

SUPERVISOR INSTRUCTIONS

1. After one of your employees submits an incident report you will receive an email with a link to that incident investigation. Open the link in your internet browser (Google Chrome, Microsoft Edge, or Internet Explorer are recommended). See sample email below (content of the email you receive may be different):

From: notifications-noreply@rochester.edu **Sent:** Monday, October 1, 2018 11:25 AM **To:** Supervisor Name
Subject: ***Action Needed: Incident Investigation Required*** Incident #: XXXXX, Employee: Last Name, First Name

Hello
Last Name, First Name (Empl ID#) reported an event on 10/01/2018 for an incident which occurred on 10/01/2018 at approximately 10:00 AM.

You are responsible for completing the incident investigation within 2 business days.

If this has been sent to you in error, please contact EH&S at 275-3241.

Incident #: XXXXX
Event Type: Employee Injury/Illness
What Happened: Description
Please contact EH&S at 275-3241 if you need assistance in completing the review/investigation

INSTRUCTIONS
Please click on this link or copy and paste it into your browser to open the Supervisor's Instructions (pdf file)
<http://www.safety.rochester.edu/incidents/SupervisorInstructions.pdf> and follow the steps to complete the investigation.

TO START THE INVESTIGATION
Click on the link below to log into Employee Incident Reporting system, click on My Work and locate the applicable Incident:
PORTAL:
<https://rochester.aspc16.medgate.com/gx2/portalregistration/login.rails>
*****PLEASE DO NOT REPLY TO THIS EMAIL*****

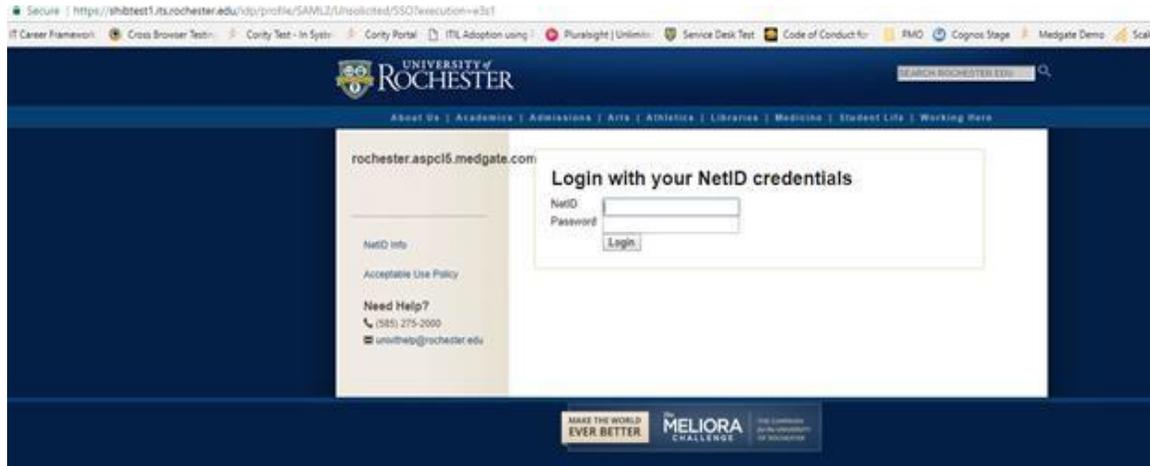
Note:
EH&S will review your incident investigation when it is complete. If you do not hear from us, you can assume that no further action is needed on your part.

If you need assistance or have questions, please contact Environmental Health & Safety (EH&S) at 275-3241.
You may also visit our website for additional information -
www.safety.rochester.eduSMH115.html and review the links on the left side of the page.

- a. If you cannot find this email you can login to the Portal and the Incident will appear under "Home".

SUPERVISOR INSTRUCTIONS

2. You must log-in using you HRMS NetID and password.



3. Once you login you will see a page where any incidents that have been reported by employees you are responsible for will appear.

Incident Icon	Incident Title	Date
	Inv Supervisor Incident #: 12257 Incident Location:685 MT HOPE (FAIRBANK) :-	01/17/2018
	Inv Supervisor Incident #: 10169 Incident Location:Medical Center :-	01/10/2018
	Inv Supervisor Incident #: 10173 Incident Location:Mount Hope Campus :-	01/10/2018

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4. Select the Incident you would like to investigate.

SUPERVISOR INSTRUCTIONS

- On the following page you will see six tabs – the first four are the ones you need to work with.

Supervisor Incident Investigation (Portal) ⓘ

Incident | BBFE/Pt. Handling Addt Questions | Cause | Findings & Actions | Injuries/Illnesses | Related Event Reports

Save | Cancel | Actions

Layouts | Supervisor In

- Complete each tab in order from left to right
 - You MUST click the SAVE button before moving on from one tab to the next or any work you have completed will be lost.
- General tips on filling out any of the forms
 - Required fields will be indicated by yellow boxes and red asterisks, optional fields will appear in white boxes, fields to be left blank will appear in grey boxes.

Home | myWork | Report Event

Supervisor Incident Investigation (Portal) ⓘ

Incident | BBFE/Pt. Handling Addt Questions | Cause | Findings & Actions | Injuries/Illnesses | Related Event Reports

Save | Cancel | Actions

Layouts | Supervisor Incident In...

Instructions

- Fill out all known information below. Required fields are denoted in yellow.
- Navigate to all tabs, from left to right, and fill out all known information.
- When you are satisfied that all information entered is complete, select the action labeled Mark Investigation Complete from the Actions drop-down button.
- If this isn't a blood exposure or safe patient handling, you do not need to complete the Blood Exposure/Pt. Handling Addt Questions tab.

Investigation Approvals

Investigating Supervisor * [dropdown] Incident # 12257

Supervisor Comments [text area] ← Optional

Investigating EHS * [dropdown] EHS Approval Date mm/dd/yyyy

EHS Comments [text area]

Incident Details

Incident Date * 01/17/2018 Incident Time * 09:15 AM ← Required

On Premises

Incident Location * 685 MT HOPE (FAIRBANK)(064) Location Type * Office(INT036) ← Required

Location Comments Cut finger with papercutter

Additional Information

- Fields that have a tree icon  are groups of items that are multi-layered so that you can select the most exact description available. You can expand the section by clicking on the (+) icon, or collapsing the section by clicking on the (-) icon.

SUPERVISOR INSTRUCTIONS

- c. Fields identified with the magnifying glass - 🔍 - are limited to those selections provided. Click on the magnifying glass to open the option window and select the best answer. If the list is long, you can scroll using the scroll bar on the right. You can search the options available by using an asterisk (*) as a wild card at the beginning or end (or both) of the term you are looking for. Example: In the description box at the top of the list type *Smith, *Smith*, *fall, *fall*.
- 7. Review the information provided in the *Incident* tab. Be sure to fill in any required fields that have been left empty. Remember to click the Save button at the top if you have made any changes or additions before moving on to the next tab.
- 8. The second tab, *BBFE/Pt. Handling Addt Questions*, should be filled out **only** if the Incident in question included blood or bodily fluid contact, needlesticks, or patient handling.

Supervisor Incident Investigation (Portal) ⓘ



- a. If this does not apply, simply skip this tab and move on to the next.
- b. If this does apply, you will not be able to submit your report until this section is complete.
- c. If you need assistance with completing this tab, please call the EH&S office at 275-3241.

- 9. For the third tab, *Cause*, you must select the “Edit” tool to enter information.

Incident Investigation ↻ ⓘ



INSTRUCTION: Please press 'Edit' below to complete the questionnaire. (MG-000676)

Cause Analysis

 [Edit](#) ←

Question

Click on "Edit" above to start the questionnaire, then please consider what can be done TO PREVENT OR LESSEN THE CHANCE THAT A SIMILAR INVESTIGATION!!!

Describe the cause(s) of this incident in box at right. Please consider equipment, work environment, PPE, and personal factors. Why did it Did any of the factors listed contribute to this incident? (Check those that apply)

PLEASE SAVE before moving to the Findings & Actions tab. Consider what can be done differently going forward to help prevent a similar incident. equipment changes, work practices, training, and PPE (PPE should be a last resort).

In completing the Findings & Actions section you need to create a formal finding and follow-up action per above instruction, assign it to a person

SUPERVISOR INSTRUCTIONS

Follow all directions steps. Use freeform field to describe the cause of the incident. Also, complete the factors that contributed to the incident. **PLEASE SAVE WHEN COMPLETE.**

INSTRUCTION: Please press 'Edit' below to complete the questionnaire. (MG-000676)

Cause Analysis

[Save](#) [Cancel](#) [Actions](#)

Question

Click on "Edit" above to start the questionnaire, then please consider what can be done TO PREVENT OR LESSEN THE CHANCE THAT A SIMILAR INCIDENT COULD OCCUR IN THE FUTURE. !!!SAVE YOUR RESPONSES AND THEN COMPLETE THE FINDINGS & ACTION TAB BEFORE CLC INVESTIGATION!!!

Describe the cause(s) of this incident in box at right. Please consider equipment, work environment, PPE, and personal factors. Why did it happen? What factors contributed to it happening? *

Response

Did any of the factors listed contribute to this incident? (Check those that apply)

Complacency
 Fatigue
 Frustration
 N/A
 Rushing

PLEASE SAVE before moving to the Findings & Actions tab. Consider what can be done differently going forward to help prevent a similar injury from happening again in the future. Please consider in this order of priority: elimination/substitution to less hazardous mater equipment changes, work practices, training, and PPE (PPE should be a last resort).

In completing the Findings & Actions section you need to create a formal finding and follow-up action per above instruction, assign it to a person, along with an expected completion date

- Once you complete the Cause tab, you must move to the Findings & Actions tab next. This tab is designed to prevent a future similar injury from happening again. You will need to create a formal finding and follow-up action. Assign the action to someone who can assist with the prevention. It is most important to e-mail the individual you have assigned this Finding & Action to, so they are aware of the assignment, and also provide a brief summary of what happened as background information for that person.

Incident Investigation ↶ ⓘ

Incident BBFE/Pt. Handling Addt Questions Injuries/Illnesses Contacts Cause **Findings & Actions** Docu

Findings/Actions - Click on the Finding Date to Open Record

[New](#) [Delete](#) [Actions](#)

<input type="checkbox"/> Finding Date ↓ 1	Incident Location	Finding Type	Finding Details	Risk [Descript
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Go To Top Showing

- To get started, click on New, and then fill in Finding Details (a brief summary of what is wrong and needs to be corrected).
- Then fill out the Actions portion of the page with the specific actions that need to be taken to rectify the situation/prevent future incidents. Assign the action to yourself or another employee preferably in your own department. If you need to involve someone in another department, we recommend you make contacting that department or person your action item so that you can complete this step. **PLEASE REMEMBER TO SAVE WHEN COMPLETE.**

SUPERVISOR INSTRUCTIONS

The screenshot shows the 'Safety F&A - Main' interface. At the top, there are tabs for 'Finding & Actions' and 'Documents'. Below the tabs are navigation buttons: 'New', 'Save', 'Delete', 'Cancel', and 'Actions'. The main content is divided into several sections:

- Finding Details:** Includes fields for 'Source' (Safety Incident), 'Source Id' (29755), 'Finding Date' (03/04/2020), and 'Finding Id'. A red arrow points to the 'Finding Details' text area.
- Demographics:** A section header.
- Action:** Includes 'Action Details' (a large text area with a red arrow pointing to it), 'Action Type' (a dropdown menu with a red arrow), 'Due Date' (a date field), 'Action Id' (a search field with a red arrow), 'Assigned To' (a user selection field with a red arrow), and 'Workflow' (Action Open (ACTN-OPEN)).
- Completion Details:** Includes 'Completed By', 'Date Completed', 'Verified By User', 'Verified Date', 'Action Rating', and 'Verification Comments'.

At the bottom, there are navigation buttons: 'New', 'Save', 'Delete', 'Cancel', and 'Actions'.

13. If you need to add more Actions you can use the Actions button at the top of the screen and select “Add New Action to Finding”.

The screenshot shows the 'Finding (w/ Risk) & Actions' interface. At the top, there are tabs for 'Finding & Actions' and 'Documents'. Below the tabs are navigation buttons: 'New', 'Save', 'Delete', 'Cancel', and 'Actions'. The main content is divided into several sections:

- Finding Details:** Includes fields for 'Source', 'Finding Date', 'Finding Details', 'Finding Type', 'Probability1', and 'Risk'. A red arrow points to the 'Actions' button at the top.
- Employee Work Demographic:** A section header.
- Action:** Includes 'Action Details' (a large text area) and 'Action Type' (a dropdown menu showing 'Engineering (ENG)').

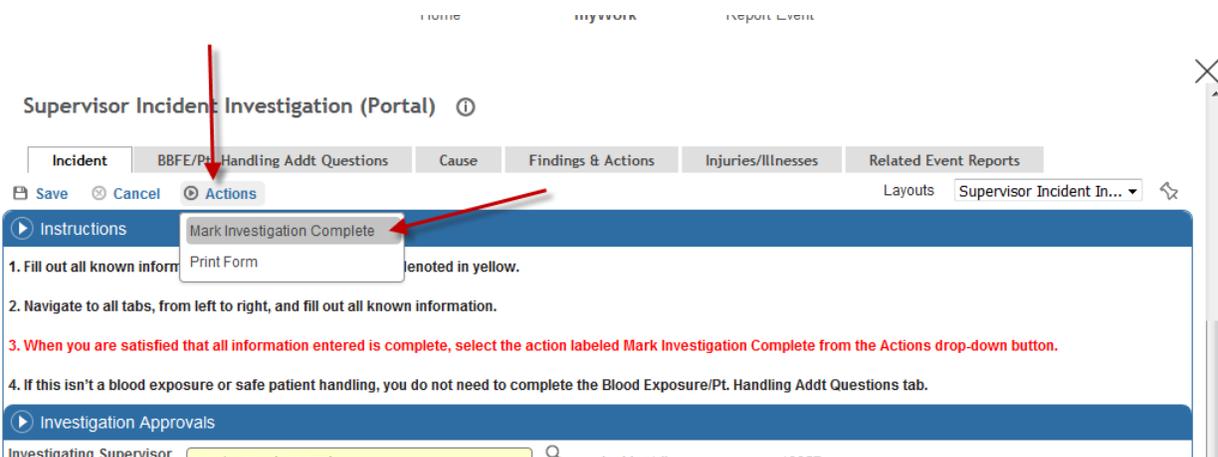
A dropdown menu is open from the 'Actions' button, with the following options: 'Add New Action To Finding', 'Show Finding Record History', 'Show Action Record History', 'Copy Action', 'Delete Action', 'Email', 'Open Document', 'View Recurrence Settings', 'Save Layout', and 'Edit Layout'. A red arrow points to the 'Add New Action To Finding' option.

14. **BE SURE TO SAVE YOUR WORK AT THIS POINT!**

15. To return to the *Findings & Actions* tab you must use the back arrow () beside the title *Finding (w/ Risk) & Actions*.

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- No action is required on your part for the Injuries/Illness tab which contains additional information regarding the cause and nature of injury or the Related Events Reports tab which shows the information originally entered by the employee.
- Once you have insured that all required fields have been filled and that all Actions are assigned, return to the Incident tab, select the “Actions” button and click “Mark Investigation Complete”.



- At this point the investigation will be sent to Environmental Health and Safety to be reviewed.
- You will be notified once EH&S has reviewed and completed the investigation if further actions are required.
- For further assistance, contact the EH&S Office at 275-3241.

ADDITIONAL STEPS TO COMPLETE ASSIGNED ACTION ITEMS

A notification email will be sent to the person assigned any of the action items in step 11-12 above. That person will need to fill out the Completion Details section on the same page and click Save.