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

WA Health Datix Clinical Incident Management System (CIMS)

Multi-Site Clinical Investigation User Guide

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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 improvement suggestions to PSSU@health.wa.gov.au

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Clinical Incident Management

Clinical incident management is the process of effectively managing clinical incidents with a view to minimising preventable harm.

A clinical incident is an event or circumstance that has or could have (near miss), caused serious harm; and which is attributed to health care provision (or lack thereof) rather than the patient's underlying condition or illness.

During a patient's journey across multiple health organisations, the different transitions in care and treatments received may have contributed to an adverse outcome. An investigation into a clinical incident which involves more than one *Site* is considered a **Multi-Site investigation[1]**.

Please note that a Multi-Site investigation is defined as per the Guideline for the Investigation of Multi-Site clinical incidents. Some hospitals use the term multi-site to discuss an investigation which occurs between clinical units or hospitals within the same Health Service Provider which is not the defined term for a Multi-Site investigation in this document.

The focus of this user guide is how to record in Datix CIMS when a Multi-Site investigation occurs, including any specific reporting requirements to the DoH.

Recommended Pre-Reading

The following user guides are recommended pre-reading:

- [The Guideline for the Investigation of Multi-Site clinical incidents (Guideline), December 2019](#)
- Any local resources to guide management of clinical incidents using Datix CIMS.

The Guideline and other User Guides are available:
https://ww2.health.wa.gov.au/Articles/A_E/Clinical-incident-management-system

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:

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[1] Guideline for the Investigation of Multi-Site clinical incidents December 2019, available https://ww2.health.wa.gov.au/~/media/Files/Corporate/general%20documents/patient%20safety/PDF/Guideline-for-the-investigation-of-multi-site-clinical-incidents.pdf

SAC 1 - How to record Multi-Site Clinical investigations

Notification

If two sites happen to notify the same multi-site clinical incident , agree on who will be the owner of the Datix record and then make one of the records inactive.

Please note - it is important to answer the questions regarding multi-Site investigations. There is now also a PSSU use only field to track the number of reports which may be expected for one multi-site investigation.

Did this incident involve patient care from another site?	Yes ▼
Click here to access Guideline for the Investigation of Multi-Site clinical incidents. Site is a term used to indicate any organisation providing a health service that is involved with a clinical incident	
Please state which site	
Name and position of the contact person Please state the name and position of the person who contacted you from the other site to inform you that a clinical incident had occurred	
Will a multi-site review be undertaken?	▼
Does this clinical incident have mulitple Multi-Site Investigation Reports? (For use by PSSU only)	▼

For Health Service Provider (HSP) Multi-Site investigations

(As per the Guideline Section 6.1, Page 6 – "HSP Multi-Site investigations")

An investigation involving any of the below scenarios should follow the Datix Web rules below:

    a. Different Sites under a single HSP
    b. Different Sites from more than one HSP
    c. A single Site from one HSP conducts an investigation on behalf of all Sites from other HSPs involved.

Datix Web Business Rules

Note that nothing has changed for HSP multi-site investigations. Local processes for sharing information between HSP Sites can continue business as usual.

    a. There is one Datix record.
    b. The owner of the Datix record is one nominated HSP.

c. With one report submitted for HSP Multi-Site investigations, **one date** will be recorded in Datix for the investigation submitted date. This is the date the owner of the Datix record submits any reports required.

d. The date a Multi-Site investigation report is considered submitted and complete is **when the owner of the Datix record submits the report and all the recommendations** have been endorsed by the relevant delegated authorities and submitted to PSSU.

SAC1 Clinical Incident Investigation							
Step	Action Type	Recommendation title	Assigned To	Start date	Due date	Complete date	Active
1	Notify	Notify the Patient Safety Surveillance Unit (PSSU) within 7 working days.	A/CNS	01/04/2019	10/04/2019	15/04/2019	Y
2	Investigate & Submit	Complete the SAC1 Clinical Incident Investigation using Root Cause Analysis or similar investigative methodology & submit completed Investigation Report to PSSU (due within 28 working days). Close event.	A/CNS	15/04/2019	28/05/2019	15/04/2019	Y
3	Implement	Review SAC1 Clinical Incident Recommendations to ensure completion within 6 months.	A/CNS	15/04/2019	14/10/2019		Y
4			A/CNS	15/04/2019	14/10/2019		Y

One date for HSP Multi-Site Investigations

For HSP with Non HSP Multi-Site investigations

(As per the Guideline Section 6.2, Page 7 – "HSP and engagement with other Non HSP Multi-Site investigations")

An investigation involving any of the below scenarios should follow the Datix Web rules below:

a. Sites governed by one or more HSP and one or more Contracted Health Entity (CHE)
b. Sites governed by one or more HSP and one or more private licensed facilities
c. Sites governed by one or more CHE and one or more private licensed facilities

Datix Web Business Rules

Note that this report can be the same report, the only requirement is that a separate copy of the endorsed report is submitted by each site's responsible clinical governance officer.

a. There is one Datix record.
b. The owner of the Datix record is agreed upon between Sites.
c. Evidence of the endorsed investigation report and recommendations from every Site should be submitted and attached within Datix and communicated to PSSU as per usual process.
d. For investigation reports, each Site will submit a report. The investigation report continues to have:
   i. the same chronology of events (patient story)
   ii. the same contributing factors
   iii. the same investigation analysis and outcomes
   iv. overall recommendations agreed to address the contributing factors
e. The recommendations endorsed and submitted for each report submitted will differ as Sites will only sign off recommendations pertaining to them.
f. If it is a recommendation pertaining to one Site, this is entered into Datix as one recommendation in Datix.
g. If it is a joint recommendation pertaining to more than one Site, this is entered as one recommendation in Datix.
h. PSSU will continue completing Action chain steps 1, 2 and 4.

The date a Multi-Site investigation report is considered submitted is when the **owner of the Datix record** has the report with endorsed recommendations by the relevant delegated authorities and submitted to PSSU. There still may be separate reports submitted on other dates before or after the owner of the Datix record has submitted which will be attached under 'documentation' within Datix.

INVESTIGATION SUBMISSION DATE

SAC1 Clinical Incident Investigation

Step	Action Type	Recommendation title	Assigned To	Start date	Due date	Complete date	Active
1	Notify	Notify the Patient Safety Surveillance Unit (PSSU) within 7 working days.	A/CNS	01/04/2019	10/04/2019	15/04/2019	Y
2	Investigate & Submit	Complete the SAC1 Clinical Incident Investigation using Root Cause Analysis or similar investigative methodology & submit completed Investigation Report to PSSU (due within 28 working days). Close event.	A/CNS	15/04/2019	28/05/2019	15/04/2019	Y
3	Implement	Review SAC1 Clinical Incident Recommendations to ensure completion within 6 months.	A/CNS	15/04/2019	14/10/2019		Y
4	Evaluate	Review evaluation of SAC1 Clinical Incident Recommendations within 6 months.	A/CNS	15/04/2019	14/10/2019		Y

One date recorded for HSP with Non HSP Multi-Site Investigations.

The date entered will be the date the **owner of the Datix record** submits the report.

PSSU notes there may be separate reports from entities submitted on other dates before or after the owner of the Datix record has submitted their Site's report. All reports will be attached under 'documentation' within Datix (see below).

INVESTIGATION SCREEN

- The owner of the Datix Record fills in the "Describe the results of the investigation and findings" and other SAC 1 investigation CIM fields for this record according to their submitted investigation report.

Describe the results of the investigation and findings

*Do NOT repeat a description of the clinical incident
*Be factual
*Do NOT second guess
*Do NOT include staff member names but do include their Designation

DOCUMENT SCREEN

- The owner of the Datix Record attaches their endorsed investigation report and relevant documents the "Documents" section
- Each Site will also attach a separate endorsed investigation report as well in the "Documents" Section.

RECOMMENDATIONS MODULE

Entering of information into Datix Web for the recommendations is as follows:

- A HSP will enter their own recommendations into the module
- PSSU will enter any Non HSP recommendations into the module
- The owner of the Datix record will enter joint recommendations into the module.

If it is a recommendation pertaining to one Site, this is entered into Datix as **one** recommendation in Datix.

If it is a joint recommendation pertaining to more than one Site, this **continues to be entered as one** recommendation in Datix; with some additional fields to be filled in below.

Note that within the Recommendations module the below fields assist in the reflection that separate executives have endorsed a joint recommendation (i.e. the delegated authority to approve and implement a recommendation for their Site has signed off).

- **JOINT RECOMMENDATION FIELD:** Answer yes to the question if it is a joint recommendation.

Recommendation/Action Details

Is this a joint recommendation from a multi-Site investigation?	
★ Severity Assessment Code (Confirmed)	SAC 2
This SAC rating must match the SAC rating (confirmed) as per the incident investigation	

- **ASSIGNED TO FIELD:** There is still only one "assigned to" fields. The owner of the Datix record will assign the recommendation with the authority to implement the recommendation at their Site and liaise with any other relevant authorities on other Sites[2].

★ Assigned To

The recommendation should be assigned to the person with the authority to implement the recommendation.

- **EXECUTIVE CONCUR FIELD:**
Answer yes to the field "executive concur with the evaluation of this recommendation?", which will trigger a free text field to fill in indicate who and the position the executive is. If there is more than one report and with different executives from another Site endorsing, then click "Add another executive".

Executive concur with the evaluation of this recommendation? (1)	Yes
Executive's name (1)	
Add another Executive (1)	

ACTION CHAINS AND OUTSTANDING RECOMMENDATIONS

Note that currently an Evaluation report and the Action Chain Step 4 complete date can be complete with outstanding recommendations. This is because there is one report submission date entered in the Action Chain based on the date a report was **submitted from the Datix owner**. If another site involved submits their report and enters recommendations later than the Datix owner's, the dates will reflect this within the recommendations module.

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[2] It is acknowledged that each Site would have a different authority howevet the system can not be configured currently to have multiple assigned to fields and email notifications.

Action chains

SAC1 Clinical Incident Investigation

Step	Action Type	Recommendation title	Assigned To	Start date	Due date	Complete date	Active
1	Notify	Notify the Patient Safety Surveillance Unit (PSSU) within 7 working days.		03/07/2019	12/07/2019	03/07/2019	Y
2	Investigate & Submit	Complete the SAC1 Clinical Incident Investigation using Root Cause Analysis or similar investigative methodology & submit completed Investigation Report to PSSU (due within 28 working days). Close event.		03/07/2019	12/08/2019	Complete	Y
3	Implement	Review SAC1 Clinical Incident Recommendations to ensure completion within 6 months.					N
4	Evaluate	Review evaluation of SAC1 Clinical Incident Recommendations within 6 months.					N

Module	ID	Recommendation detail	Assigned To	What will be measured / what will your outcome be?	Implementation due date	Implementation complete date	Due date	Complete date	Done date
Clinical Incident Management System	5				2019		01/03/2020		Complete

This recommendation may have a later complete date after Action Chain Step 4 is completed.

As per business rule, the complete date for the Action Chains is based on the date the owner of the Datix record submits a report.

The owner of the Datix record may have submitted the final report and their separate recommendations completed in October 2019 for example, but a different Site may be responsible for another recommendation which is completed in January 2020.

SAC 2 and 3 Multi Site investigations

For SAC 1 clinical incident investigations please be aware that there are licensing agreements and other mechanisms which ensure that a multi -site investigation is enabled for a notified SAC 1. For SAC 2 and 3 multi-site investigations Sites should check if there are agreements in place which facilitate a multi-site investigation. For information, in 2020 privately licensed facilities are responsible for undertaking appropriate investigations into SAC 2 and SAC 3 clinical incidents however they are not required to provide reports or outcomes (unless this has been specified) to the Department of Health.

Concerns which are raised for a SAC 2/3 incident will need to be communicated directly to the private hospital/contracted entities concerned. For assistance with this please contact your site based Safety & Quality or Clinical Governance team. After an appropriate handover and investigator is identified, the incident is made inactive with Datix CIMS.

WA Health Datix CIMS

Accessing WA Health Datix CIMS

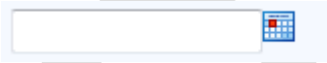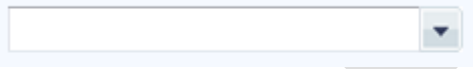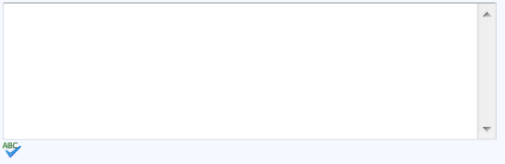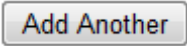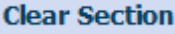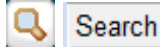| Window XP Computers	Window 7 Computers
To open the application on your computer screen, click Start ➔ Health ➔ Datix CIMS icon	To open the application use the Windows icon, click ➔ Click All Programs, then click on Health ➔ Datix CIMS icon
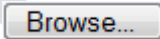
General Navigation Information

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

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.

Item	Item title	Description
Clear Section	Clear section	This enables the section within the form to be cleared of all entered data.
ABC ✓	Spell check	Click to check your spelling.
✏	Pencil	Click to close spell check and return to entering text.
❓ Help ? Help ❓	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.
☑ ☐ ☑	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...	Browse	Allows the selection of documentation to be attached.
Save Submit	Save/Submit	Save/Submit button located at the bottom of the 'Feedback notification form' or in floating menu (bottom left of page)
🔍 Search	Search	This allows a 'search' of the data to be conducted
Cancel	Cancel	The cancel function located at the bottom of the forms or in the floating menu (bottom left of page)

![Government of Western Australia - Department of Health]

Timeout Feature

In order to maintain system security, the WA Health Datix CIMS will automatically end a session if it has been inactive for 15 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.

Alert

Your session has been inactive for more than 15 minutes. For your security, your connection will be logged out if there is no activity after one further minute.

If you do not wish to be logged out, click 'Extend session' and your session will be extended for a further 15 minutes.

Seconds remaining: 41

| Extend session | Log out |

Further Information

For further information with regard to notifying a clinical incident please refer to the:

- WA Health Datix CIMS ELearning Notifier Guide which is located at the Clinical Incident Management System website.
  http://ww2.health.wa.gov.au/Articles/A_E/Clinical-incident-management-system
- The Clinical Incident Management Policy which is located at the Clinical Incident Management System website. http://ww2.health.wa.gov.au/Articles/A_E/Clinical-incident-management-system

Additionally, please contact your supervisor or Safety and Quality staff member for further assistance.