Things to remember..

- An eRAF does not replace charting in the electronic medical record (EMR).
- Do not reference the eRAF in the EMR.
- Do not copy, print or distribute or publish the eRAF.
Objectives

- To achieve risk management goals and create a culture of trust and safety awareness for patients, visitors, and staff, ALL UHS employees need to be risk managers. Overall, the main objective is to IMPROVE PATIENT CARE.

- By the end of this module you will learn how to:
  - Recognize an event that needs to be reported
  - Report an On the Job Injury (OJI) to Employee Health
  - Use MIDAS to create and Submit eRAF\'s to Risk Management
RL Solutions vs. Midas

- Midas is the new system that is replacing RL Solutions.
- MIDAS is simple
- eRaf’s have never been easier to complete!
- Remember: When in doubt, fill it out.”
What gets reported?

Contact Risk Management if in doubt regarding other events. **REMEMBER:** “When in doubt fill it out.”

- Near Misses
- Slips, trips and falls involving patients and visitors
- Medication errors
- Elopements
- Sentinel events
  - An event involving death or serious physical or psychological injury, or risk thereof.
Continue: What gets reported?

- Wrong sponge and needle counts
- No informed consent
- Allegations of abuse, neglect, illegal, unprofessional or unethical conduct toward a patient, to include: Patient to patient abuse or staff to patient abuse.
Continue: What gets reported?

- Delay in care
- Wrong patient identification
- Mislabeling or no labeling of specimens
- Failure to respond to calls/pagers
- Workplace violence
Continue: What gets reported?

- No admission orders
- Controlled drug count discrepancies
- Equipment malfunction
- Device malfunction
- Equipment user-error
Who files an eRAF

- Anyone involved
- Anyone who witnesses
- Anyone who is aware
System Access

- From the Intranet
  1. Under Clinical Apps tile
  2. Click Submit an eRAF
  3. Select the appropriate form
Complete eRAFs

- Enter the date of the event. Then either select Patient or Non Patient.

  **Note:** Only admitted or pre-registered patients are classified as a patient. When an incident or event is reported by a family member select Patient under Affected Individual. Select Non-Patient under Affected Individual to enter OJIs or when the affected individual is not a registered or current patient.

- Click Next to continue.
Make sure all fields that are applicable to the event are specified on the form. **IMPORTANT:** All bold letter text fields are mandatory on all forms.

- Make sure to include an explanation if Other is selected under the Event Type. Use the Description Event text box.

Use [ plus floor number “F8” to get location or type in location code.

Use “n” to enter present time

If an event type is not listed use Other. Make sure to be specific in the Description of Event

If any fields do not apply leave blank

Continue info. on next screen.
Continue: Complete eRAFs

**IMPORTANT:** The *Investigation* part is filled out by the department Supervisor/Manager.
NOTE: Once Submitted no editing can be done. Risk Management is the only department that can release the eRAF.
Contact Information

- If you have any questions, comments, or concerns contact Risk Management.
  - Risk Management, ms 67-1
    - University Health System
    - 4502 Medical Drive
    - San Antonio, Texas 78229
    - Phone: (210) 358-1345
    - Fax: (210) 358-4702
    - Pager: (210) 203-4802 - Emergency contact after hours
  - Email Risk Management Pager
  - Risk Management Team
    i. Sidney Nau, Director- (210) 358-2209
    ii. Risk Management Main Line, Executive Assistant- (210) 358-1345
    iii. Dina Miller, Coordinator- (210) 358-4108
       - Dina.Miller@uhs-sa.com
    iv. Kristine Talamante, Sr. Analyst- (210) 358-2935
       - Kristine.Talamante@uhs-sa.com
    v. Margaret Colby, Peer Review Coordinator- (210) 358-4031
       - Margaret.Colby@uhs-sa.com
Questions

Questions? Contact Risk Management