QUESTIONS

(answers to these questions can be sourced from RiskClear and/or the RiskClear Manual)

1. What is a Risk?

An event or circumstance which could lead to unintended and/or unnecessary harm to an individual or business
*(A risk **could** happen)*

2. What is an Incident?

An event or circumstance which lead to an unintended and/or unnecessary harm to a patient/ consumer / business
*(An incident **has** happened)*

SAFETY TAB

(refer also to pages 7-37 in the RiskClear Manual)

**** Helpful Hint: to exit a screen click on cancel, SAFETY or close***

3. Which 6 buttons/modules are found on the **SAFETY TAB** of RiskClear?

1. New Incident	*4. Search RiskClear*
2. New Risk/Hazard	*5. Reports*
3. New Feedback	*6. Snapshot*

4. What are the five tabs on the top right-hand corner of the **SAFETY TAB?**

1. Safety	*3. Governance*
2. Quality	*4. Support*
5. Setup	

5. RiskClear Navigation: A record generally comprises of one or more of three linked pages? What are they? (*refer to page 8 of the manual*)

1. Risk
2. Incident
3. Summary

6. Click on ***NEW INCIDENT*** on the **SAFETY TAB**, select ***patient*** from the pull-down menu. On the Incident Details Page under Incident Category provide 3 category examples from the pull-down menu:

1. *Check your pull-down menu for possible answers*
2.
3.

7. The navigation panel at the bottom of the **Incident Details Page** allows you to ***create*** and link which kind of records?

1. Clinical Indicator
2. Infection Event
3. Quality Improvement

8. Click on ***NEW RISK/HAZARD*** on the **SAFETY TAB**, on the **RISK/HAZARD** Page under Risk Rating details click on ***Add/Change*** – a window appears:

- What are the three Risk Types? Initial, *Review & Final*.

- There are 5 options for the likelihood of the risk occurring being Rare, Unlikely, Moderate, Likely and *Almost Certain*.

- There are 5 consequence options listed in the pull-down menu being insignificant, minor, moderate, major, and *Extreme*.

- To close a risk you must indicate at the bottom of the Risk/Hazard Page whether the risk has been mitigated or resolved by placing a tick in the box and entering the closed date.

Define Mitigated: *Controls are in place to minimise the risk from occurring again*
Define Resolved: *Controls are in place to stop the risk from occurring again*

9. The ***SEARCH RISKCLEAR*** button in the middle of the **SAFETY TAB** allows you to search for all records entered for your hospital/site. List 3 record numbers from that screen including the Date Closed (if applicable)

1. *Check your RiskClear for possible answers*
2.
3.

- At the top of this page there is the capacity to search the database by Descr/Rec No and by *Name/MRN*

- Double click on one of the records, this will take you to a ***Summary Page***. This page allows you to link documents, detail committee/meetings history and align to National Standards. The Record Summary can be forwarded/emailed to whom?

Forward record to *Others* and Feedback to *Originator*

10. On the **SAFETY TAB** click on the **NEW FEEDBACK** button/module – across the top of this window/page there are three types of feedback that can be recorded – what are they?

1. Complaint
2. Suggestion
3. Compliment

-Select Complaint: How is a Complainant and Consumer defined?

Complainant: Person making their own complaint or acting on behalf of another
Consumer: Person on whose behalf the complaint is being made

11. On the **SAFETY TAB** click on ***SNAPSHOT.*** This provides you with a live status snapshot of your hospital's incident and risk data. What are the four fields available on this screen?

1. Top 5 Risks	*3. Current Open*
2. Top 5 Incidents	*4. Top 5 Extreme/High Risks*

12. On the **SAFETY TAB** click on ***REPORTS*** (reports can also be accessed from the navigation panel at the bottom of each screen in RiskClear). The Report selector (top centre of screen) shows the available report by type – you can look at ALL or by group – what are the 7 groups of Reports including All?

1. All	*4. Feedback*
2. Risk	**5. Quality**
3. Incident	*6. Governance*
7. Other	

-**Select a report** from the list - how do you mark a report as a favourite? (hint tick box)

Tick the Favourites box

13. What **formats** can you produce the report in?

PDF and *Excel*

QUALITY TAB
(refer also to pages 40-56 in the RiskClear Manual)

14. On the **QUALITY TAB besides Search & Reports,** what are the other functions?

1. New Clinical (or Quality) Indicator	**4. New Audit Summary**
2. New Infection Event	*5. New Quality Improvement*
3. New Survey/Evaluation	**6. New Alert**
7.Pre-admit/Post-op Assessment	

15. Click on **NEW *CLINICAL (OR QUALITY) INDICATOR*** on the **QUALITY TAB** – list 3 different types of Clinical Indicators from the list.

1. Check your list for possible answers	3.
2. (e.g. Anaesthesia, Day Patient, Infection Control)	

16. Click on ***NEW INFECTION EVENT*** on the **QUALITY TAB** – on the bottom of that screen there is Status – being Infection Confirmed and *Infection Negative*.

17. On the **QUALITY TAB** click on **NEW *QUALITY IMPROVEMENT*.** Click on the ***Create Action*** button – a window will appear. What are you able to do in this window?

Enter an action, plan, or requirement to be done

18. On the **QUALITY TAB**, click on ***NEW SURVEY/EVALUATION***. This is where surveys (e.g. patient, staff) and evaluations (e.g. of products, processes) can be undertaken. On this screen what are the three mandatory fields? (remember mandatory fields are noted with an *)

1. Source	*3. Description*
2. Batch Date	

19. On the **QUALITY TAB,** click on ***NEW AUDIT SUMMARY***. This is where you able to link a completed paper-based audit and complete a summary of your findings. The following fields on this screen are mandatory - Date, Auditor, Auditee, Description, *Area/Function/Process audited* & *Documents used for the audit*.

You can also ***link*** external documents and *linked Quality Improvements.*

20. On the **QUALITY TAB** click on ***SEARCH***, this opens another screen. In this screen, across the top you can narrow your search by selecting from the following:

All, Clinical Indicators, *Infections,* Surveys, *Audit Summaries,* Alerts & Quality Improvements

GOVERNANCE TAB

(refer also to pages 56-96 of the RiskClear Manual)

21. On the **GOVERNANCE TAB** click on the ***AUDIT/TASK SCHEDULE*** – list below 3 audits appearing on your schedule:

1. *Check your own audit/task schedule list*
2.
3.

Now click on any of the crosses that appear on the schedule – another window appears. When you select *click to link* document – what happens?

It opens windows explorer where all your files/drives/folders are allowing you to search for and attach the appropriate document.

Read pages 58-64 of the RiskClear User Manual for further details on creating and completing audits either via a tablet or manually if this is part of your role.

22. On the **GOVERNANCE TAB** click on ***DOCUMENT REGISTER,*** all hospital documents (eg policies, procedures, templates) are linked and logged within this searchable register. List below names of three documents and their version number and expiry date:

1. *Check your own RiskClear Document Register for examples*
2.
3.

23. On the **GOVERNANCE TAB** click on the ***TRAINING REGISTER.*** This Register unlike other functions in RiskClear utilises trainee people names rather than their positions. At the top left of the screen are two teal buttons. One is new scheduled training and the other is: *New Ad-hoc Training.*

24. On the ***TRAINING REGISTER PAGE*** there are two tick boxes top right of the screen. What are they?

1. Include completed records
2. Show only overdue

25. On the **GOVERNANCE TAB** when you hover over the **STAFF CREDENTIALING button**, what does it say?

The Staff Credentialling Register is for credentialling requirements of staff e.g. Immunisations, Performance Appraisals, Contracts, AHPRA, Reference checks.

26. On the **GOVERNANCE TAB** click on **VMO CREDENTIALING. Is there a search function? Where is it?** (N/A for Aged Care)

Top right of screen

27. On the **GOVERNANCE TAB**, click on the ***MAINTENANCE SCHEDULE***. What are the two drop-down menus across the top of the screen? Give an example of each also.

1. Contractor	*2. Group*
Example: E-Fire Safety Services	*Example: Fire Detection*

Read pages 78 -79 of the RiskClear User Manual for further details on how to add and schedule maintenance tasks and link to the Contractor Register if this is part of your role.

28. On the **GOVERNANCE TAB,** click on the ***CONTRACTOR REGISTER.*** There are 6 headings on this page being Company Name, Company Contact, Contact Phone, Due Date, *Current Status, Risk Rating* & Sent.

29. On the **GOVERNANCE TAB**, click on the ***ASSET REGISTER.*** Click on the Category drop-down and provide 2 examples of Asset categories.

1. Medical Equipment
2. IT Equipment

30.. On the **GOVERNANCE TAB**, click on the ***REPAIR LOG.*** Click on **New Repair Request**– in this window name 2 fields that determine the **Priority Level** of the repair.

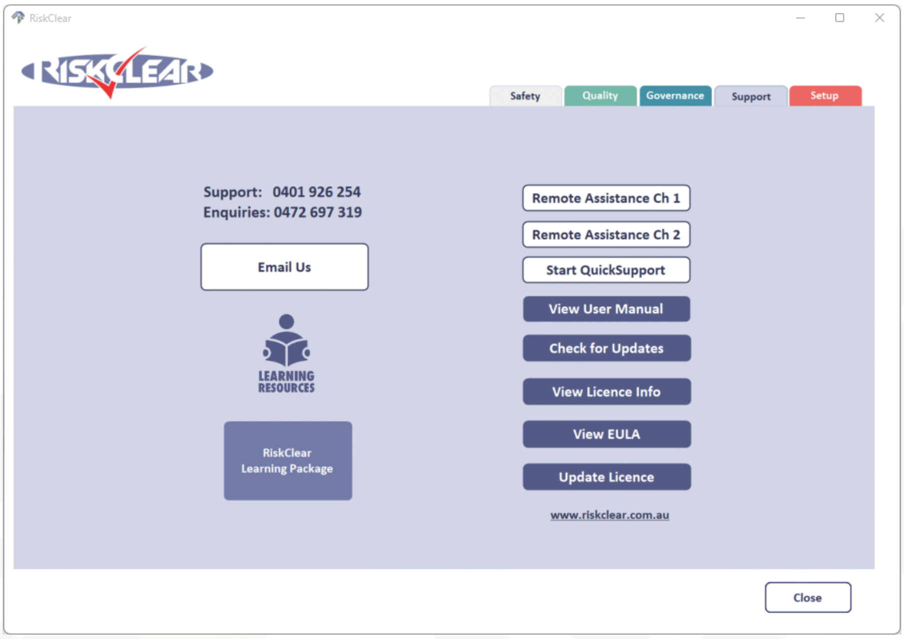
1. Likelihood of causing harm
2. Impact on facility

Read page 81 of the RiskClear User Manual for further details on the Repair Log (completing, viewing, notifications)

SUPPORT TAB

(refer to page 97 in the RiskClear Manual)

The **SUPPORT TAB** displays the support telephone numbers and provides an **Email Us** button which will create an email message pre-addressed to RiskClear support. It also provides access to the **RiskClear Website, Remote Assistance**, and the **User Manual**.



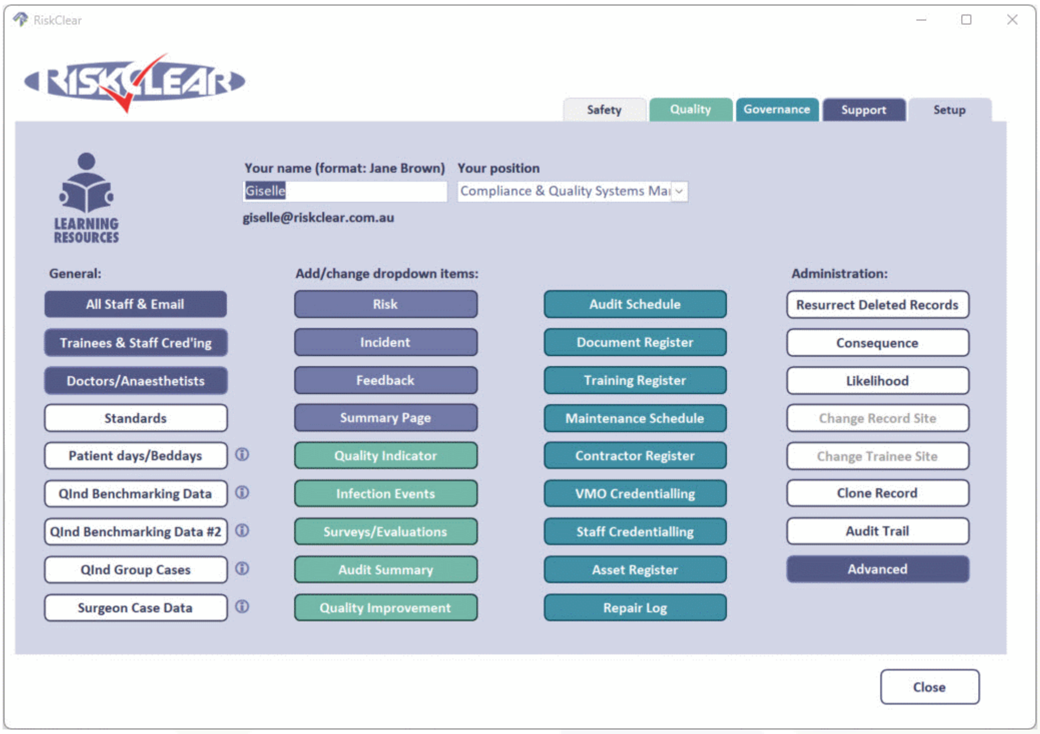
Our Learning Resource Library has training guides and videos on each module of RiskClear and this self-paced learning is designed to assist users in maximising their knowledge and use of the software.

RiskClear also provides weekly e-Training sessions via Zoom – speak to your DON/Manager for details.

SETUP TAB

(refer to pages 98 -128 in the RiskClear Manual)

The **SETUP TAB** allows for the personalisation of your copy of RiskClear for notification purposes as well as for the addition, alteration and hiding of information that appears in drop-down boxes throughout RiskClear. Several administrative functions are managed through this page.



30. On this tab click on the red ***All Staff & Email*** button. A window appears which allows you to add the staff position or name, along with their *Email.*

- There are 2 tick boxes to the right of this screen being Auditor & *Display*.

For Manager/Supervisor Use Only

Trainee Name	Trainee Signature
Training Coordinator/Manager	**Coordinator's Signature**
Date of Completion	
Score	
/ 30	