



Electronic Incident Reporting – FAQ's

1. I understand that Licensing has gone to an electronic incident reporting system. What if I do not have a computer or don't want to use the electronic form?

- Use of the electronic incident report form is optional. If care providers prefer to continue to use paper incident report forms, the forms continue to be available from the local Licensing offices.

2. How can we be assured that confidentiality will be maintained?

- Each facility has the ability to create their own private password and can change passwords as necessary. When an electronic incident report form is submitted to Licensing, it goes directly to our secure database where only Licensing staff can see it. No one outside of Island Health Licensing is sent a copy of the report, or can access our database therefore client and facility confidentiality is assured. If anything, sensitive information is better protected than when fax or mail reporting is used.

3. Does the e-incident report form allow the facility to save the form electronically to allow facility management to review the report before it is submitted to Licensing?

- As of August 24, 2016, facilities can save electronic copies of the incident report form in progress, and retrieve it to submit it to Licensing at a later time. Once a facility logs in to the system using their password, their "Dashboard" will open listing those incident report forms that are "In Progress" and those that are "Completed". Incident Reports that are "In Progress" can be opened to allow facilities to continue with data entry and submission. Licensing will not receive the incident report form until facilities hit the "Submit" button. (Please refer to the instructions for more information.) **Once the electronic form is submitted, the facility should print out a copy for their records.** Facilities are responsible for developing their own internal policies and procedures related to management review, storage and printing of reports – and many that are regularly using the form, have done so. Facilities are also still responsible for forwarding a copy of the incident report form to their funding body (if applicable). If a facility notices that information pertinent to the incident is missing from the report that was submitted, they can contact their Licensing officer by email, phone or fax to provide the relevant information. Important to note that the legislated requirements around reporting have not changed and that by use of the e-incident report form, immediate notification of the MHO/Licensing is assured. And the reporting requirements for all reportable incidents are the same, whether the incident being reported is a fall or an expected death. Under Section 77(2)(c) of the RCR:
 - (2) Subject to subsection (3), if a person in care is involved in a reportable incident, the licensee **must immediately notify**
 - (c) a medical health officer, in the form and in the manner required by the medical health officer,



- 4. I think that the use of the e-incident report form will lead to more errors in completing the form being made and that this will lead to more follow-up by Licensing staff. I am concerned about the impact the extra follow-up time will have on facility staff/management.**
 - To date, more than 50% of licensed funded LTC facilities on the island are using the e-incident report form on a regular basis. Those that are using the form are satisfied with it and have not noticed any increase in the amount of time being spent on follow-up with Licensing staff, nor have Licensing staff reported that it takes any more time to complete follow-up on an incident. We opened the form for use in July 2015. All incident reports are reviewed by a Licensing Officer, whether the incident was reported using a paper form or an electronic form.

- 5. If a facility accidentally sends in an incident report under another facility's name, i.e. accidentally chooses the incorrect facility name from the drop down list, how is this corrected?**
 - The assigned LO will let the facility know to resend the incident report under the correct facility name. Licensing Admin staff go into our database (Healthspace) and delete the incorrect incident report.