

QUESTIONS

(answers to these questions can also be sourced from the RiskClear Direct 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 5-14 in the RiskClear Direct Manual)

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

3. Which 4 buttons/modules are found on the **SAFETY Tab** of RiskClear Direct?

1. New Incident

3. New Feedback

2. New Risk/Hazard

4. Search RiskClear Direct

4. What are the 3 tabs on the top right-hand corner of the **SAFETY Tab**?

1. SAFETY

2. Quality

3. Set Up

5. Click on **NEW INCIDENT** on the **SAFETY Tab** and select **Patient** from the dropdown menu, on the Incident Details Page all fields marked with a * must be completed. List three of these *mandatory fields below:

1. Incident Involves / Incident Date

2. Incident Reports Name / Description of Incident

3. Location / Area / MRN / Contributing Factor / Full Name / Patient Status

6. Click on **NEW RISK** on the **SAFETY Tab**, on the RISK/HAZARD Page there are 4 *mandatory fields on this page: Date, Reports Name, Reports Position & Description of Hazard.

7. 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. <i>Complaint</i> |
| 2. <i>Suggestion</i> |
| 3. <i>Feedback</i> |

- Click on **Complaint** - How is a Complainant and Consumer defined?

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

8. The **SEARCH RISKCLEAR DIRECT** button in the middle of the **SAFETY Tab** allows you to search for all records you have entered for your hospital. When you click on this button, another screen appears which lists the records under the following headings – Record No, Date, Description, Date Closed, Attention & MRN & Type.

QUALITY TAB

(refer also to pages 15-31 of the RiskClear Direct Manual)

Read Pages 15-22 of the RiskClear Direct Manual to learn about the **NEW CLINICAL INDICATOR, NEW INFECTION EVENT, NEW SURVEY/EVALUATION AND NEW AUDIT SUMMARY** functions.

9. On the **Quality Tab** click on **NEW QUALITY IMPROVEMENT**. Click on the Create Action button – a window will appear. What are the 3 *mandatory fields in this window?

- | |
|--|
| 1. <i>Date</i> |
| 2. <i>Description</i> |
| 3. <i>Source (+ could be originated by, area of improvement, QI owner)</i> |

GOVERNANCE TAB

(refer also to pages 15-31 of the RiskClear Direct Manual)

10. On the **Governance Tab** there are 2 Registers, what are they?

1. *Document*

2. *Training*

11. 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 the names of three documents and their version number and expiry date:

1. *Check your own document register for the answers*

2.

3.

12. On the **Governance Tab** click on **TRAINING REGISTER**. A page will open and display a list of your training courses sorted by date with the earliest listed first. Completed records are hidden but can be displayed by ticking the include completed records box.

There are 5 header names on this page being Training Date, Booked, Course Name, Training Coordinator & Enter Date Completed.

(If you do not have access to the Training Register > skip this question.)

13. 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

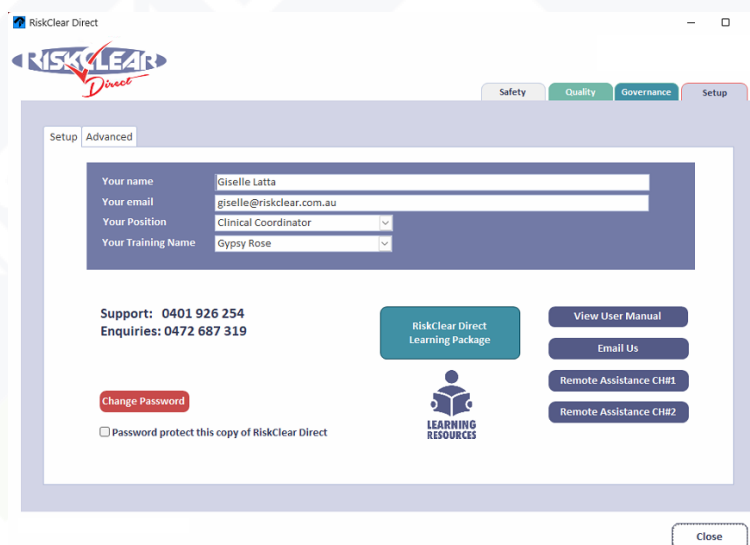
Read Page 31 of the RiskClear Direct Manual for more information on how to use the Repair Log (e.g. looking at my repair job records, complete and incomplete repair job records, etc)

SETUP TAB

(refer to pages 32-33 in the RiskClear Direct Manual)

The **Setup Tab** displays the support telephone numbers and provides an **Email Us** button which will create an email message pre-addressed to RiskClear Direct support. It also provides access to **Remote Assistance** which during a support call will give RiskClear staff remove control of your computer to help solve any issues you may be experiencing. You can also access the user manual by clicking on the **View User Manual** button and the Learning Package by clicking on the **RiskClear Direct Learning Package**.

(Page 32 of the RiskClear Direct User Manual outlines the Advanced features which your delegate / system administrator will manage.)



The screenshot shows the RiskClear Direct Setup tab interface. At the top, there are tabs for Safety, Quality, Governance, and Setup. The Setup tab is active, and within it, the 'Advanced' sub-tab is selected. The form contains the following fields and buttons:

- Your name:** Giselle Latta
- Your email:** giselle@riskclear.com.au
- Your Position:** Clinical Coordinator (dropdown menu)
- Your Training Name:** Gypsy Rose (dropdown menu)
- Support:** 0401 926 254
- Enquiries:** 0472 687 319
- Change Password** button
- ☐ Password protect this copy of RiskClear Direct
- RiskClear Direct Learning Package** button
- View User Manual** button
- Email Us** button
- Remote Assistance CH#1** button
- Remote Assistance CH#2** button
- Close** button

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.

Trainee Name	Trainee Signature
Training Coordinator/Manager	Coordinator's Signature
Date of Completion	
Score	
/13	