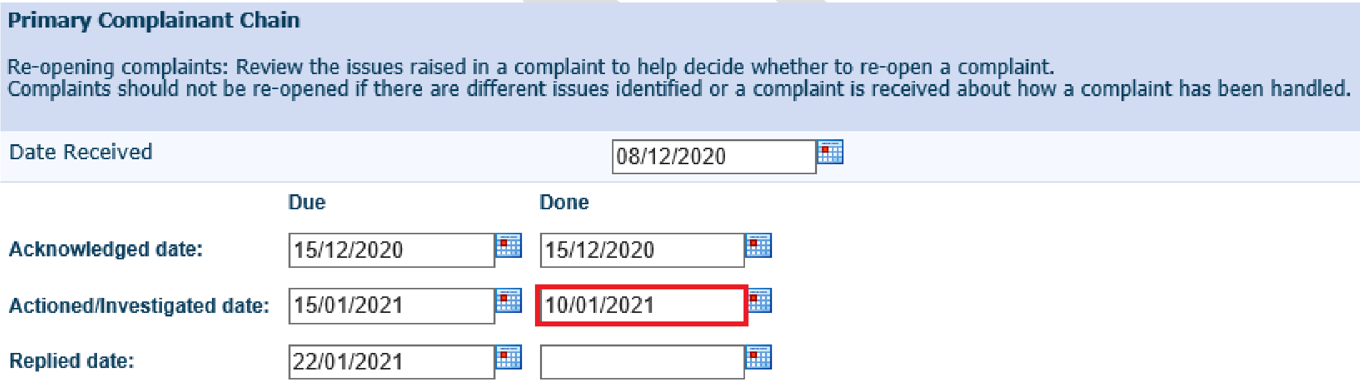


Recommendations/Actions

The development of recommendations/actions is a fundamental component in consumer feedback management and provides the framework for quality improvement in a health care service. Recommendations/actions can be entered for open or closed complaints or contacts and concerns however not every record will generate a recommendation/action. Refer to the WA Health Datix CFM Recommendations/Actions User Guide for further detail.

Actioned/investigated date

Once the investigation process is complete, the Feedback Coordinator should enter the ‘Actioned/Investigated’ Done date in the ‘Primary Complainant Chain’. Saving the record with this field completed will move the record to ‘Complaints awaiting final reply’.

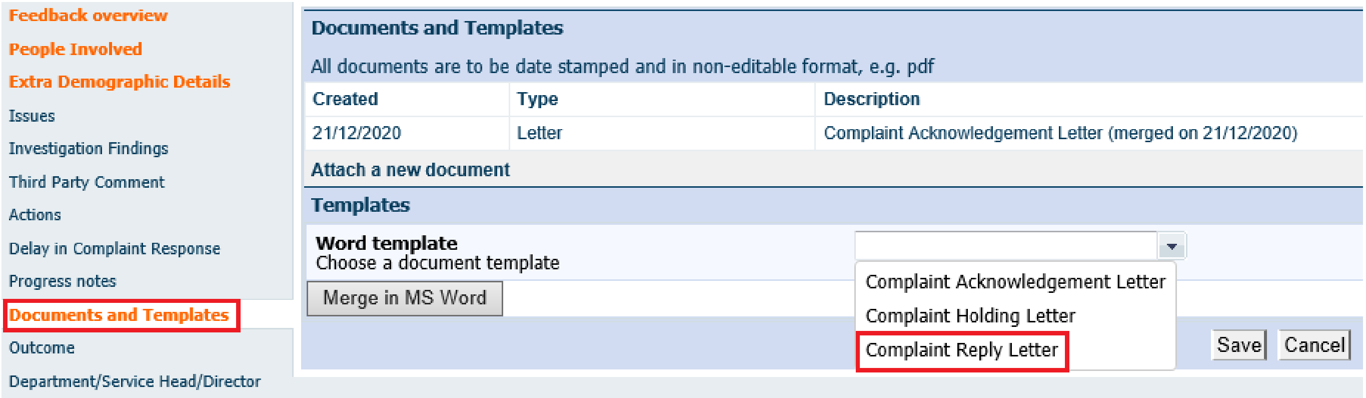


Complaints awaiting final reply

This list reflects all complaint records that have completed the investigation process and are ready for final communication with the complainant regarding the outcome of the investigation in to their complaint.

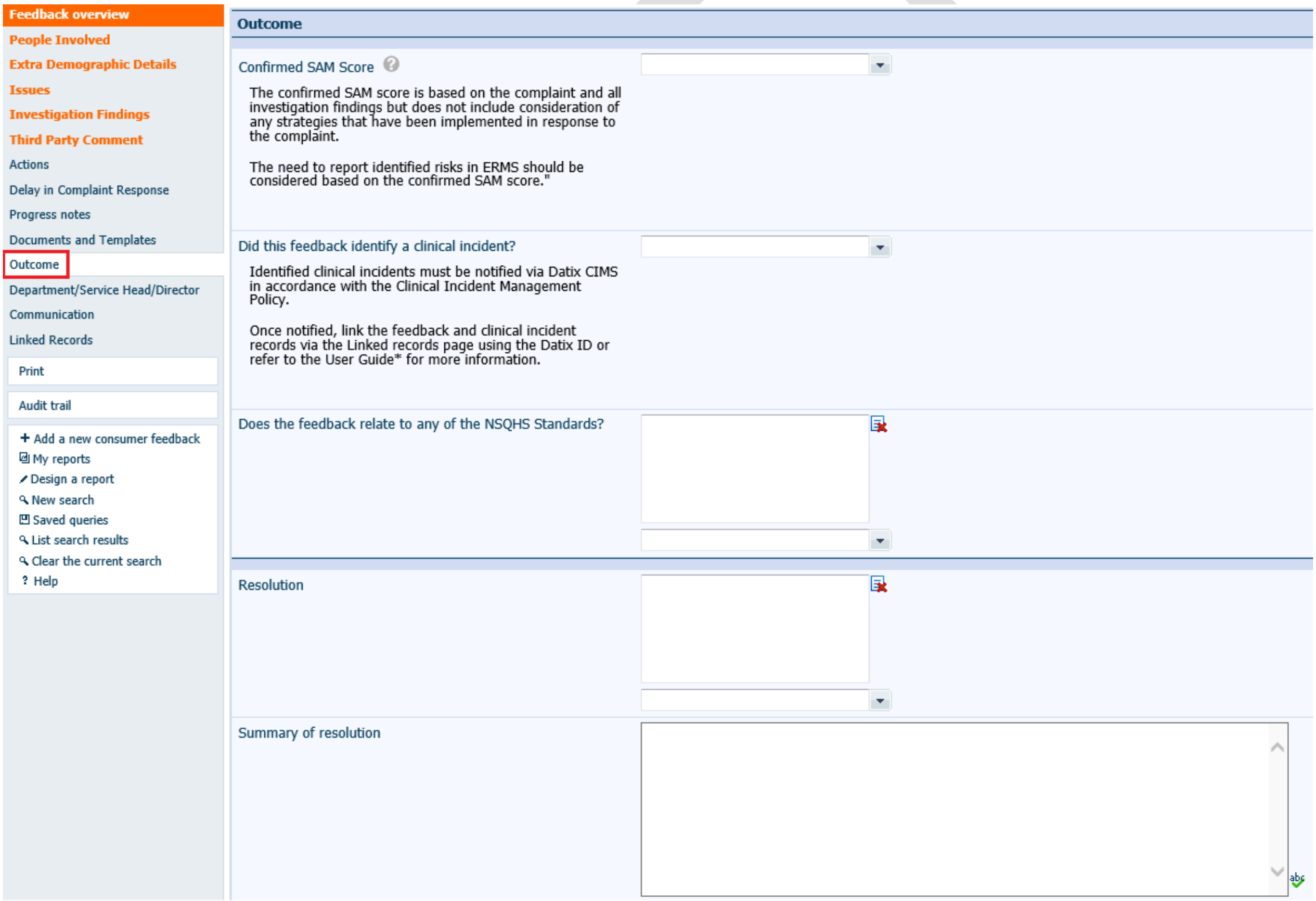
Complaint Reply Letter

To access the ‘Complaint Reply Letter’, go to ‘Documents and templates’ from the menu. Click on the drop down arrow and select ‘Complaint Reply Letter’. Refer to page 29 for details on how to complete the merge process.



Outcome

The 'Outcome' page enables the capture of the resolution achieved and identification of the confirmed SAM score, relation to clinical incidents, and relation to the National Safety and Quality Health Service Standards.

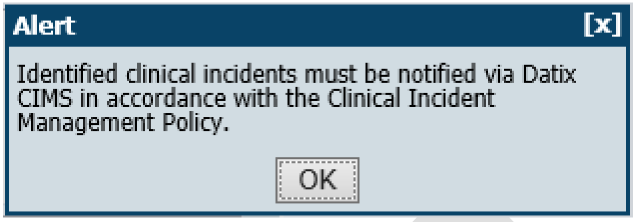


Confirmed Seriousness Assessment Matrix Score

The confirmed Seriousness Assessment Matrix score should be entered following completion of investigation into the complaint. The confirmed SAM score is based on the complaint and all investigation findings and reflects the complaints most serious issue. It does not consider any strategies that have been implemented in response to the complaint. See page 24 for a detailed description of the SAM score.

Clinical Incidents

If the feedback identified the occurrence of a clinical incident, this question should be answered 'Yes'. Upon selecting 'Yes' the below pop-up will display, reminding the user that a clinical incident notification must be completed separately in the Datix Clinical Incident Management System, i.e. answering 'Yes' to this question does not constitute notification of a clinical incident. Following notification of the clinical incident, the consumer feedback record and the clinical incident record should be linked via the 'Linked Records' functionality. See page 39 for further details of how to link records.

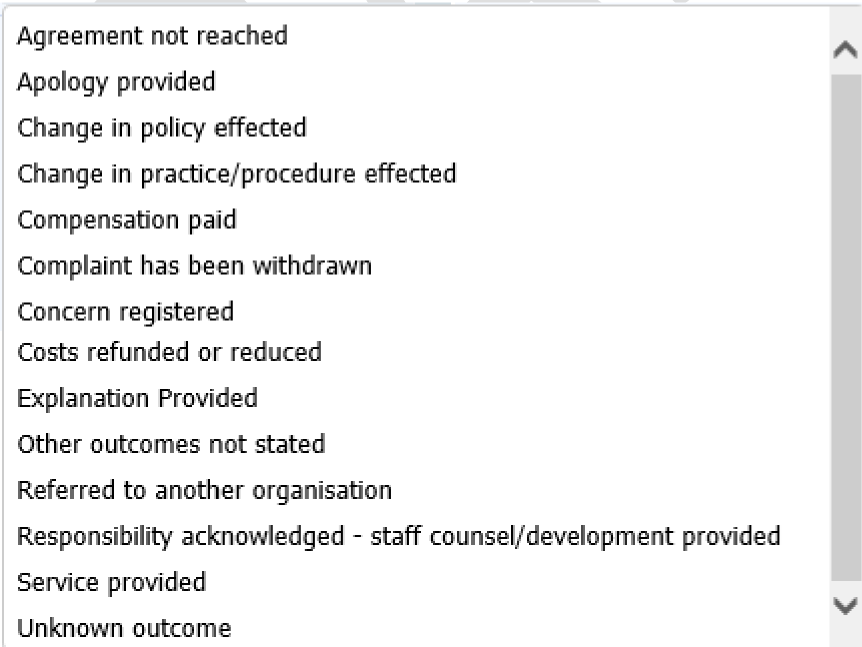


National Safety and Quality Health Service (NSQHS) Standards

Consumer feedback may highlight components relevant to one or more of the NSQHS Standards. Select the relevant NSQHS Standards from the multi pick list. The pick-list contains the eight standards from version 2 of the NSQHS Standards.

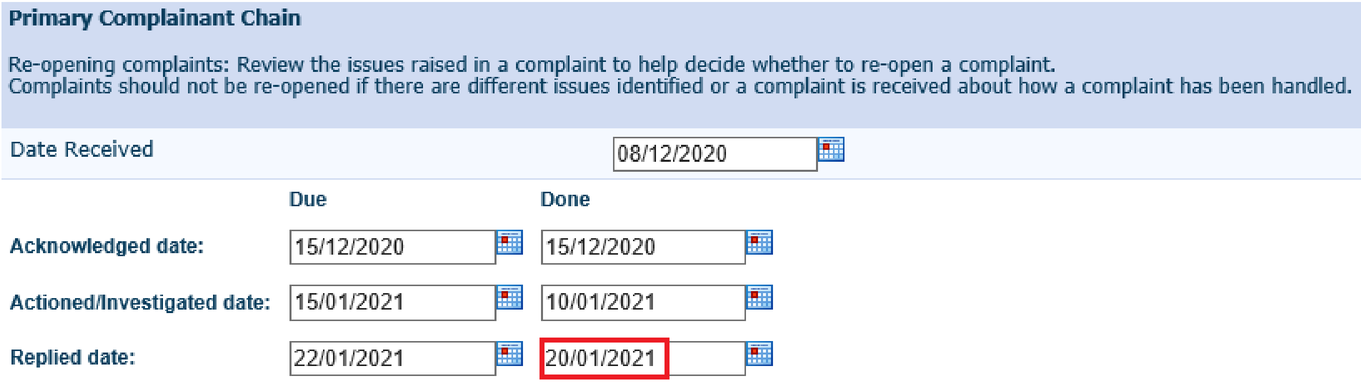
Resolution

The 'Resolution' field includes a multi pick-list to allow multiple selections for the resolution achieved. An explanation of the resolution achieved can be captured in the 'Summary of resolution' free-text box below the pick-list.



Replied date

Once the 'Outcome' fields have been completed and the final reply has been sent to the person reporting the feedback, the Feedback Coordinator should complete the 'Replied date' Done in the 'Primary Complaint Chain'. Saving the record with this field completed will move the complaint to 'Closed Feedback'.



Primary Complainant Chain

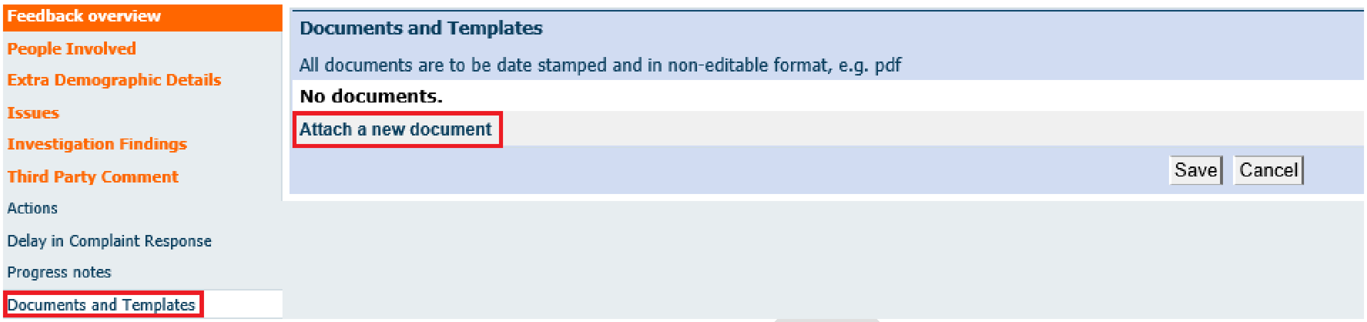
Re-opening complaints: Review the issues raised in a complaint to help decide whether to re-open a complaint.
Complaints should not be re-opened if there are different issues identified or a complaint is received about how a complaint has been handled.

Date Received	08/12/2020	
	Due	**Done**
Acknowledged date:	15/12/2020	15/12/2020
Actioned/Investigated date:	15/01/2021	10/01/2021
Replied date:	22/01/2021	20/01/2021

Other features

Documents and Templates

Additional documents can be attached to the record at any time via the 'Documents and Templates' page and selecting 'Attach a new document'.



A new window will open titled 'Attachment details'.

'Link as' identifies the type of document to be attached.

'Description' allows for a brief description of the attachment e.g. complaint letter.

Clicking 'Browse' will allow the notifier to locate the file to be attached.

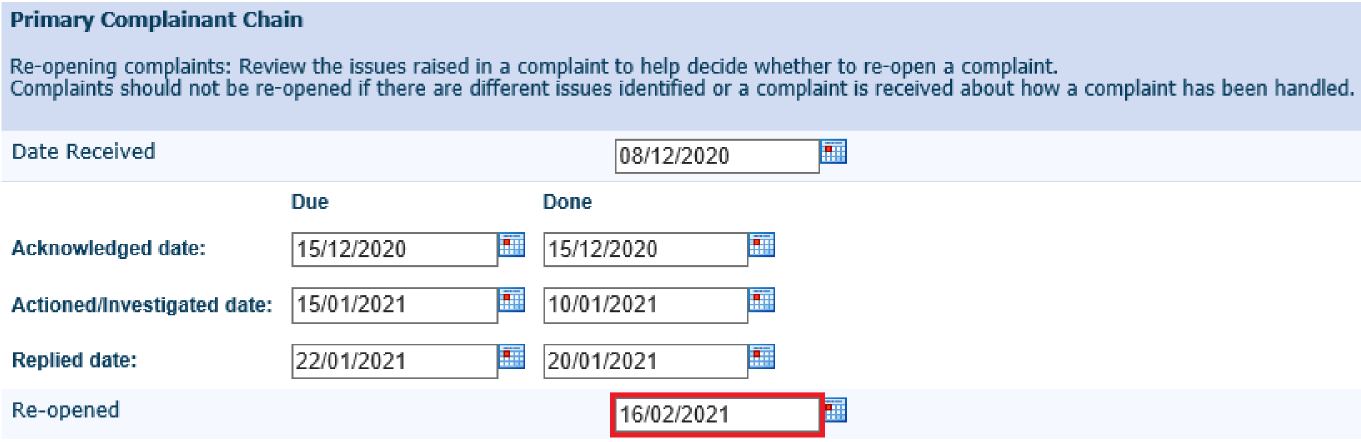
Re-opening a Closed Complaint

In certain circumstances it may be necessary to re-open a previously closed complaint. This may, for example, be due to:

- Missed information not considered in the investigation which needs to be added to the complaint;
- A change or development in circumstances central to the complaint; or
- Following resolution, the complaint is escalated to another body, e.g. HaDSCO

It should be noted that if a complaint is received about how a complaint has been handled or about the resolution achieved then this should be entered in Datix as a new complaint. If a user is unsure whether a complaint should be re-opened or entered as a new complaint, considering and comparing the issues that are central to the original and current complaint can usually indicate whether it is a new complaint or not.

To re-open a closed complaint, enter a date in the 'Re-opened (Complainant)' field of the 'Primary Complaint Chain'.



Saving the record with this field populated will move the complaint record into 'Complaints Awaiting Acknowledgment'. The date of re-opening becomes the updated 'Date received' with the due dates in the "Primary Complaint Chain' re-calculated based on this date.

Note: 'Date feedback received by the organisation' and 'Date received' will be different values and should **not be altered.

Contacts and compliments cannot be re-opened. Information can however be added to the closed feedback record if necessary.

Inactive

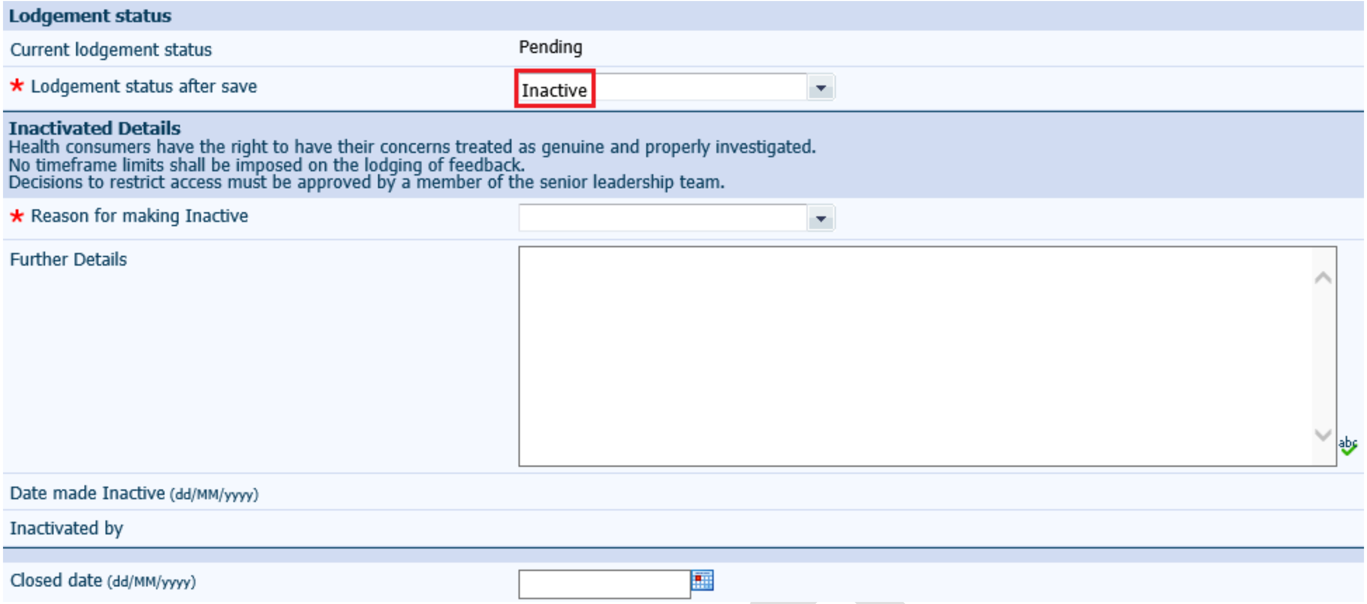
Feedback records may be moved into the 'Inactive' group if they are out of scope of the CFM. Reasons this may occur include:

- duplicate entries;
- erroneously entered data; or
- staff feedback.

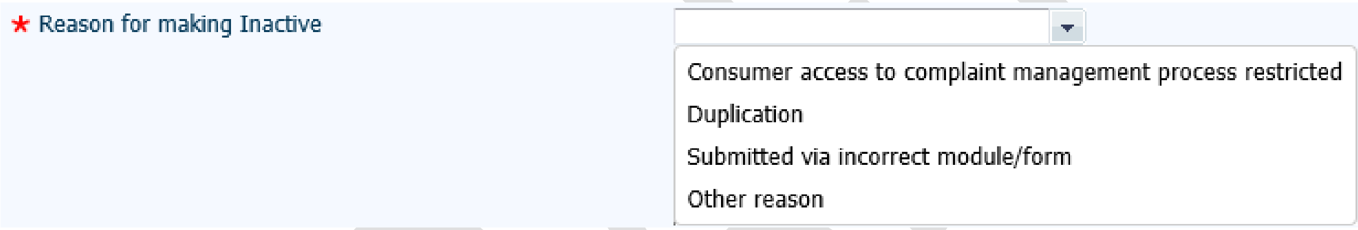
An inactive record is read-only and the documents and templates are no longer accessible.

Making a record inactive

To inactivate a record, the 'Lodgement status' should be changed from 'Pending' or 'Lodged' to 'Inactive'.



The ‘Reason for making Inactive’ must be selected from the list. The Complaints Management Guideline outlines the factors to consider in restricting a consumer’s access to the complaint management process. An explanation can be included in the free-text ‘Further Details’ section.



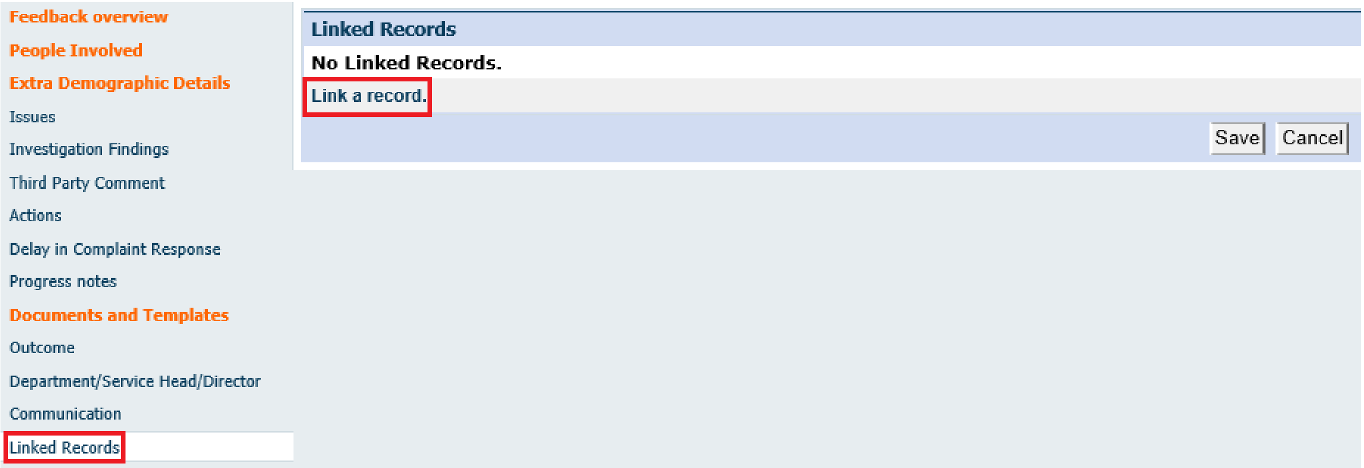
The ‘Closed date’ is only present for compliments or contacts and concerns.

Inactivation of a record can be reversed by changing the ‘Lodgement status’ back to ‘Pending’ or ‘Lodged’ and saving the record. This action will move ‘Pending’ records to ‘New Feedback’ and ‘Lodged’ records to ‘Complaints awaiting acknowledgement’. Remember that Compliments and Contacts should not sit in ‘Complaints awaiting acknowledgement’ and the ‘Closed date’ should be entered in order to move these lodged records to ‘Closed Feedback’.

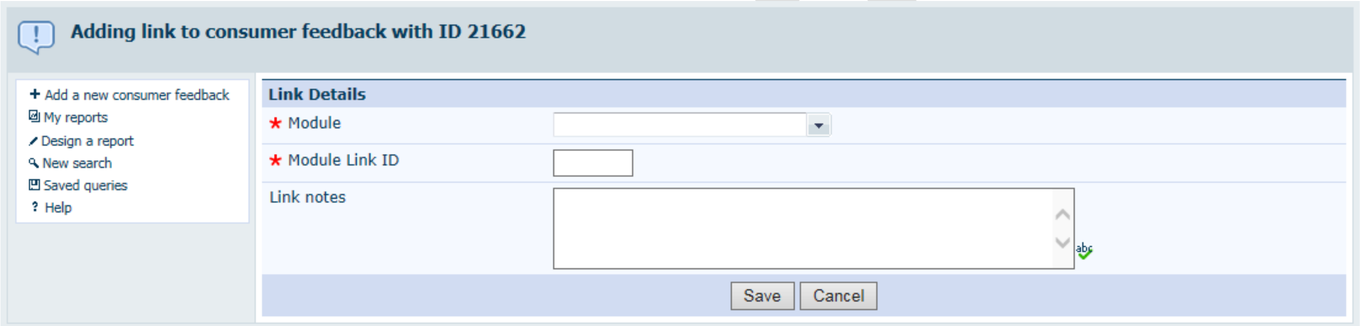
Linked records

The ‘Linked Records’ page facilitates other feedback records or clinical incidents within the Datix system to be linked to feedback records in order to provide more complete information. Linking clinical incident records to consumer feedback records may be particularly relevant in complaints relating to the quality of clinical care.

To link a record you will need to know the ‘Datix ID’ of the target record, i.e. not the CIMS or CFM Reference number.



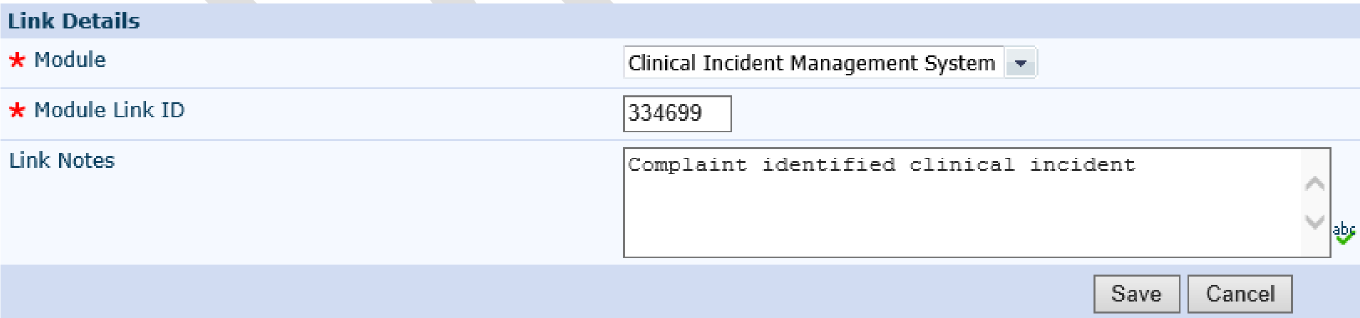
Clicking on ‘Link a record’ opens the ‘Link Details’ page.



The ‘Module’ single pick-list identifies which module the target record is located in, i.e.:

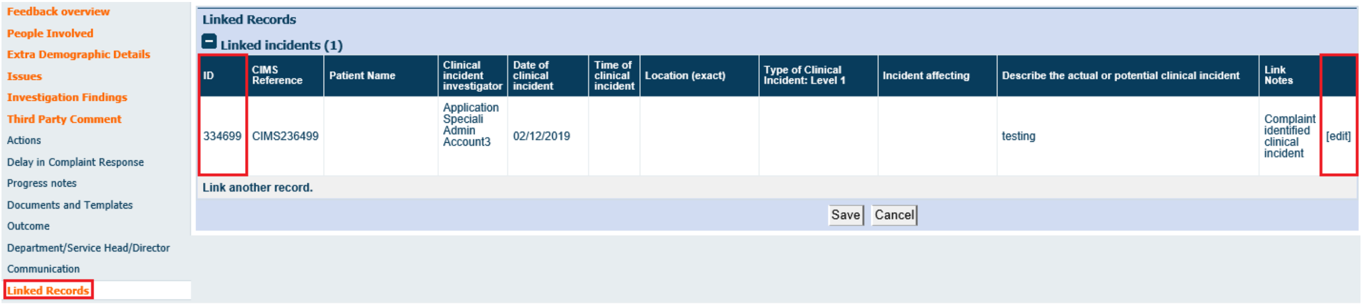
- Clinical Incident Management System (CIMS); or
- Consumer Feedback Module (CFM).

The ‘Module Link ID’ identifies which record is to be linked to the current record. This field refers to the Datix ID, not the CIMS/CFM Reference number. No prefix is required.



Notes about the relationship between the linked records should be entered in the ‘Notes’ free text box.

Click ‘Save’. Linked records can be accessed from the ‘Linked Records’ page within the feedback/clinical incident record. The ‘edit’ section allows the user to remove the link if required.



Access to Linked Records varies between profiles. The records will still be linked and viewable by users with appropriate system permissions.

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