

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

<b>NAME OF DOCUMENT</b>	Excessive Patient Registration User Errors – Patient Administration System (PAS)
<b>TYPE OF DOCUMENT</b>	Procedure
<b>DOCUMENT NUMBER</b>	SESLHDPR/225
<b>DATE OF PUBLICATION</b>	August 2018
<b>RISK RATING</b>	High
<b>LEVEL OF EVIDENCE</b>	National Standard 1
<b>REVIEW DATE</b>	August 2020
<b>FORMER REFERENCE(S)</b>	Nil
<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	Flora Karanfilovski Director - Health ICT <a href="mailto:Flora.Karanfilovski@sesiahs.health.nsw.gov.au">Flora.Karanfilovski@sesiahs.health.nsw.gov.au</a>
<b>AUTHOR</b>	Health Information Managers – SESLHD and ISLHD.
<b>POSITION RESPONSIBLE FOR THE DOCUMENT</b>	Phillip Grant, Health ICT - Senior Analyst Application Support <a href="mailto:Philip.Grant@health.nsw.gov.au">Philip.Grant@health.nsw.gov.au</a>
<b>KEY TERMS</b>	iPM, Patient Administration System, data error, user access
<b>SUMMARY</b>	The document describes the process of addressing users that have created errors in selecting the incorrect patient; therefore potentially impacting clinical care.

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

**This Procedure is intellectual property of South Eastern Sydney Local Health District.  
Procedure content cannot be duplicated.**

Feedback about this document can be sent to [seslhd-executiveservices@health.nsw.gov.au](mailto:seslhd-executiveservices@health.nsw.gov.au)

# SESLHD PROCEDURE

## Excessive Patient Registration User Errors – Patient Administration System (PAS)

**SESLHDPR/225**

### 1. POLICY STATEMENT

The document describes the process of addressing users that have created errors in selecting the incorrect patient in the Patient Administration System (PAS); therefore potentially impacting clinical care.

**Note:** *these critical errors refer to errors where a patient record is selected and changed to reflect another patient. (e.g.: either/or DOB, gender, name etc have been changed to reflect the patient that they wish to register / update at their department / clinic). These types of errors can result serious critical incidents such as the incorrect treatment of one or more patients and medications being administered without the correct patient history.*

The initial intervention with a user that creates this type of error would be to re-train.

It is anticipated that the PAS (Patient Administration System) Manager at each site will discuss the errors with the user. Following three separate occasions of errors for the one user with clinical safety impact being made, it is recommended that their registration/update access be suspended, in consultation with their direct line manager.

Re-training and access suspension will only result after an investigation into the error and if found to be unavoidable (i.e. staff member given incorrect / misleading information by the patient), this procedure will not apply.

It is important to note that a formal, standardised and comprehensive PAS training program must be provided to all employees prior to gaining access. User manuals, cheat sheets and key support contacts are all listed on the SESLHD iPM/PAS Website - <http://seslhnweb/iPM/default.asp>.

### 2. BACKGROUND

The procedure has been created to formalise the process of educating, re-training and deactivating user-access for those SESLHD staff who make critical errors in the Patient Administration System. These errors include patient registration errors.

### 3. PROCEDURE

There will be a staged approach to addressing these matters:

1. Identify the user that created the error.
2. PAS Manager to discuss the matter with the Line Manager / User and advise of the issue and clinical impacts of the error (1<sup>st</sup> error). This meeting should be documented for possible future HR impacts. The Line Manager should also consider local processes to reduce the risk of future errors.
3. If the error occurs again (2<sup>nd</sup> error), re-train the user in search and registration practices, focusing on the issue at hand.

# SESLHD PROCEDURE

## Excessive Patient Registration User Errors – Patient Administration System (PAS)

**SESLHDPR/225**

4. Re-training session to be followed by a mandatory test in which the user must pass to reflect their understanding of iPM and patient registration.
5. If the user creates another error (3<sup>rd</sup> error), this will be discussed with the user again and their line manager, via a counselling session. The user and manager will be advised by the site PAS Manager that the user's access will be suspended and a timeframe provided as to when this suspension will commence so their line manager can schedule the appropriate resources to address shift changes. This meeting should also be documented and transcripts of the three incidents provided to Human Resources for documentation purposes - this process should reflect the SESLHD and NSW Health Performance Management policies and guidelines.

A probationary period should be agreed upon where by the PAS (Patient Administration System) Manager and Line Manager provide the appropriate training and support for the staff member to be able to re-instate their access following key milestones being met.

### 5. DOCUMENTATION

Nil required

### 6. AUDIT

Not required

### 7. REFERENCES

Nil

### 8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
Nov 2012	1.0	Health Information Managers – SESLHD and ISLHD
Dec 2012	1.1	Comments received and policy amended where applicable – via SESLHD Website
Feb 2013	1.2	Comments received from SESLHD Health Records and Information Steering Committee
April 2013	1.2	Approved by District Executive Team
September 2013	2	Re-formatted by District Policy Officer. Published.
June 2018	2.2	Reviewed by SESLHD/ISLHD/SCH-Randwick PAS UI Group. Document Updated.
August 2018	2	Endorsed by Executive Sponsor