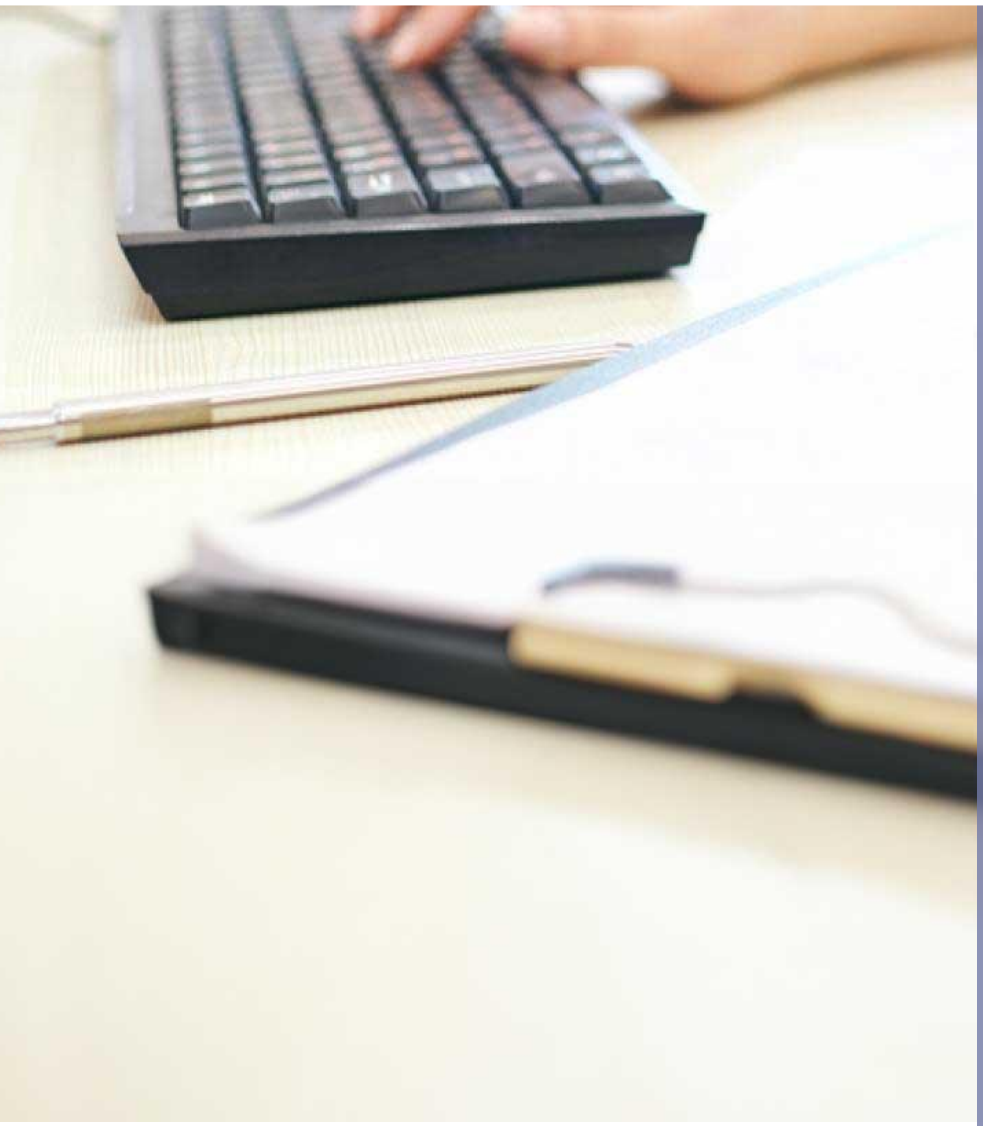
RISK, INCIDENT & FEEDBACK | User Guide



2026

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www.riskclear.com.au

RiskClear Users Quick Entry Guide:

Pages 1 - 8

RiskClear Direct Users Quick Entry Guide:

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Appendices (A & B - Incident Severity Ratings Healthcare & Aged Care):

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FOR RISKCLEAR USERS

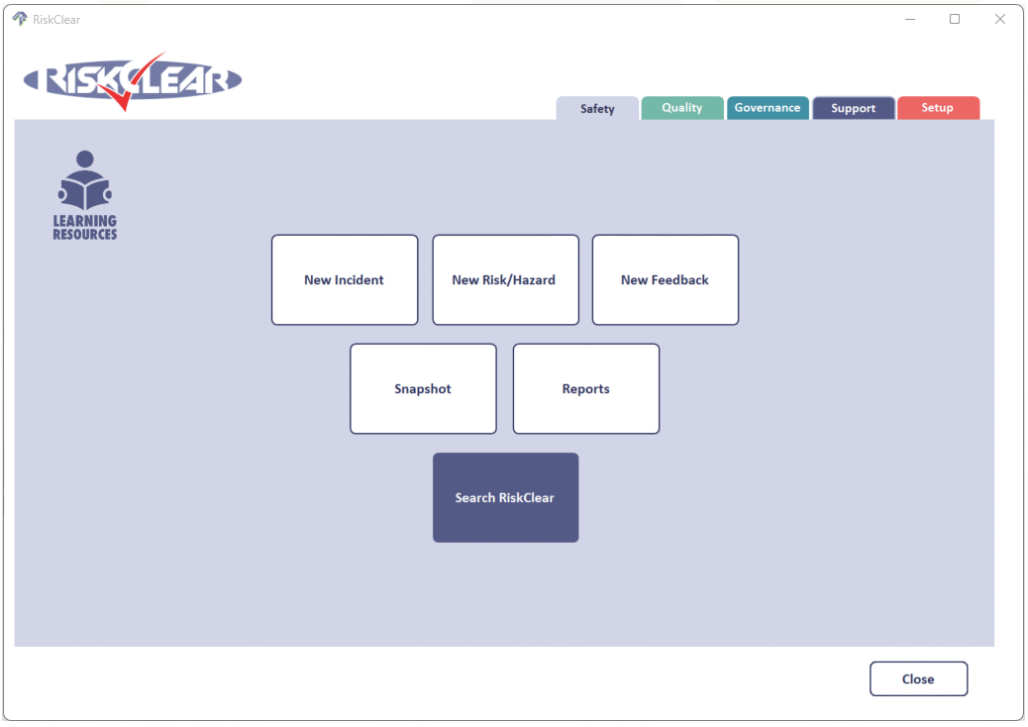
RISK, INCIDENT AND FEEDBACK MANAGEMENT

Risk, Incidents and Feedback can be entered into **RiskClear** via the **Safety Tab** by clicking on **New Incident, New Risk/Hazard,** or **New Feedback.** Click the **Learning Resources** symbol to access user guides and videos.

RiskClear is typically utilised by senior staff/ management.

DEFINITIONS:

INCIDENT	An event or circumstance which lead to an unintended and/or unnecessary harm to a patient/ consumer / business *(an incident has happened).*
RISK	An event or circumstance which could lead to unintended and/or unnecessary harm to an individual or business *(a risk could happen).*
FEEDBACK	Views and opinions of patients and service users on the care they have experienced.



ENTERING AN INCIDENT INTO RISKCLEAR

Click **New Incident** on the **Safety Page (* denotes Aged Care version)**

STEP ONE: Select from the drop-down whom the incident involved (e.g. patient, staff, resident, contractor)

STEP TWO: Type in a **description** of the incident and enter the incident date and time.

STEP THREE: Complete **Reporter, Location, Area, and Contributing Factor**

STEP FOUR: Select the **Incident Category**, **Sub-categories** from the dropdowns or **Quick Pick**

STEP FIVE: Complete the **Harm Score (aka SAC/ISR)**

*in **Aged Care** the **SIRS** ***(refer to Appendices A&B respectively for further information > pages 11-13)***

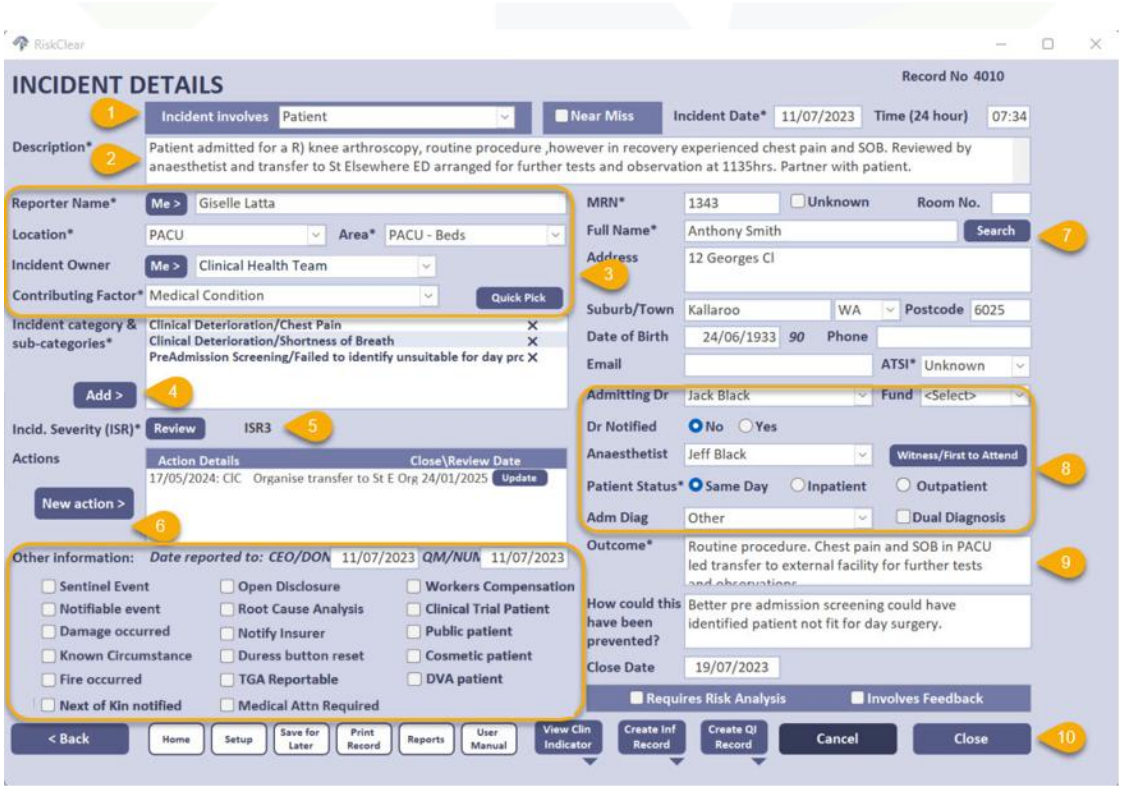
STEP SIX: Complete/assign any **actions** to staff (an email notification can also be sent) and **complete/tick** any of the relevant **Other Information**

STEP SEVEN: Complete **MRN/*Resident ID, Name,** and patient fields (if linked to your Patient Administration System you can click search and details will auto populate)

STEP EIGHT: Complete **Admitting Dr, Anaesthetist, Patient Status and Admission diagnosis** details (*in Aged Care this will be Primary Physician and Case Manager details)

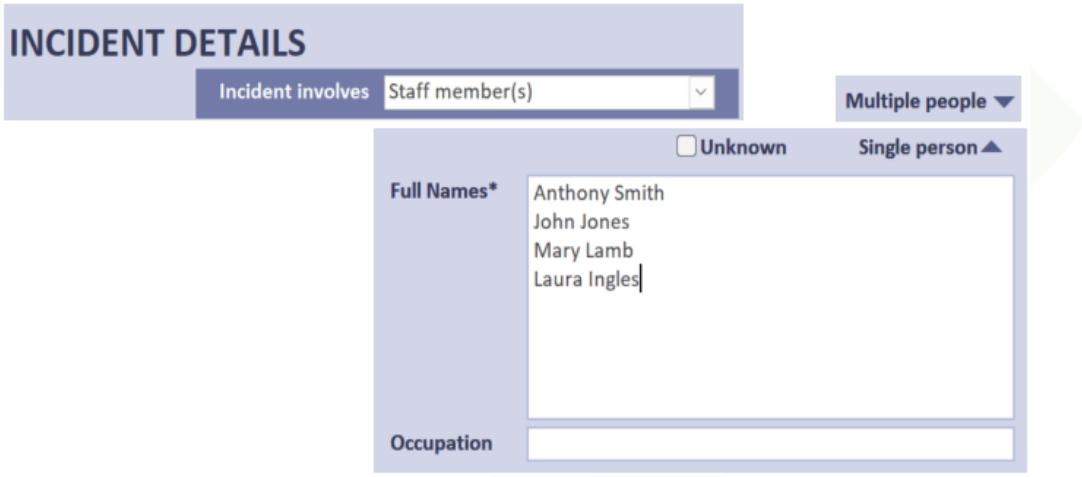
STEP NINE: If known enter the Outcome and Prevention details and a close date if its ready to close. If you are not ready to close the incident leave it and complete when appropriate.

STEP TEN: Click **Close/Summary** to go to the next screen which is a Summary of the record and allows other functions to manage the record, such as forwarding, linking documents, discussion at Committee's and alignment to Standards.



Additional features:

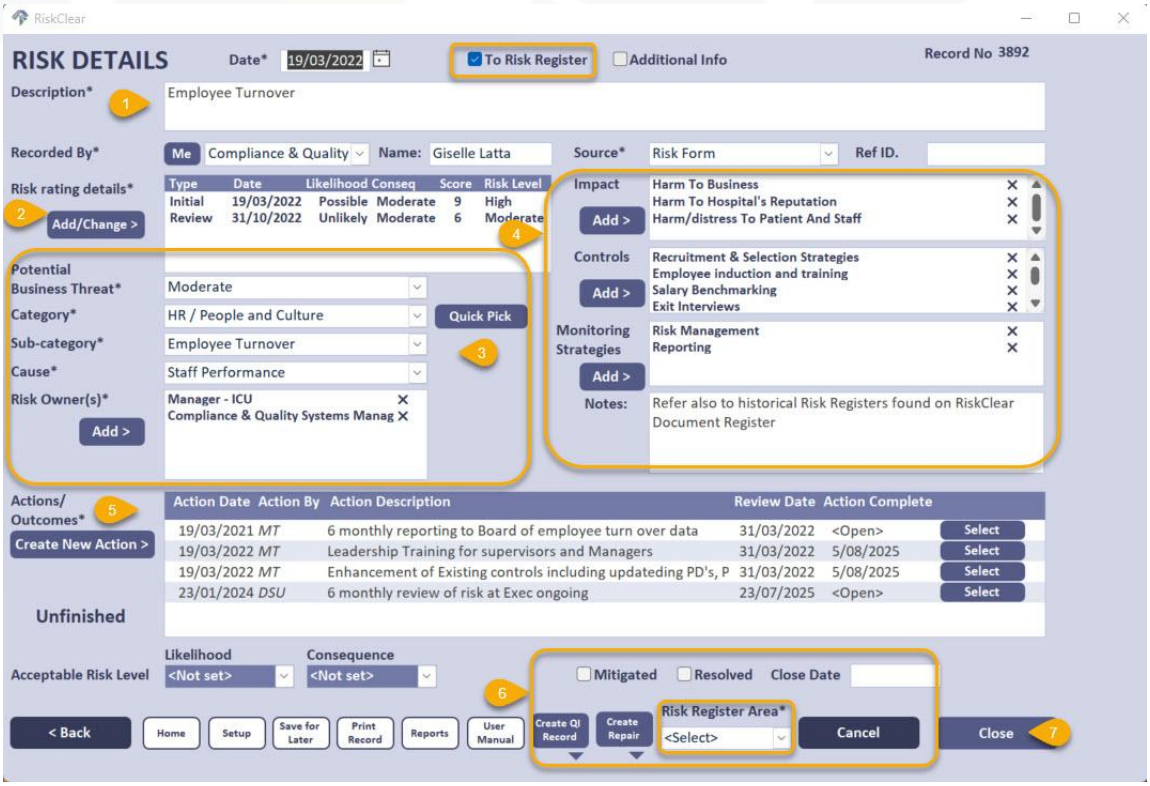
- ✓ Tick whether the record requires **risk analysis, involves feedback** or not. If it, does you will be directed to those screens. You can also click **Save for Later** if needed.
- ✓ **Other information** includes notifiable events, workers compensation, Clinical Trial patient etc
- ✓ Note you can also **create a linked record** if the incident relates to a **clinical indicator** or **infection record** – and you can also create a linked **QI (quality improvement)** record
- ✓ ***** denotes a **mandatory** field
- ✓ In the instance where an **incident involves staff member/s,** there is a **multiple people** drop-down selector to enable all staff involved in the incident to be recorded/listed (below).



ENTERING A RISK/HAZARD INTO RISKCLEAR

Click **New Risk/Hazard** on the **Safety Tab/Page**

STEP ONE: Enter the **Date**, **Time,** and **Risk Description** and **Reported By** details. You can also tick the **To Risk Register** box if you wish this record to appear on the Risk Register and what Risk Register Area (e.g., Clinical, Business, WHS, etc)
STEP TWO: Complete **Risk Rating details** by clicking **Add/Change** and use the inbuilt risk matrix to determine the risk level.
STEP THREE: Select the **Potential business threat**, **Category** and **Sub-category** as well as the **Cause** and assign the **Risk owners** by clicking on the **Add>** button.
STEP FOUR: Click **Add>** to list **Impact, Controls** and **Monitoring strategies.**
STEP FIVE: Click **Create New Action** to complete and assign actions to mitigate or resolve the risk.
STEP SIX: Tick the **mitigated** or **resolved box** and assign an acceptable risk level (optional). Click on Summary to close and save the record and to proceed to the summary page.
STEP SEVEN: Enter the Close Date (remembering that all actions need to be closed off before the risk record can be closed. Click **Close/Summary>** to save the record and proceed to the Summary Page/Screen.



Note: you can also **Create QI (Quality Improvement) Record** if the risk record requires quality improvement actions to help mitigate or resolve. **Creating QI record** will also link it to this Risk record. You can also **Create Repair** if a risk highlights the need for a repair to be completed as part of the risk management process. **Creating Repair** record will also link it to this Risk record and vice versa.
*** = mandatory fields**

ENTERING FEEDBACK INTO RISKCLEAR

Click **New Feedback** on the **Safety Page**

STEP ONE: Select from the top of the page whether it is a **Complaint, Suggestion** or **Compliment** record. Select complaint for the example below.

STEP TWO: Type in a **description** of the complaint.

STEP THREE: Fill in the Complainant details (this is the person making the complaint or acting on behalf of another)

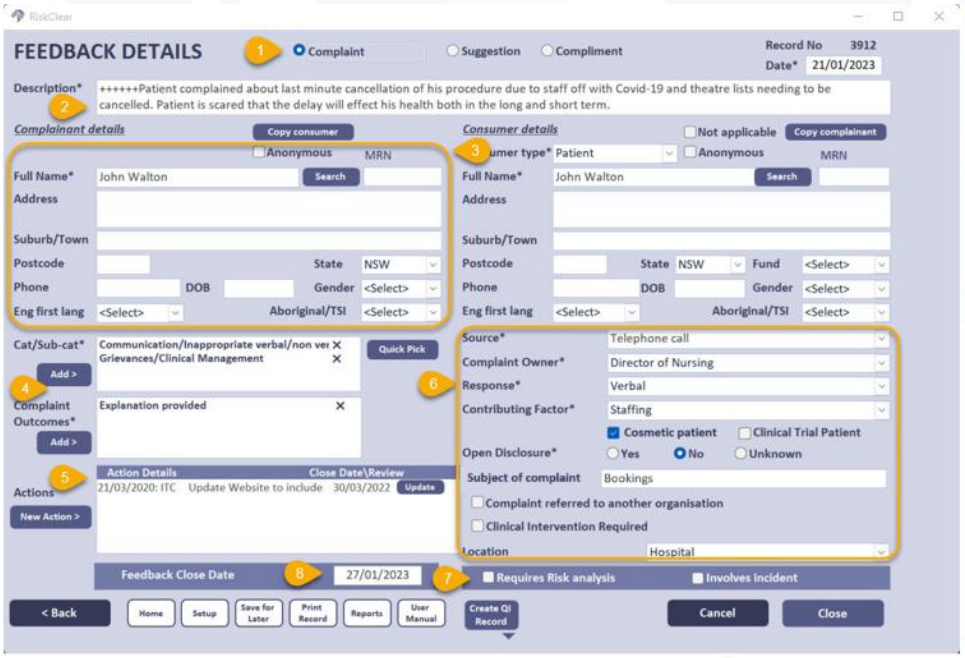
STEP FOUR: Select the **Category/Sub-category** by clicking **Add/Chng>** and the **Complaint Outcomes** by clicking **Add>**

STEP FIVE: Add any actions required to address the complaint by clicking **New Action>**

STEP SIX: Complete **the Source, Complaint Owner, Response, Contributing Factor, Open Disclosure, Subject of Complaint, Referral and Location** fields, and tick if the patient is a Cosmetic or Clinical Trial patient

STEP SEVEN: Enter the Feedback Close Date (remember any actions created need to have a close date to be able to close the entire record.

STEP EIGHT: Enter the Close Date (if able) > click on **Close/Summary** to take you to the **Summary Page** and save this record.



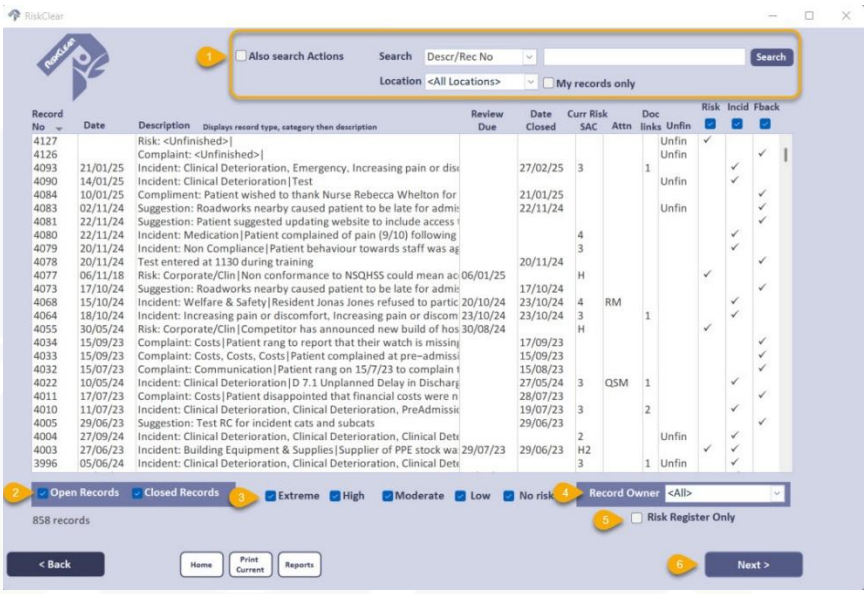
*The other 2 feedback functions are Suggestion and Compliment and can be selected by clicking on **Suggestion** or **Compliment across the top of the Feedback Details page**. Both pages are similar to complete (as per right hand side of the diagram below).*

- ✓ Enter a description of the suggestion or compliment and by whom.
- ✓ Enter name of the person making the compliment or suggestion
- ✓ Type in any response.
- ✓ Enter the close date and click on summary to save the record and move to the Summary page.

SEARCHING RECORDS IN RISKCLEAR

Click **Search RiskClear** to open this screen **>** You can search/see <u>all</u> risk, incident and feedback records that have been entered.

You can search the following ways:



1. Description/Record Number/MRN, Location and tick **also search actions**. You can also tick the **My Records only** box.

2. Open and/or **Closed** Records

3. By **Risk Rating**

4. By **Record Owner**

5. **Risk Register** only

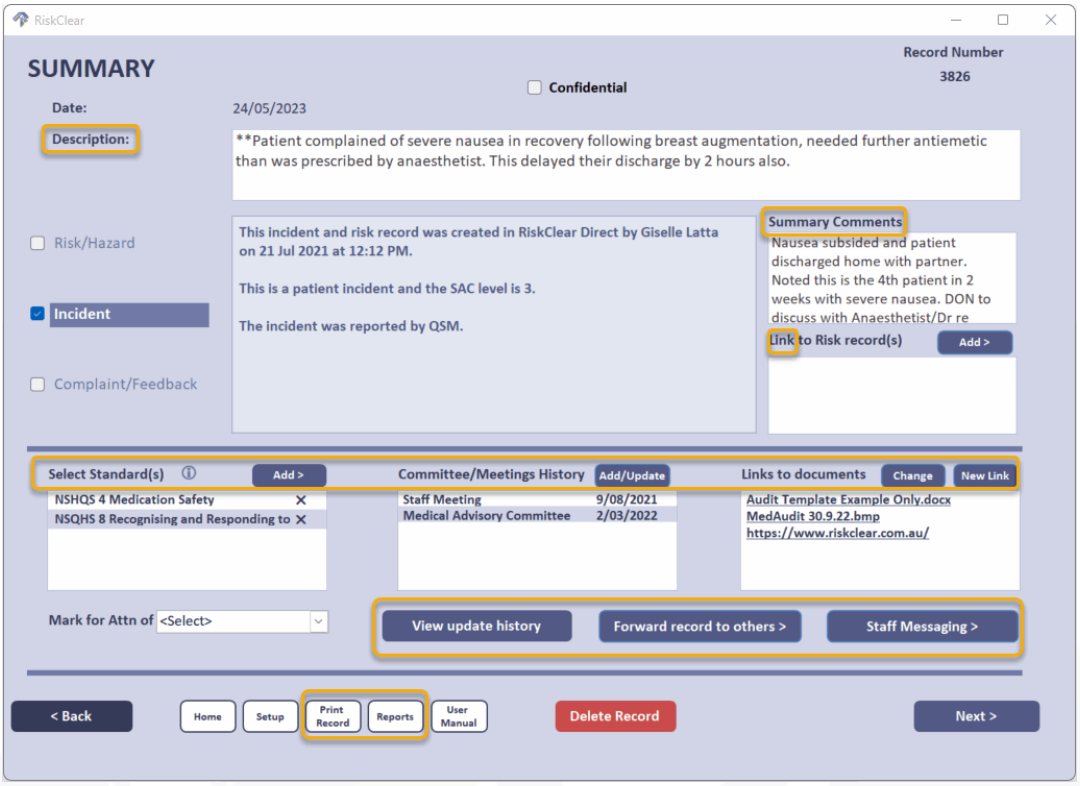
6. Confidential Records only (only visible to those with access)

You can also access a suite of reports by clicking **Reports**

Clicking on any of the listed **records** (diagram above) will open a **Summary Page** (diagram to right >) of the RiskClear record. On this page as well as a summary of the record you can **link the record** to others, **link documents**, **select Standard/s** and **flag it to discuss at a meeting.**

Other functions include **viewing the update history** of that record, **forward record** to others and **staff messaging of feedback to staff involved**. The record can be **marked for the attention** of as well as be printed off.

You can also click **Reports** to go to the extensive Reports suite.



Clicking on any of the listed **records** will open a **Summary Page** (above). On this page as well as a **summary** of the record you can **link the record** to others, **link documents**, **select Standard/s** and **flag it to discuss at a meeting.**

Other functions include **viewing the update history** of that record, **forward record** to others and **staff messaging of feedback to staff involved**. The record can be **marked for the attention** of as well as be printed off.

You can also click **Reports** to go to the extensive Reports suite.

FOR RISKCLEAR DIRECT USERS

RISK, INCIDENT AND FEEDBACK MANAGEMENT IN RISKCLEAR DIRECT

Risk, Incidents and Feedback can be entered into ***RiskClear Direct*** via the **Safety Tab** by clicking on **New Incident, New Risk/Hazard,** or **New Feedback.** Clicking the **Learning Resources symbol** will take you to user guides and videos.

RiskClear Direct is utilised by general nursing and administration staff for a convenient streamlined experience.
Staff report incidents, hazards and feedback and nominated management staff are notified via email of the new RiskClear Direct record. The manager can then analyse, assign further actions, and finalise the record. RiskClear provides feedback to the staff member via **messaging log** and email.

DEFINITIONS:

INCIDENT	An event or circumstance which lead to an unintended and/or unnecessary harm to a patient/ consumer / business *(an incident has happened).*
RISK	An event or circumstance which could lead to unintended and/or unnecessary harm to an individual or business *(a risk could happen).*
FEEDBACK	Views and opinions of patients and service users on the care they have experienced.

ENTERING AN INCIDENT INTO RISKCLEAR DIRECT

Click **New Incident** on the **Safety Tab**

STEP ONE: Select from the pulldown menu whom the incident involved (e.g. patient, staff, resident etc) and enter the incident date and time. Click **Me** or type in Reporter's name.

STEP TWO: Enter a **description** of the incident.

STEP THREE: Select the **Location, Area,** and **Contributing Factor.**

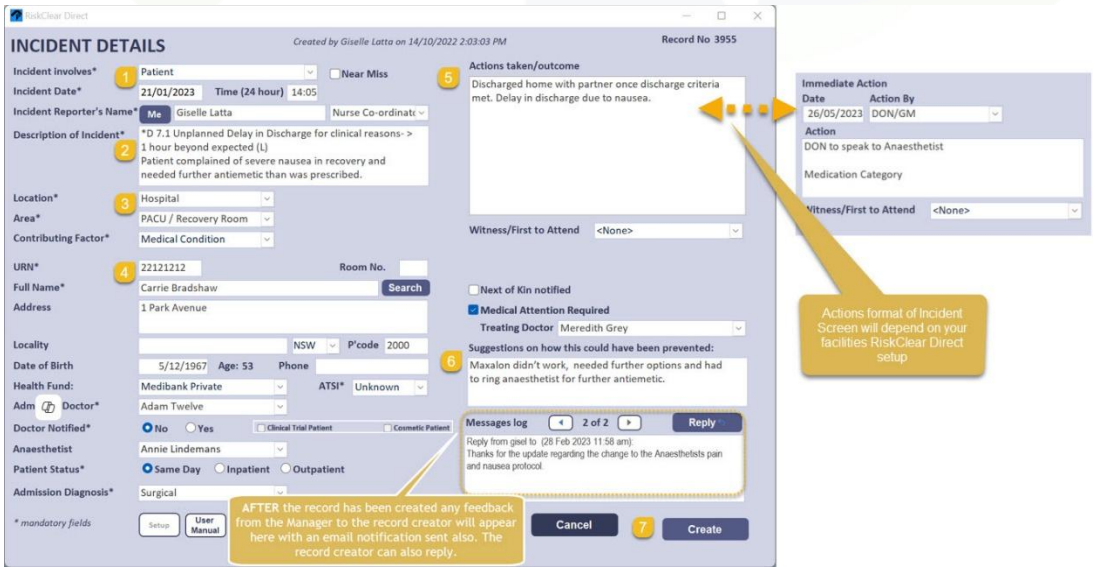
STEP FOUR: Complete patient **Name, MRN/*Resident ID, Dr (or *Primary Physician) details** and **Patient status.** You can also tick if they are a Cosmetic or Clinical Trial Patient.

STEP FIVE: Enter any **actions/or outcomes**.

STEP SIX: Enter any **suggestions.**

STEP SEVEN: Click **Create** to create and save the record.

Nominated management staff are notified via email of the new RiskClear Direct record. The manager will review, assign further actions, and finalise the record. RiskClear provides feedback to the staff member of the outcome of their reported event via the messages log



*Note: You can click **UserMan** to view the RiskClear Direct User Manual*

** = mandatory fields*

ENTERING A RISK/HAZARD INTO RISKCLEAR DIRECT

Click **New Risk/Hazard** on the **Safety Tab**

STEP ONE: Enter the **Date**, **Reporters Name** and **Reporters Position** details.

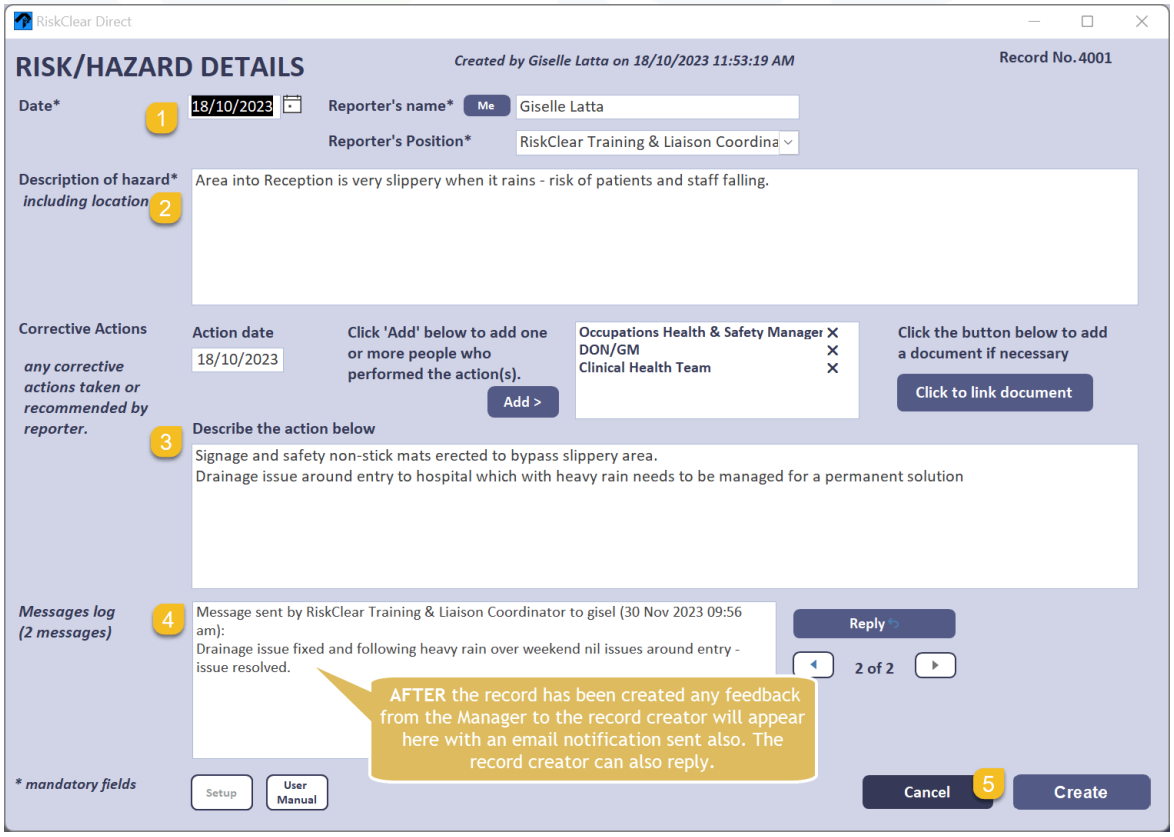
STEP TWO: Enter a **Description of Hazard** including location.

STEP THREE: Enter any **Corrective Actions** taken.

STEP FOUR: Message Log is where any comments or feedback from management will appear.

STEP FIVE: Click **Create** to complete and save the record.

Nominated management staff are notified via email of the new RiskClear Direct record. The manager will then review, assign further actions, and finalise the record. RiskClear provides feedback to the staff member of the outcome of their reported event via Message Log and



*Note: You can click **UserMan** to view the RiskClear Direct User Manual*

** = mandatory fields*

ENTERING FEEDBACK INTO RISKCLEAR DIRECT

Click **New Feedback** on the **Safety Tab**

STEP ONE: Select from the top of the page whether it is a **Complaint, Suggestion** or **Compliment**.

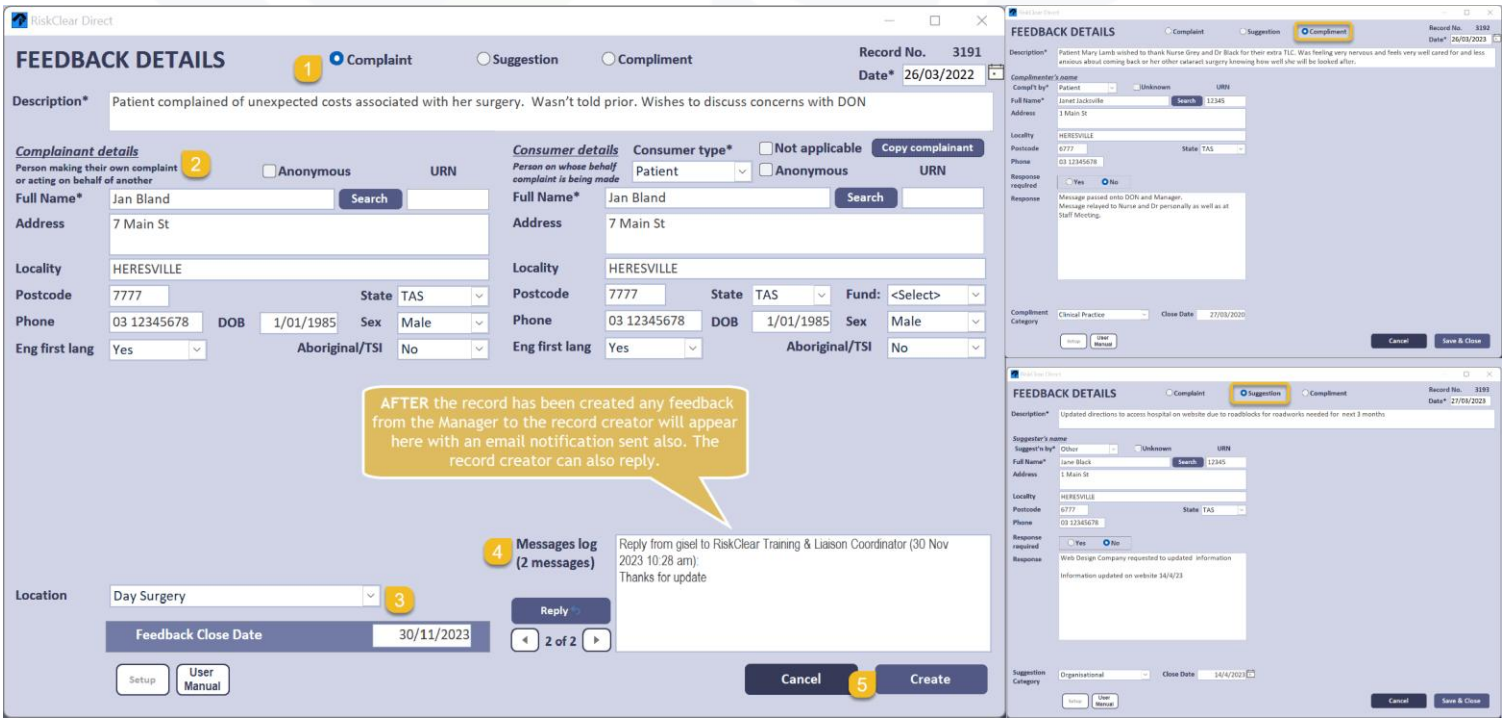
STEP TWO: Type in a **description** and enter the **date.**

STEP THREE: Fill in the **details of the person** making the complaint, suggestion, or compliment.

STEP FOUR: Note if a **response is required**. Any updates from your Manager using RiskClear will show here also. **Select the Feedback category** and enter the **Close Date** if appropriate or leave for Manager.

STEP FIVE: Click on **Create** to create and save this record.

Nominated management staff are notified via email of the new RiskClear Direct record. The manager will then review, assign further actions, and finalise the record. RiskClear provides feedback to the staff member of the outcome of their reported event.

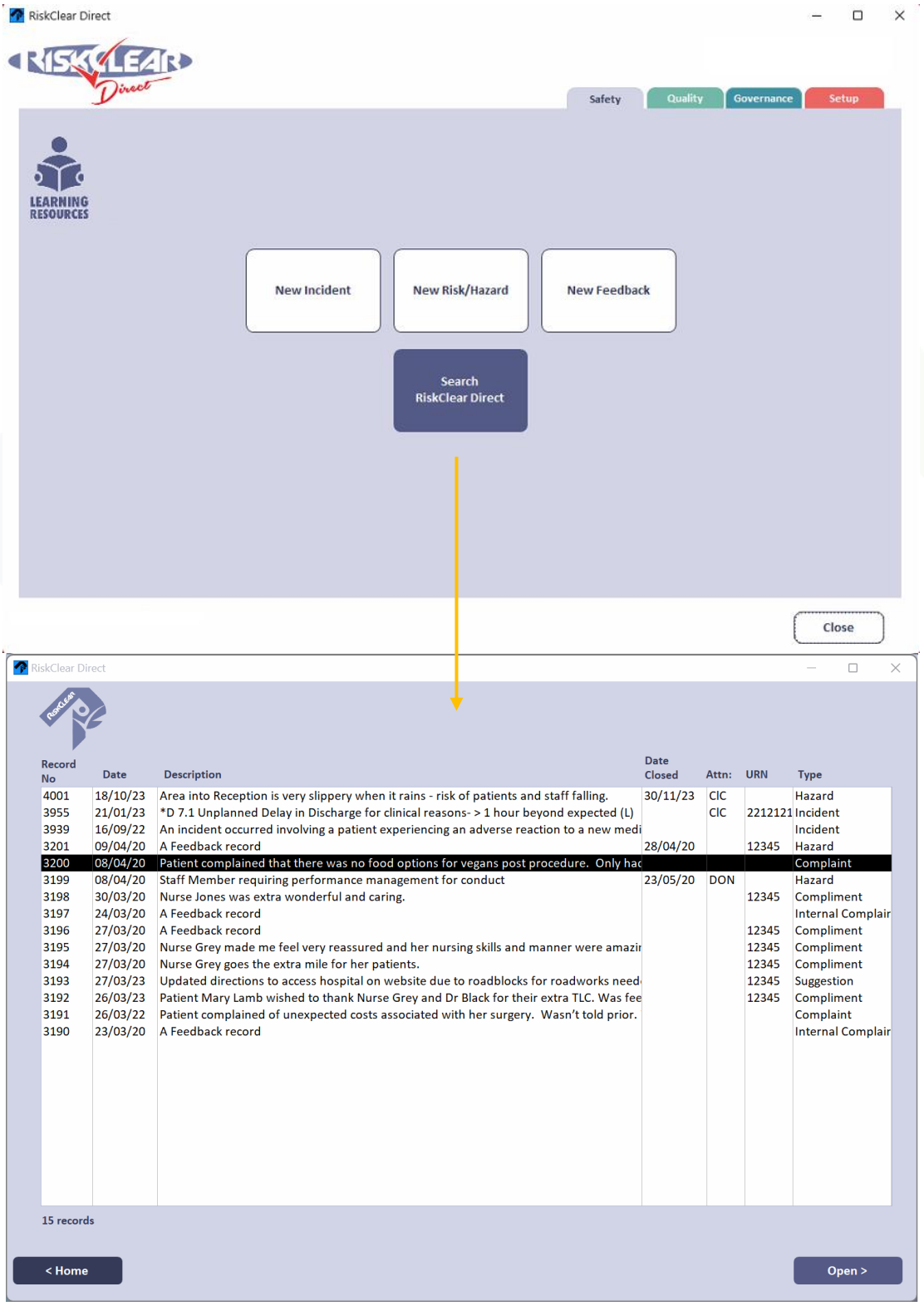


Note the Compliment and Suggestion Screens are similar (as shown above right) in diagram.

** = mandatory fields*

SEARCHING RECORDS IN RISKCLEAR DIRECT

Click **Search RiskClear Direct** and you will see a list of the records that (only) you have entered into RiskClear Direct.



APPENDIX A – INCIDENT SEVERITY RATINGS HOSPITALS & HEALTHCARE

Incident Management in Healthcare requires a standardised objective measure of severity (or degree of harm) to be allocated to each incident. The purpose of this is to determine the level of investigation and action required.

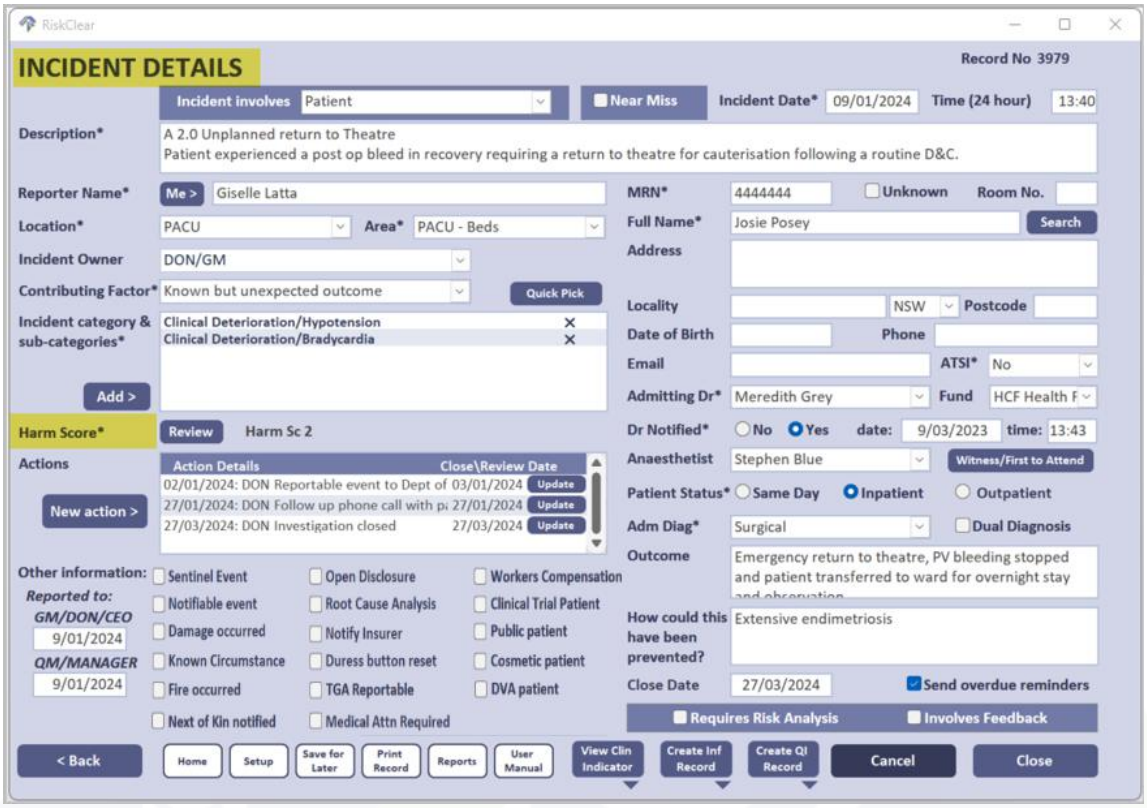
- *Please refer to your Health Service's Incident Management Policy and Procedures for relevant information.*
- *You can also refer to the* Incident management guide | Australian Commission on Safety and Quality in Health Care *for further information including State-based resources*

RiskClear enables users to objectively measure the severity of an incident. Each State in Australia utilises their own objective measure to measure the severity of an incident and this field will display differently according to the state you are in.

Incident Example (refer to diagram below)
Incident Details *– Patient experienced a post operative bleed requiring a return to theatre for cauterisation following their booked D&C procedure. (SAC/ISR/HARM SCORE = 2)*

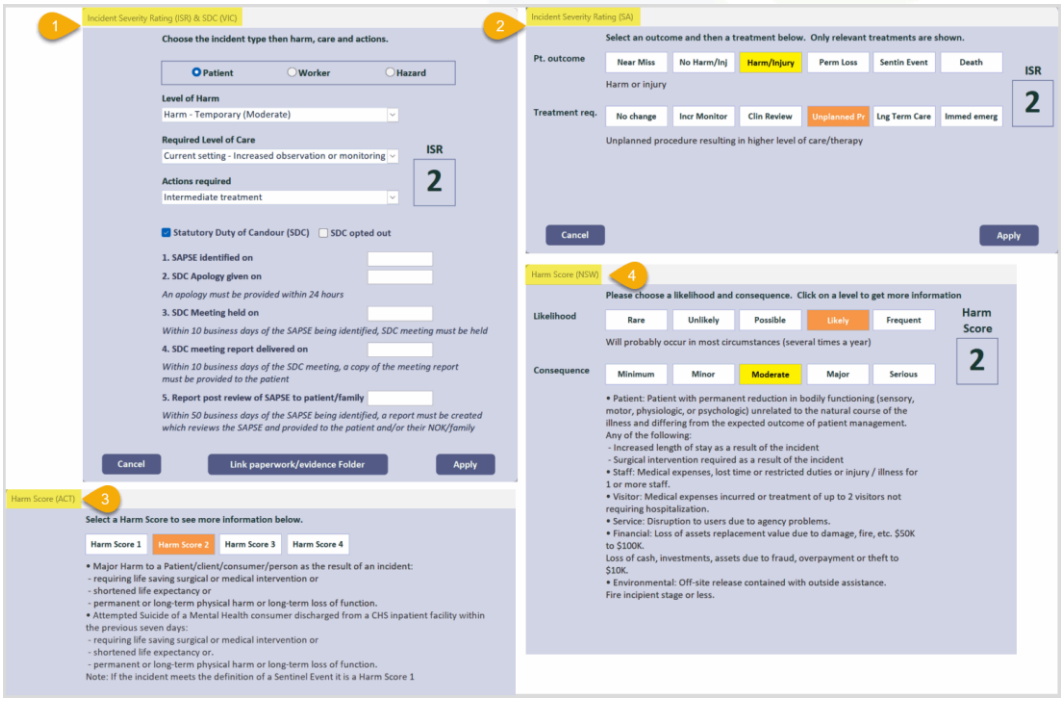
To determine the **Harm Score/ Incident Severity Rating (ISR) or Severity Assessment (SAC)** in RiskClear use the ''Set'' button (or select from drop-down selector) to access the Harm/Severity Scoring Matrix.

Once a rating has been set the **Set>** button will say **Review**

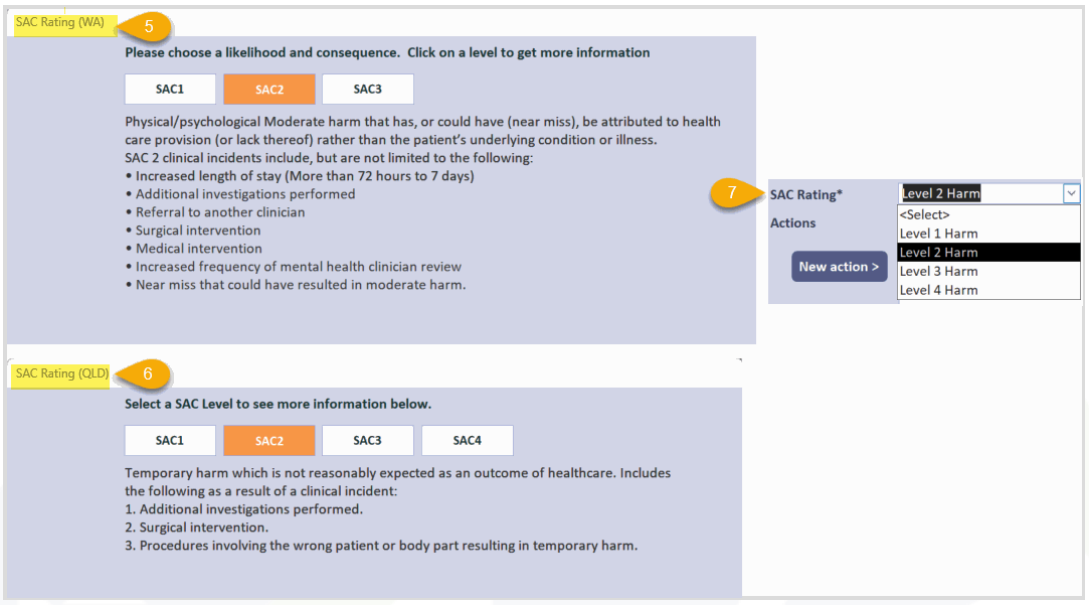


***State Based Harm Score/Incident Severity Ratings are calculated within RiskClear (based on information provided by *State Health Departments)**

- **For Clients in (1) VIC, (2) SA, (3) ACT & (4) NSW** the selector will allow for the selection of the SAC level by choosing a Consequence and Likelihood. As you click each option a full definition description will appear underneath.



- **For clients in (5) WA and (6) QLD** the selector will show SAC 1 – 3 and SAC 1 – 4, respectively. As you click each level a full definition will appear underneath.
- For (7) other states/territories, the standard original SAC drop-down selector will appear.



APPENDIX B – INCIDENT RATINGS (SIRS) AGED CARE

Incident Management Systems in Aged Care are required to safeguard older people and to acknowledge, respond to and effectively manage and learn from incidents. The Serious Incident Response Scheme (SIRS) is a nationwide initiative and responsibility for providers to manage and take reasonable steps to prevent incidents and focus on the safety, health, and wellbeing of aged care consumers.

- *Please refer to your Aged Care Service's Incident Management Policy and Procedures for relevant information.*
- *Refer also to the Incident management | Aged Care Quality and Safety Commission resources for further information.*

In RiskClear you are required to select from the **Incident Type** and **Reportable Level** dropdowns which determine the ***SIRS rating and action required***.