InPhase.

MANAGER APPROVAL PROCESS FOR INPHASE……

When an incident is reported by a member of your team and you are assigned as the manager to approve the incident, you will receive an email.

When you click on the link in the email labelled as [GO TO] it will take you directly to the incident.

Incidents will also appear in a list on your InPhase landing page.

Next steps

1. Read and review the incident report as normal, including what happened and actions taken (edit as required).

Describe what happened *	Describe what happened
Include details of anything you think was important, or might help us learn from what happened. Avoid including any identifiable information such as names of staff or patients here.	
Immediate actions taken to manage incident *	Immediate actions taken to manage incident

2. Edit / remove all Person Identifiable Information (PII) for patients, staff or any other stakeholders within all free text fields.

All patient safety incidents are automatically submitted to NHSE, via the Learn From Patient Safety Events (LFPSE) system, when staff initially report the incident. In order to correct or add further information to the incident, simply make the required changes, save the incident and the form will automatically re-submit.

3. If an incident involves or affects a patient, their details must be recorded in the patient section. Multiple patients can be added to an incident form with varying levels of harm. When reviewing the incident, check the staff and patient details and make appropriate corrections. Unlike DATIX, the "check for matching contacts" process is not required on INPHASE

4. Remember to include all staff involved when reporting a restraint - the role of each person involved must be included. Again, multiple contacts including staff, carers, family members and other stakeholders can be added

5. Check…

❏ Type
❏ Category
❏ Sub category

…do they match the description correctly?

6. Check the levels of harm for both PHYSICAL HARM and PSYCHOLOGICAL HARM – do they match the description?

7. Review the incident to ensure action has been taken to manage the incident and feedback to staff as necessary?

Please note any investigation which has taken place within the team.

8. Change the approval status to 'AWAITING FINAL APPROVAL' using the tab at the bottom right-hand side of the form.

Which form to use - Patient Safety or Non Patient Safety?

As a Trust we report both patient safety and non-patient safety incidents. However we are only required to submit patient safety incidents to NHSE and not those relating to staff.

In order to minimise incorrect submissions we have created two incident reporting forms:

Patient Safety Incident - Something unexpected or unintended has happened, or failed to happen, that could have or did lead to patient harm.

What does this mean? – This event type encompasses all patient safety incidents, including "near misses". Select this option if you know that something did not go as intended or expected – including whether an act or an omission – and as a direct result the incident could have or did harm one or more patients.

(These will usually be incidents reported under Care and Treatment and unexpected death).

Non Patient Safety Incident - Safety incident relating to staff or a patient incident that was not as a result of care delivery.

This could include;

- Violence against staff
- Expected death – as it does not relate to an ELFT patient safety incident
- Historical abuse not related to ELFT
- Estates and IT incidents that did not impact on a patient / service user.

Actions

INPHASE includes functionality to raise actions directly from an incident.

Simply click on the tab on the left hand side of the screen and select 'Actions':
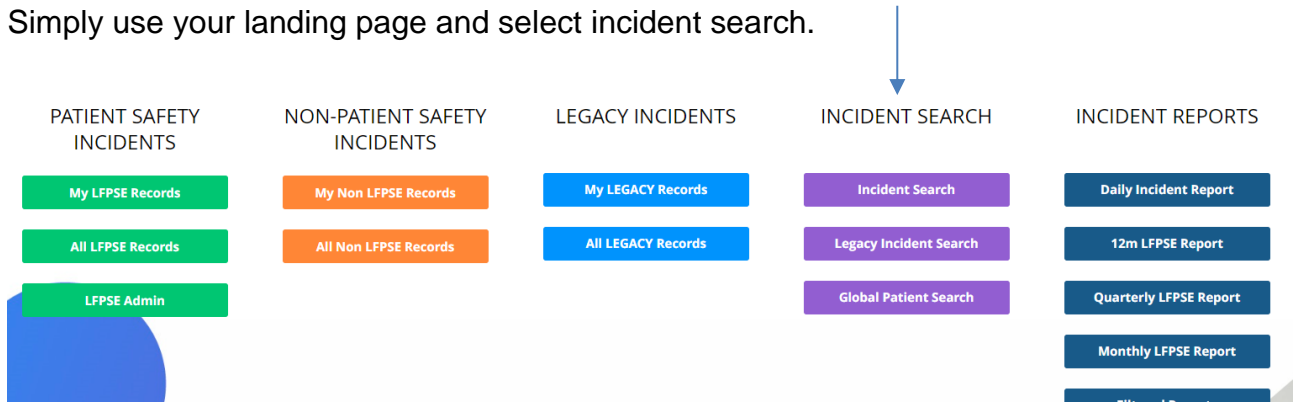

Click on the actions icon;

The following screen will appear:

Further instructions are available at ; https://inphase.zendesk.com/hc/en-us/articles/8267838691485-Incident-Action-Tracker-in-Incident-Oversight
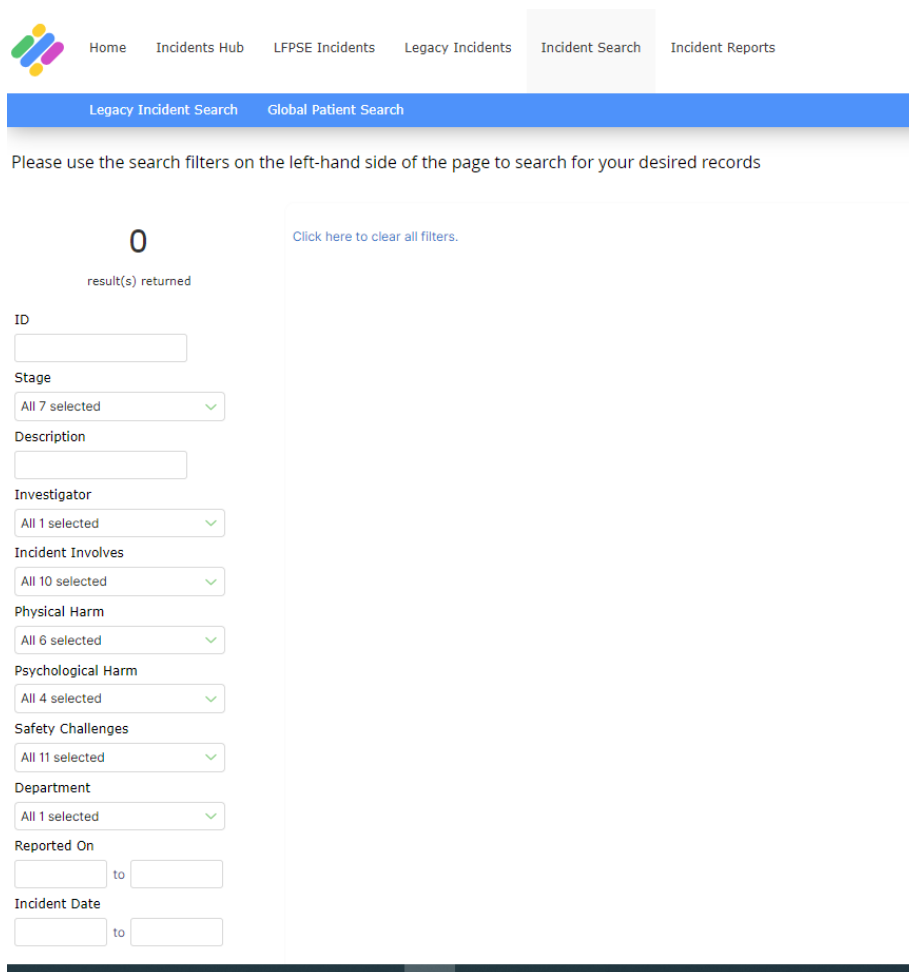
https://inphase.zendesk.com/hc/en-us/articles/11473401272349-Creating-Actions-in-InPhase-Training-Video

How to search on INPHASE

Simply use your landing page and select incident search.

Input your search criteria using the filters on the left-hand side of the screen.

It is also possible to search for incidents by selecting the different tabs and using the slicers at the top of each column.