Incident Module

Contents

...making excellence a habit.™

1. Introduction

Entropy's Incident module will enable you manage your organisations Incidents, such as accidents, injuries, spills and near misses.

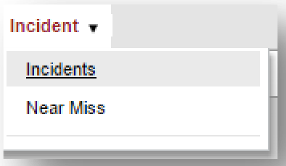
2. Creating an Incident

There are a number of steps to creating an Incident. The 'Recorder' creates the Incident, the 'Acceptor' accepts the Incident and assigns an 'Owner', the 'Owner' processes the Incident, adds additional information to the record such as witness statement and more detailed information surrounding the Incident. The 'Lead Investigator' completes the Incident Investigation. The Incident can be sent to an 'Approver' (optional) to approve and close the Incident record.

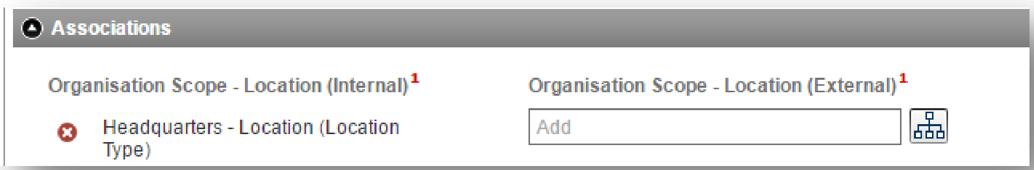
The information within this section provides guidance for completing each of the Incident stages.

2.1 Creating an Incident – The 'Recorder'

1) Navigate to **Incident**, select **Incidents**



2) Click the **Create** button
3) Enter the **Title** of the Incident
4) Enter the **Associations** (found under the **General** tab):
The Associations are the main 'tags' associated with a record. Almost all of these fields will appear in your reports and your record data grid, allowing you to search and sort your data
    - **Organisation Scope – Location (Internal)** – the location of the user creating the Incident will be automatically populated in this field. To change this, use the tree picker to select the location you want to associate with your record
    - **Organisation Scope – Location (External)** – this field will only appear if you have external locations set up in the system (customers/suppliers). You can tag these to your record if required.

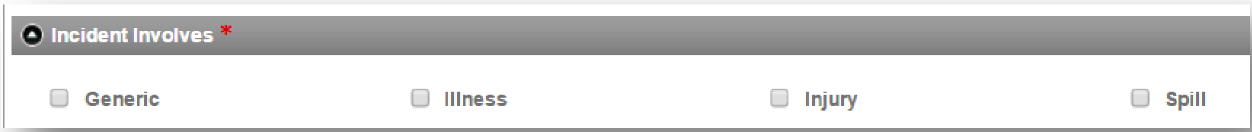


5) **General Information**
    - **Reported By** – if the person who 'reported' the Incident is an Entropy user select 'In Organisation Structure'. Type the name of the person or alternatively use the tree picker to locate the person. If the person is not an Entropy user select 'Not In

Organisation Structure’ and enter the details of the person (Name, Phone, Email and Address)

Reported Date – enter the date the Incident was reported
Summary of Incident – enter the details of the incident

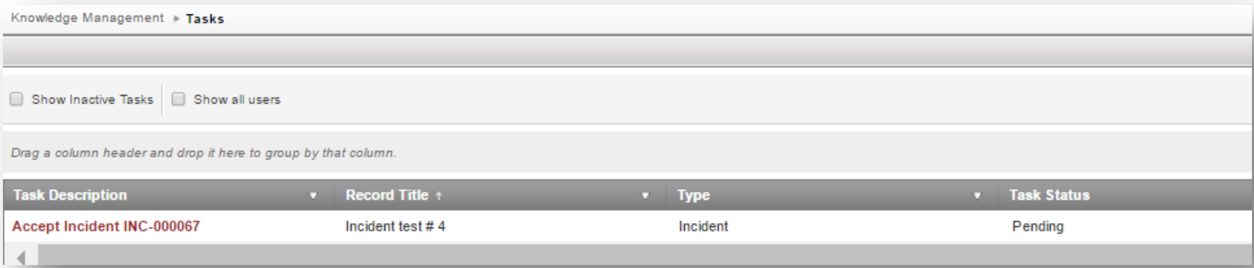
6) **Incident Involves –** select the Incident types from the options available **Generic, Illness, Injury, Spill** (more than one Incident Type can be selected from the list and this can be added to/amended later down the line)



7) Click **Submit** to send the details through to the Acceptor (click **OK** to change the record status to Identified)

2.2 Accepting/Rejecting an Incident – The ‘Acceptor’

1) The Acceptor will be notified via email that there is a new Incident that requires acceptance. They will also receive a task in their task list

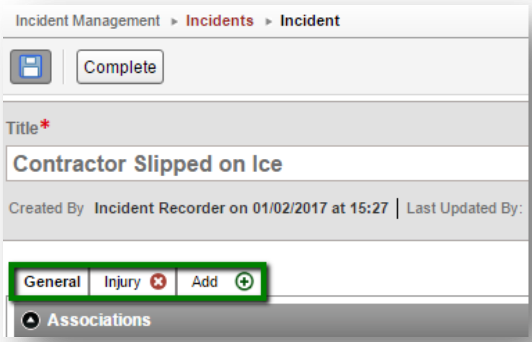


2) It is the Acceptors responsibility to verify the details of the Incident ensuring all information submitted by the recorder is correct. They then have the option to **Accept** or **Reject** the Incident.
3) To **Accept** the Incident enter the name of the Incident Owner into the **Owner** field and select **Accept**
4) The record status will change to **Active** and an email notification will be sent to the Owner notifying them of the new Incident (click **OK** to change the record status to Active)

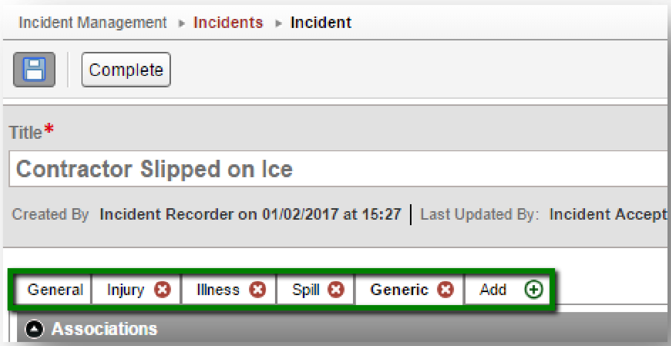
5) Alternatively, to **Reject** the Incident select **Reject.** The record status will change to **Rejected** and an email notification will be sent to the Recorder notifying them the Incident has been rejected

2.3 Processing the Incident Details – The 'Owner'

1) The Owner will be notified via email that there is a new Incident that requires their attention. They will also receive a task in their task list.
2) Check the information that has been created thus far (located under the **General** tab) and add any additional information to the **Associations** and **General Information** sections.
3) Next, add more information about the Incident to the Incident Details section (Incident Detail types are: Generic, Illness, Injury, Spill and Witness). Your Incident record can contain any number of these tabs depending on the nature of the Incident. The Incident Details types are located on the toolbar alongside **General**. The image below shows one Incident Details type enabled - **Injury**



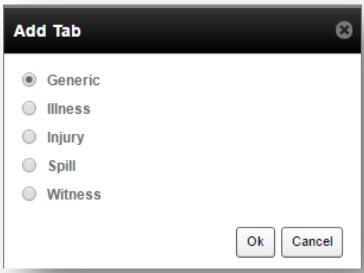
4) The image below shows <u>all</u> Incident Detail types enabled (to enable the types, click the **Add** tab and select the type from the list)



5) The following instructions will explain how to create each of the Incident Details, skip the sections that are not applicable to you.

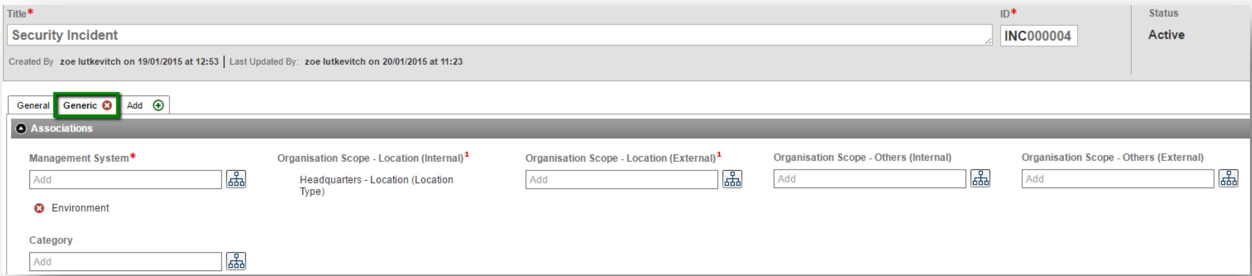
2.3.1 Generic Incident Type

1) From within the Incident record, click **Add** , select **Generic** from the list (Generic Incident details are commonly used when the Incident does not fit any of the other Incident Types for example, Security Incidents).



2) Enter the **Associations:**

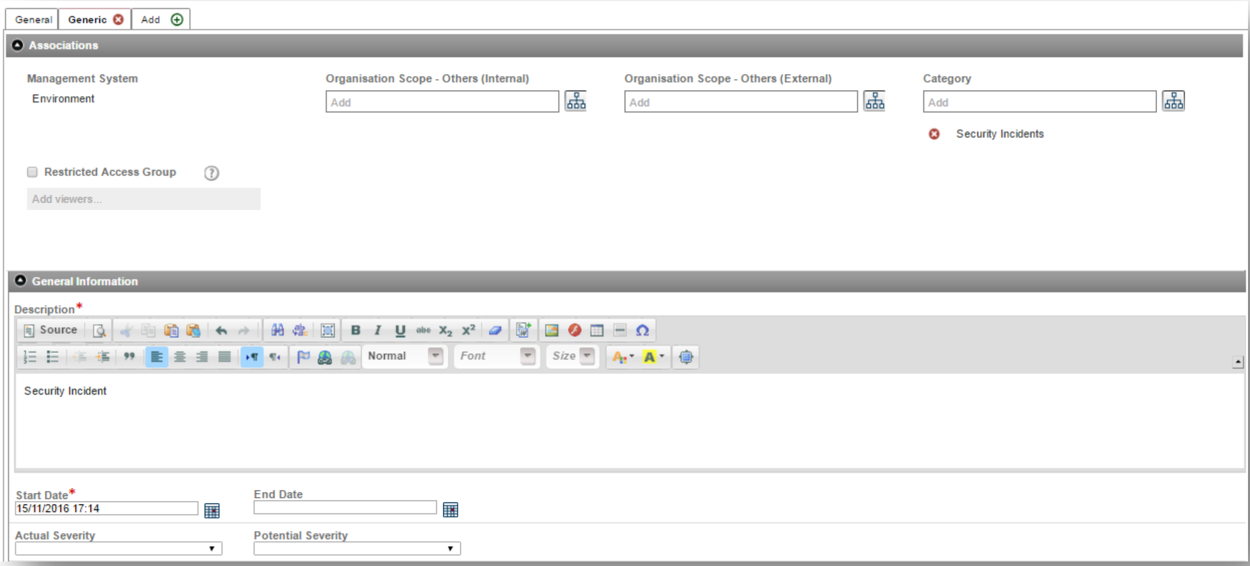
Management System – the Generic record type will have a default Management System associated to it – to change the current selection click the 'X' symbol and select a different option using the tree picker
Organisation Scope – Others (Internal) – optional field, use the tree picker to select organisation scope i.e. people/departments/processes that you may want to associate with your record
Organisation Scope – Location (External) – optional field, if you have external locations set up in the system (customers/suppliers) you can tag these to your record
Organisation Scope – Others (Internal) – optional field, if you wish to tag People/Departments or Processes to this Incident type, use the tree picker to make your selection
Category – optional field, use the tree picker to select the categories you want to associate with your record (this field could be mandatory or optional depending on how the workflow has been configured)



3) Enter the **Detailed Information:**

Description – enter the description of the Generic Incident ('what' happened)
Start Date – the start date is populated with the date/time the record was created, this can be edited ('when' it happened)

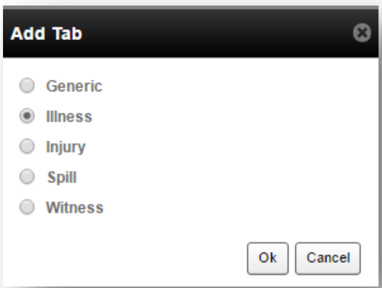
End Date – optional field, if the Incident is running over several days/weeks the End Date is useful for recording this information
Actual Severity – optional field, select the Actual Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)
Potential Severity – optional field, select the Potential Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)



4) **References & Attachments** – optional, if you want to add attachments or link another record in Entropy to this record click here for instructions
5) Click **Save** to update any changes made
6) To add a **Witness** statement click here
7) To add **Investigation** details click here

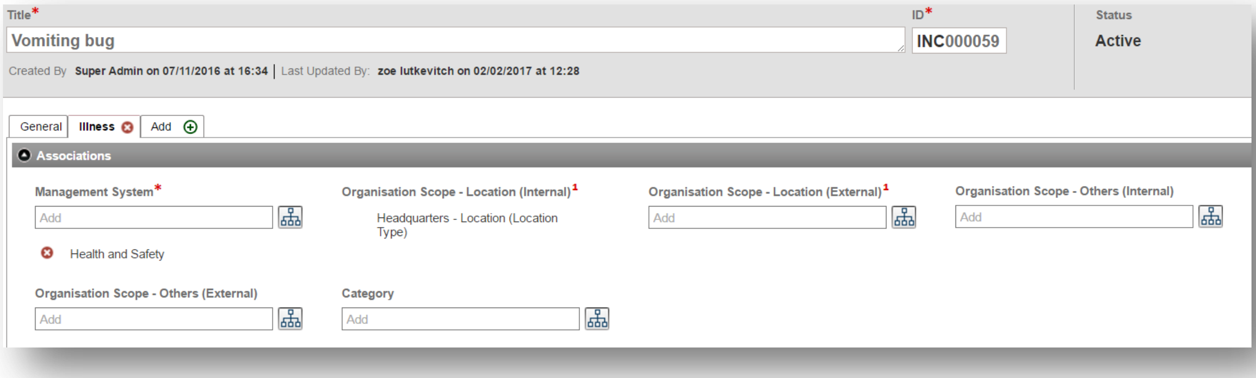
2.3.2 Illness Incident Type

1) From within the Incident record, click **Add** , select **Illness** from the list



2) Enter the **Associations:**

Management System – the 'Illness' record type will have a default Management System associated to it – to change the current selection click the 'X' symbol and select a different option using the tree picker
Organisation Scope – Others (Internal) – optional field, use the tree picker to select organisation scope i.e. people/departments/processes that you may want to associate with your record
Organisation Scope – Location (External) – optional field, if you have external locations set up in the system (customers/suppliers) you can tag these to your record
Organisation Scope – Others (Internal) – optional field, if you wish to tag People/Departments or Processes to this Incident type, use the tree picker to make your selection
Category – optional field, use the tree picker to select the categories you want to associate with your record (this field could be mandatory or optional depending on how it has been set up in the workflow)



3) Enter the **Detailed Information:**
Classification – select the Classification from the drop down list
Privacy Case – if you wish to obscure the identity of an injured/ill person, select the Privacy Case field. When Privacy Case is enabled on a record the injured/ill person identity is obscured throughout the system to all users, including on the OSHA Extract reports, with the exception of those who have the Privacy Case Access Profile (for a list of Incident Access Profiles click here). Any attachments to a Privacy Case record are locked and cannot be downloaded, with the exception of those who have the Privacy Case Access Profile

Description – enter details of the 'illness' into the description field
Start Date – the start date is populated with the date/time the record was created, this can be edited

End Date – optional field, if the Incident is running over several days/weeks the End Date is useful for recording this information
Actual Severity – optional field, select the Actual Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)
Potential Severity – optional field, select the Potential Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)
Ill Party – if the person who is being reported as 'ill' is an Entropy user select 'In Organisation Structure'. Type the name of the person or alternatively use the tree picker to locate the person. If the person is not an Entropy user select 'Not In Organisation Structure' and enter the details of the person (Name, Phone, Email and Address)
Start of Shift – optional field, enter the time the affected persons shift started

4) Create the Illness details:

Illness – click **Create**

- Using the drop down list, select the **Nature of Injury** (this list can be tailored, for instructions on how to do this click here)
- Using the drop down list, select the **Part of the Body** affected (this list can be tailored, for instructions on how to do this click here)

Cause of illness – click **Create**

- Using the drop down list, select the **Type of Contact** (this list can be tailored, for instructions on how to do this click here)
- Enter further details in the **Description** field

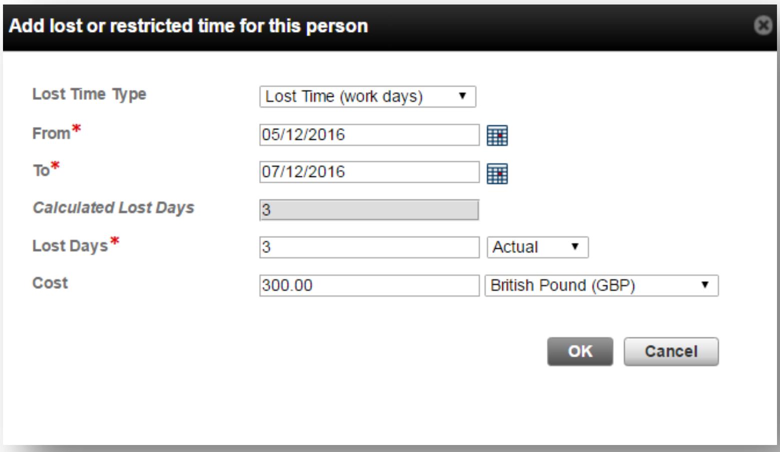
5) Add the Consequence details (optional):

Consequences – tick the consequences that correspond to the illness record being created (this list can be tailored, for instructions on how to do this click here)
Click **Save** to update the details. Clicking Save will enable the **Lost Time** section

6) Add the Lost Time details (optional)

Allows you to create 'lost time' against the illness record.

- Click **Create**
- From the drop down select the type of lost time from Lost Time (work days), Lost Time (calendar days), Restricted Time (days)
- Select the date **From** using the calendar picker
- Select the date **To** using the calendar picker
- The system will work out the number of **Calculated Lost Days**
- Enter the **Lost Days** and select from the drop down menu if this is Actual or Estimated
- Add the **Cost** (optional field)
- Click **OK** to save the information

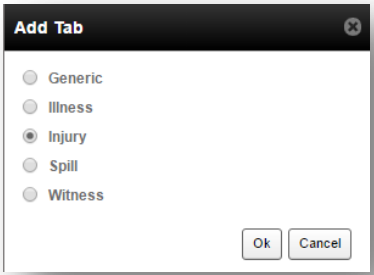


7) **References & Attachments** – Optional, if you want to add attachments or link another record in Entropy to this record click here for instructions
8) Click **Save** to update any changes made
9) To add a **Witness** statement click here
10) To add **Investigation** details click here

2.3.3 Injury Incident Type

1) From within the Incident record, click lick **Add** 

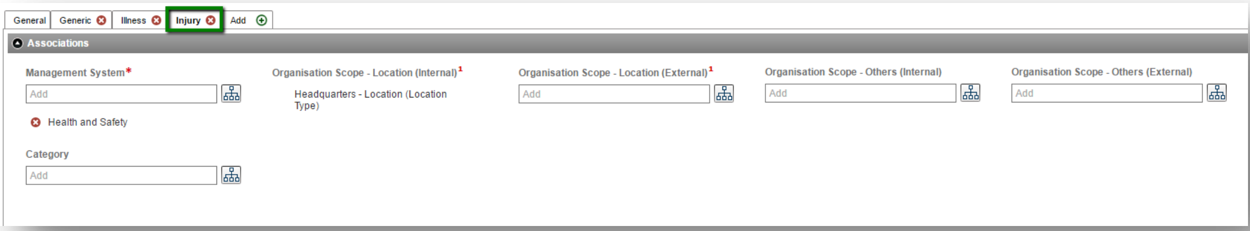
, select **Injury** from the list



2) Enter the **Associations:**
   Management System – the 'Illness' record type will have a default Management System associated to it – to change the current selection click the 'X' symbol and select a different option using the tree picker
   Organisation Scope – Others (Internal) – optional field, use the tree picker to select organisation scope i.e. people/departments/processes that you may want to associate with your record
   Organisation Scope – Location (External) – optional field, if you have external locations set up in the system (customers/suppliers) you can tag these to your record
   Organisation Scope – Others (Internal) – optional field, if you wish to tag People/Departments or Processes to this Incident type, use the tree picker to make your selection

…making excellence a habit.™

Category – optional field, use the tree picker to select the categories you want to associate with your record (this field could be mandatory or optional depending on how it has been set up in the workflow)



3) Enter the **Detailed Information:**

Classification – select the Classification from the drop down list

Privacy Case – if you wish to obscure the identity of an injured/ill person, select the Privacy Case field. When Privacy Case is enabled on a record the injured/ill person identity is obscured throughout the system to all users, including on the OSHA Extract reports, with the exception of those who have the Privacy Case Access Profile (for a list of Incident Access Profiles click here). Any attachments to a Privacy Case record are locked and cannot be downloaded, with the exception of those who have the Privacy Case Access Profile

Description – enter details of the 'injury' into the description field

Start Date – the start date is populated with the date/time the record was created, this can be edited

End Date – optional field, if the Incident is running over several days/weeks the End Date is useful for recording this information

Actual Severity – optional field, select the Actual Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)

Potential Severity – optional field, select the Potential Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)

Injured Party – if the person who is being reported as 'injured' is an Entropy user select 'In Organisation Structure'. Type the name of the person or alternatively use the tree picker to locate the person. If the person is not an Entropy user select 'Not In Organisation Structure' and enter the details of the person (Name, Phone, Email and Address)

Start of Shift – optional field, enter the time the injured persons shift started bsi.

4) Create the Injury details:

Injury – click **Create**

- Using the drop down list, select the **Nature of Injury** (this list can be tailored, for instructions on how to do this click here)
- Using the drop down list, select the **Part of the Body** affected (this list can be tailored, for instructions on how to do this click here)

Cause of Injury – click **Create**

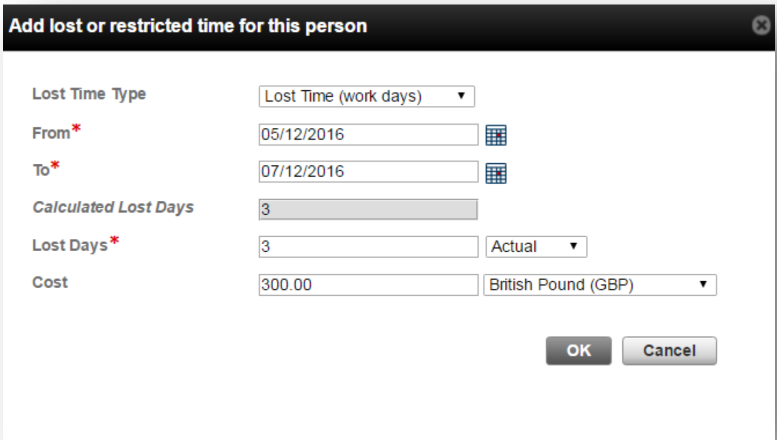
- Using the drop down list, select the **Type of Contact** (this list can be tailored, for instructions on how to do this click here)
- Enter further details in the **Description** field

5) Create the Consequence details (optional):

Consequences – tick the consequences that correspond to the Injury record being created (this list can be tailored, for instructions on how to do this click here)
Click Save to update the details. Clicking Save will enable the **Lost Time** section

6) Add the Lost Time details (optional)

- Allows you to create 'lost time' against the Injury record.
- Click **Create**
- From the drop down select the type of lost time from Lost Time (work days), Lost Time (calendar days), Restricted Time (days)
- Select the date **From** using the calendar picker
- Select the date **To** using the calendar picker
- The system will work out the number of **Calculated Lost Days**
- Enter the **Lost Days** and select from the drop down menu if this is Actual or Estimated
- Add the **Cost** (optional field)
- Click **OK** to save the information



7) **References & Attachments** – Optional, if you want to add attachments or link another record in Entropy to this record click here for instructions

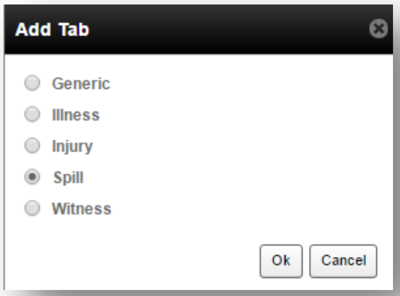
8) Click **Save** to update any changes made

9) To add a **Witness** statement click here
10) To add **Investigation** details click here

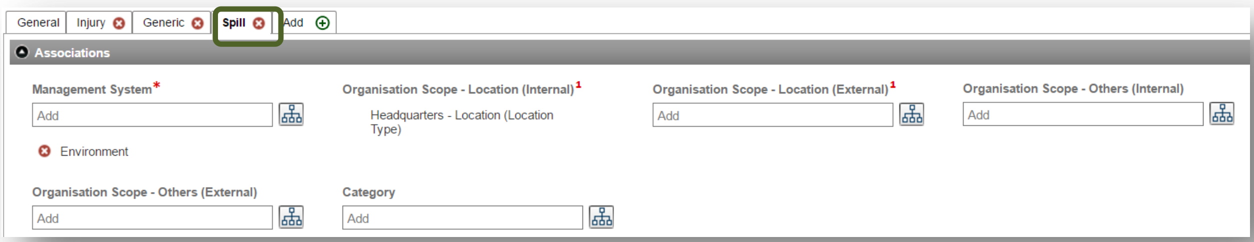
2.3.4 Spill Incident Type

1) From within the Incident record, click lick **Add** 

, select **Injury** from the list



2) Enter the **Associations:**
Management System – the 'Illness' record type will have a default Management System associated to it – to change the current selection click the 'X' symbol and select a different option using the tree picker
Organisation Scope – Others (Internal) – optional field, use the tree picker to select organisation scope i.e. people/departments/processes that you may want to associate with your record
Organisation Scope – Location (External) – optional field, if you have external locations set up in the system (customers/suppliers) you can tag these to your record
Organisation Scope – Others (Internal) – optional field, if you wish to tag People/Departments or Processes to this Incident type, use the tree picker to make your selection
Category – optional field, use the tree picker to select the categories you want to associate with your record (this field could be mandatory or optional depending on how it has been set up in the workflow)



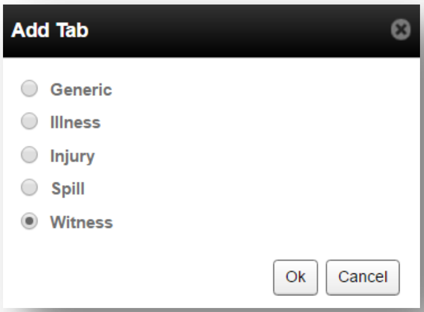
3) Enter the **Detailed Information:**
Description – enter details of the 'spill' into the description field
Start Date – the start date is populated with the date/time the record was created, this can be edited
End Date – optional field, if the Incident is running over several days/weeks the End Date is useful for recording this information

Actual Severity – optional field, select the Actual Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)
Potential Severity – optional field, select the Potential Severity from the drop down list (the default list is High, Medium & Low, this list can be customised, for information on how to customise this list click here)

4) Enter the **Substance Details** and **Substance Information**. Note, there are two lists that can be customised, these are the 'Substances' and 'Immediate Causes of Spills'
5) **Consequences** – tick the consequences that correspond to the Spill record being created (this list can be tailored, for instructions on how to do this click here)
6) Click **Save** to update any changes made
7) **References & Attachments** – Optional, if you want to add attachments or link another record in Entropy to this record click here for instructions
8) To add a **Witness** statement click here
9) To add **Investigation** details click here

2.3.5 Incident Witness Statement

1) Click the **Witness** tab, if Witness is not displayed click **Add,** select Witness from the list



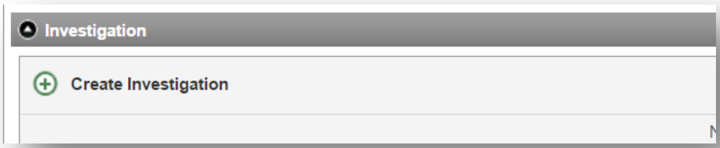
2) **Witness Details** - if the 'Witness' is an Entropy user select 'In Organisation Structure'. Type the name of the person or alternatively use the tree picker to locate the person. If the person is not an Entropy user select 'Not In Organisation Structure' and enter the details of the person (Name, Phone, Email and Address)
3) **Witness Statement** – enter the 'Date of the Statement' in the date field and the details in the 'Witness Statement' field
4) Click **Save** to update any changes made
5) **References & Attachments** – Optional, if you want to add attachments or link another record in Entropy to this record click here for instructions

2.4 Incident Investigation

There can only be one Investigation per Incident record. There are two parts to an Investigation – assigning the Investigation and conducting the Investigation. The 'Owner' is responsible for assigning the Investigation, they may assign it to themselves or another Entropy user, in either scenario a user requires the 'Lead Investigator' access profile (for a list of Incident Access Profiles click here):

2.4.1 Assigning the Investigation

1) To create an Investigation for an Incident go to the **General** tab
2) Go to the **Investigation** section, click ⊕ to **Create**



3) Enter the **Associations:**

    Management System – the 'Illness' record type will have a default Management System associated to it – to change the current selection click the 'X' symbol and select a different option using the tree picker

    Organisation Scope – Others (Internal) – optional field, use the tree picker to select organisation scope i.e. people/departments/processes that you may want to associate with your record

    Organisation Scope – Location (External) – optional field, if you have external locations set up in the system (customers/suppliers) you can tag these to your record

    Organisation Scope – Others (Internal) – optional field, if you wish to tag People/Departments or Processes to this Incident type, use the tree picker to make your selection

    Owner – this is the Owner of the Incident and cannot be amended from here

    Lead Investigator – add the name of the person who will be responsible for the Investigation

    Investigation Committee – optional field, use this field to include other users in the Investigation

    Restricted Access Group – this field will restrict who will have access to the record. This should only be used if the information in the record is sensitive or confidential. Using the picker select the individual(s) that you want to include in the Restricted Access Group

    Click **Save**. The Lead Investigator will be notified via email. They will also receive a task in their task list

2.4.2 Conducting & Completing the Investigation

1) Click **Start**, click **OK** to changing the record status to 'In Progress'
2) Enter the **Detailed Information:**

    Investigation Details

    Due Date (optional field) of the Investigation

    Cost of Investigation (optional field) for the Investigation

    Facts and Causes (optional field) for the Investigation

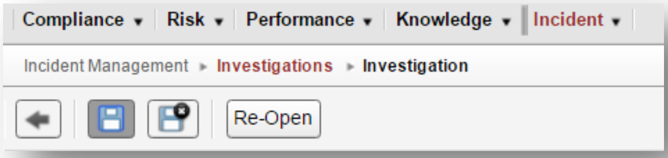
    Causes (optional field) for the Investigation

    Findings and **Actions** can be added to the investigation. For more information on how to create a Finding or an Action please refer to the Compliance User Guide.
3) Click **Save**
4) Once the Investigation is complete, click the **Complete** button

2.4.3 Re-opening an Investigation

You have the option to 're-open' an investigation that has been completed.

1) Navigate to the Investigation
2) Click the **Re-Open** button

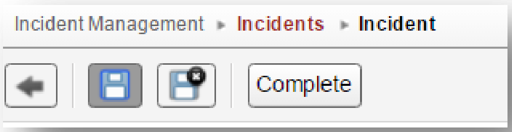


3) Make any required changes and click **Complete** when ready to change the Investigation status to **Complete**

2.5 Completing an Incident Record

Once you are in a position to complete the Incident Record (added the incident type information, created the investigation details etc.) the Incident 'Owner' will have the option to 'Complete' the record

1) Once in the Incident record, click the **Complete** button

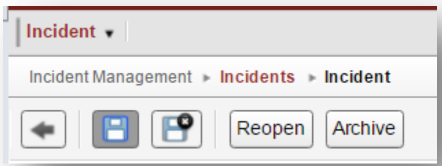


2) The record status will change to 'Completed'

2.6 Re-opening an Incident Record

The 'Owner' of an Incident record will have the option to 're-open' the record if required

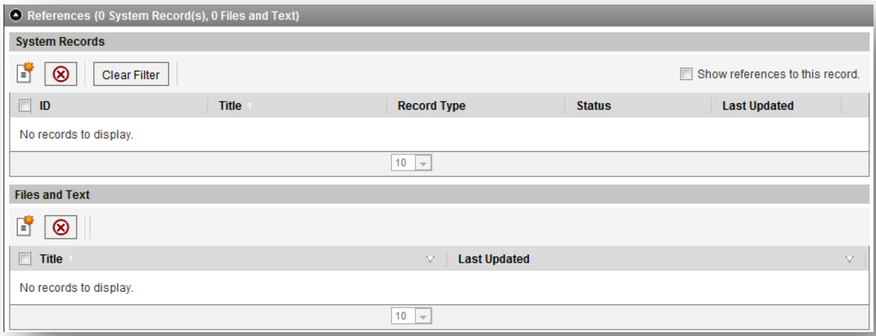
1) Navigate to the Incident record
2) Click the **Reopen** button



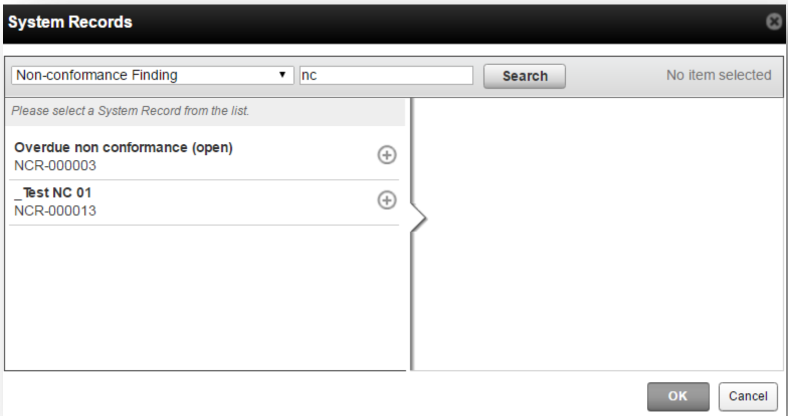
3) Click **OK** to changing the record status back to 'Active'
4) The 'Owner' can now make any required additions or changes to the record
5) To close the Incident, click **Complete**

2.7 Adding Attachments and System Record links to an Incident/Near Miss

1) Go to the **References** section at the bottom of the record



2) To add an attachment, go to **Files and Text** click **Create** to upload a new file
3) The **Files and Text** screen will appear
4) Enter the name of your in the **Title** field. This is likely to be the same as the name of the Entropy record
5) Click **Browse** and locate the document you wish to upload on your computer
6) Click the symbol to upload the file and click **OK**
7) To create a link to another record, go to **System Records** click **Create**
8) Locate the record type from the drop down list (for example if you are linking the record to an NCR select 'Non-Conformance Finding' from the list)
9) Once the type has been selected use the search box to enter part/full title of the record and click **Search**



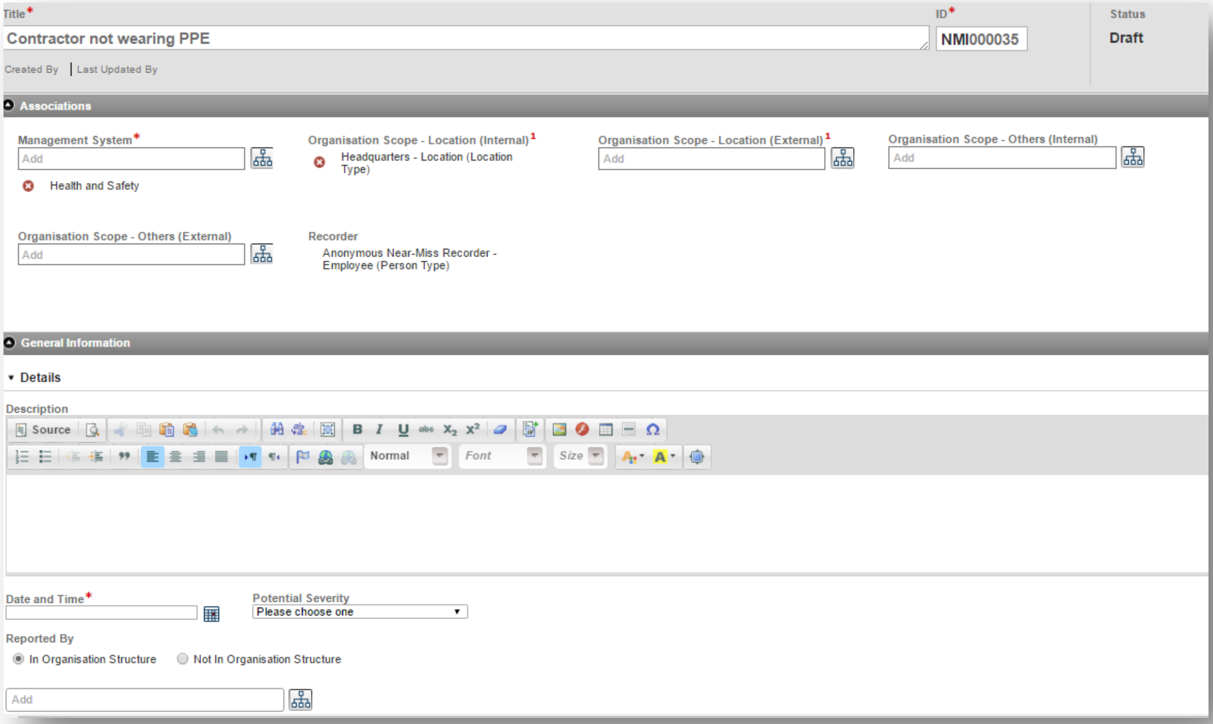
10) Matching results will be located in the left hand window. Click the 'plus' symbol to move to the right hand window. Once selection is complete click **OK**

3. Creating a Near Miss

There are two ways of creating a 'Near Miss' record. Firstly, the user can record the Near Miss anonymously without the need to log into the Entropy system or have an Entropy user account. The second option is that the person logs into Entropy to record the Near Miss, this method will record their details against the record. If your organisation does not want to offer the option of 'Anonymous' Near Miss creation this can be disabled in the Incident module workflow, click here for instructions

3.1 Creating a Near Miss (Anonymous recorder)

1) Go to the Entropy log-in page
2) Click **Record a near miss**, located in the top right hand corner
3) Enter the **Title** of the near miss
4) Enter the **Management System** of the near miss. You can do this by typing directly into the field or using the tree picker to pick from a list.
5) Enter the **Location** the near miss occurred. You can do this by typing directly into the field or using the tree picker to pick from a list.
6) Enter the details of the near miss in the **Description** field
7) Enter the **Date and Time** of the near miss occurrence
8) **Potential Severity** – optional field.
9) **Reported By** – optional field. If the person who reported the Incident is an Entropy user select 'In Organisation Structure'. Type the name of the person or alternatively use the tree picker to locate the person. If the person is not an Entropy user select 'Not In Organisation Structure' and enter the details of the person (Name, Phone, Email and Address)

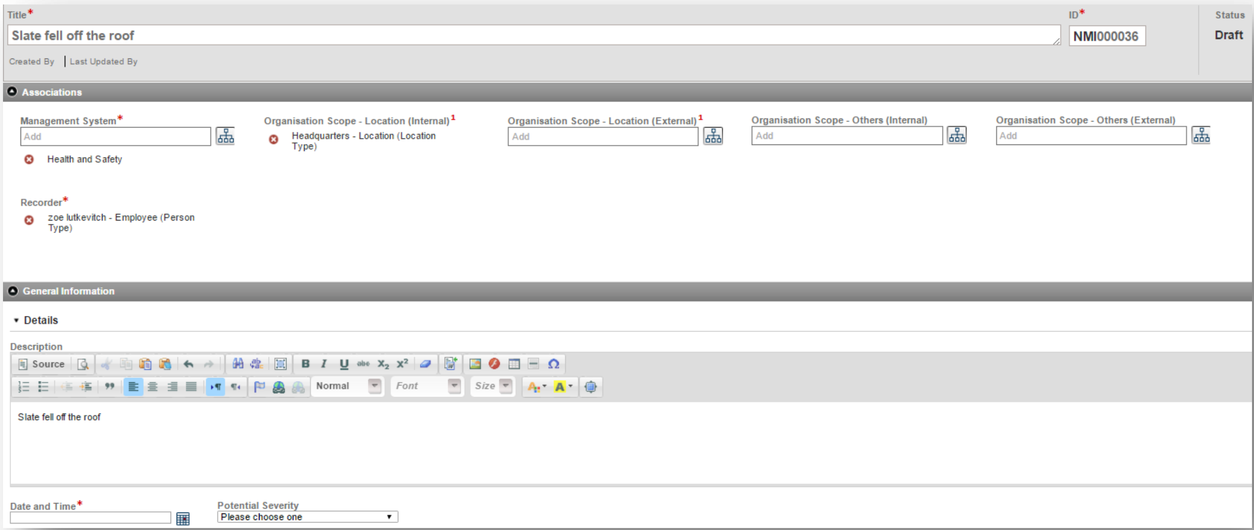


10) **References & Attachments** – Optional, if you want to add attachments or link another record in Entropy to this record click here for instructions

11) Click **Submit** followed by **Ok** to change the status to 'Identified'

3.2 Creating a Near Miss (logged into Entropy)

1) Navigate to **Incident** – **Near Miss**
2) Click create
3) You are given the option of selecting 'Near Miss' or 'Anonymous Near Miss' (see above section for instructions on creating an 'Anonymous Near Miss')
4) Select **Near Miss**
5) Enter the **Title** of the near miss
6) Enter the **Management System** for the near miss. You can do this by typing directly into the field or using the tree picker to pick from a list.
7) The **Organisation Scope – Location** field will already be completed, if the location of the near miss is different to the one displayed you can change the location. First remove the current location by clicking the symbol. Type the location directly into the field or use the tree picker to pick from a list.



8) Click **Submit** to submit the details through to the Acceptor (click **OK** to change the record status to Identified).

4. Incident Configuration, Access Profiles and Email Notifications

Tip: You must be logged in as a **System Administrator** or **Incident Super User** if you want to change the workflow, configuration, access profiles or email notifications (email notifications require System Administrator access profile)

4.1 Access Profiles

Below are the Access Profiles for the Incident module. These profiles work in isolation. What this means is if you want a user to be able to create an Incident and also be an Incident Owner then that user will need the Access Profiles 'Incident Recorder' and 'Incident Manager'.

Incident Recorder	Users who can create an Incident/Near Miss
Incident Acceptor	Users who can accept an Incident/Near Miss and assign an Owner
Incident Manager	Users who can be the Owner of an Incident/Near Miss
Lead Investigator	Users who can be Lead Investigators
Investigator	Users who can be on the Investigation Committee
Incident Viewer	Users who can only view Incidents but do not have a record role and therefore the record is completely locked down
Incident Privacy Case User	Users who can see Incident records marked as 'Privacy Case'
Incident Approver	Users who can Approve an Incident for completion

Incident Administrator	Users who can Archive, Delete Incident Records (other users that can perform these actions are the records 'Owner', system administrator and Incident Superuser)
Incident Super User	This is the highest level of Access for the Incident module and will allow users full access to all Incident records and workflow (cannot view any fields protected by 'Privacy Case')

4.2 Email Notifications

The following emails will be pre-built in your system, the contents of these emails can be tailored to suit your requirements. Additional emails can be built if required:

Distribution	**Type**
To 'Acceptor'	Request to 'accept' the Incident/Near Miss
To 'Recorder'	Notification the Incident/Near Miss has been accepted
To 'Recorder'	Notification the Incident/Near Miss has been rejected
To 'Owner' & 'Responsible'	Notification new Incident has been created and assigned to Owner
To 'Investigator' & 'Investigation Committee'	Notification Incident Investigation has been assigned to Lead Investigator
To 'Owner'	Notification Investigation has been completed
To 'Owner' & Lead Investigator	Notification Investigation has gone overdue
To 'Approver'	Notification requesting approval of Incident/Near Miss
To 'Owner' & 'Responsible'	Notification that the Incident has **not** been approved for closure
To 'Owner' & 'Responsible'	Notification that the Incident has been approved for closure (completed)

4.3 Configuration & Workflow

The following sub-sections explain how to configure the Incident Module.

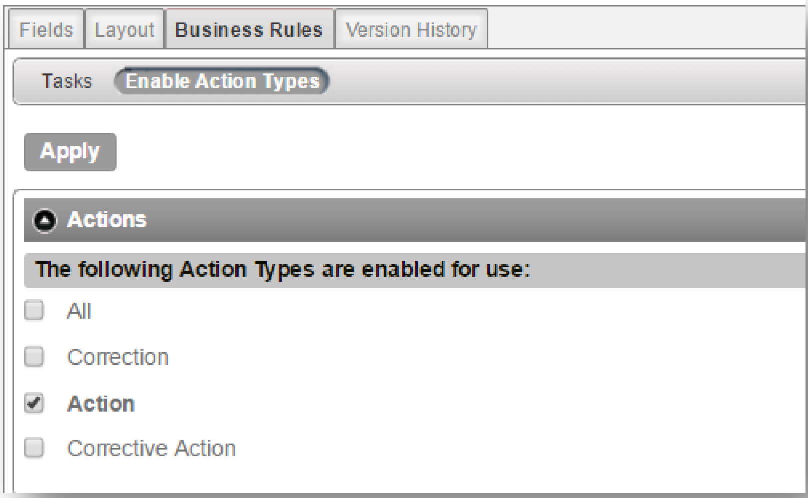
4.3.1 Incident Type – enable Action Types

You can choose which 'Action' types you want to associate to an Incident Record, the default options available are:

- Correction
- Action
- Corrective Action

1) Navigate to **Incident** – **Incident Type**
2) Click **New Version** and select minor or major change
3) Click **Business Rules**
4) Click **Enable Action Types**

5) From the list, select which action type(s) you want to be able to associate to an Incident



6) Click **Apply** to confirm the changes
7) Click **Activate** to activate the changes

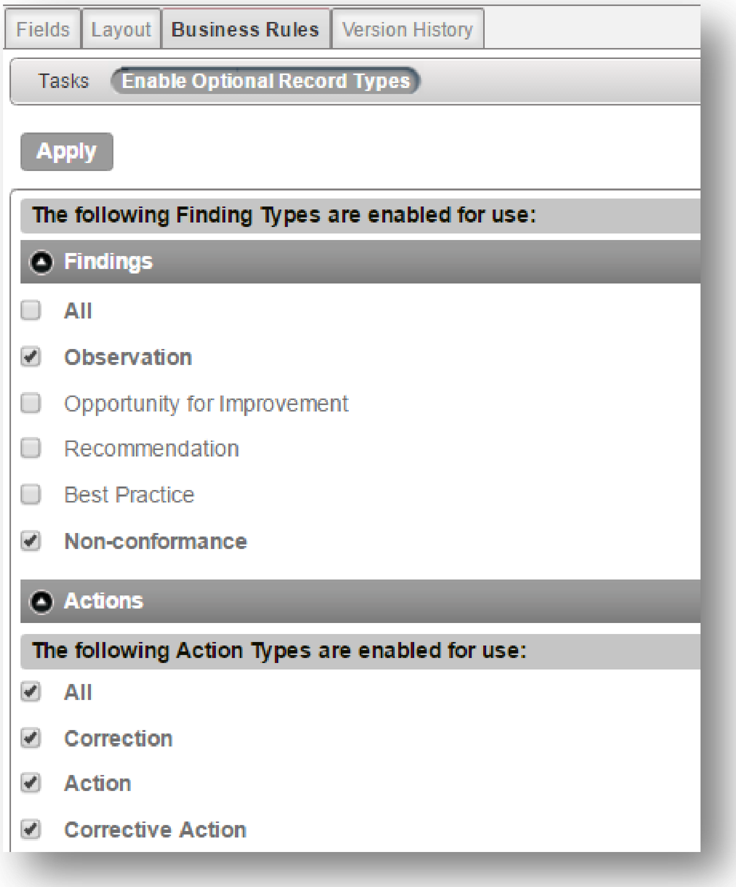
4.3.2 Investigation Type – enable Finding & Action Types

You can choose which 'Finding' and 'Action' types you want to associate to an Incident Record, the default options available are list below, if you have renamed any of the record types below your list will display different results:

Findings
- Observation
- Opportunity for Improvement
- Recommendation
- Best Practice
- Non-conformance

Actions
- Correction
- Action
- Corrective

1) Navigate to **Incident** – **Investigation Type**
2) Click **New Version** and select minor or major change
3) Click **Business Rules**
4) Click **Enable Optional Action Types**
5) From the list, select the Finding types and Action type(s) you want to associate to an Incident Record:

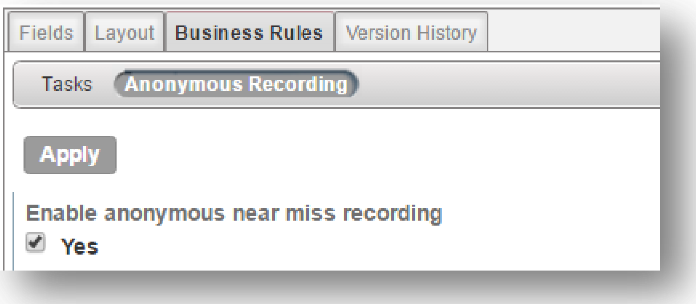


6) Click **Apply** to confirm the changes
7) Click **Activate** to activate the changes

4.3.3 Enable/Disable Anonymous Near Miss Recording

Anonymous near miss recording is enabled by default, to disable this follow the instructions below:

1) Navigate to **Incident – Near Miss Types**
2) Click **New Version** and select minor or major change
3) Click **Business Rules**
4) To disable, remove the tick from the 'Yes' field



5) Click **Apply** to confirm the changes
6) Click **Activate** to activate the changes

4.3.4 Incident Details Types (Generic, Illness, Injury & Spill)

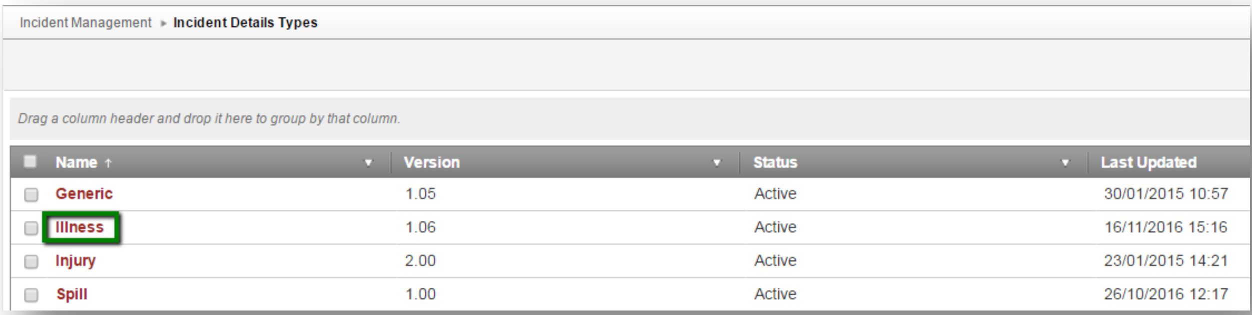
The following sections under 5.3.4 will explain how to enable:

- Incident approval
- Conditional Incident approval
- Enable or disable mandatory Investigation
- Conditional Investigation
- Association of Management system to an Incident type

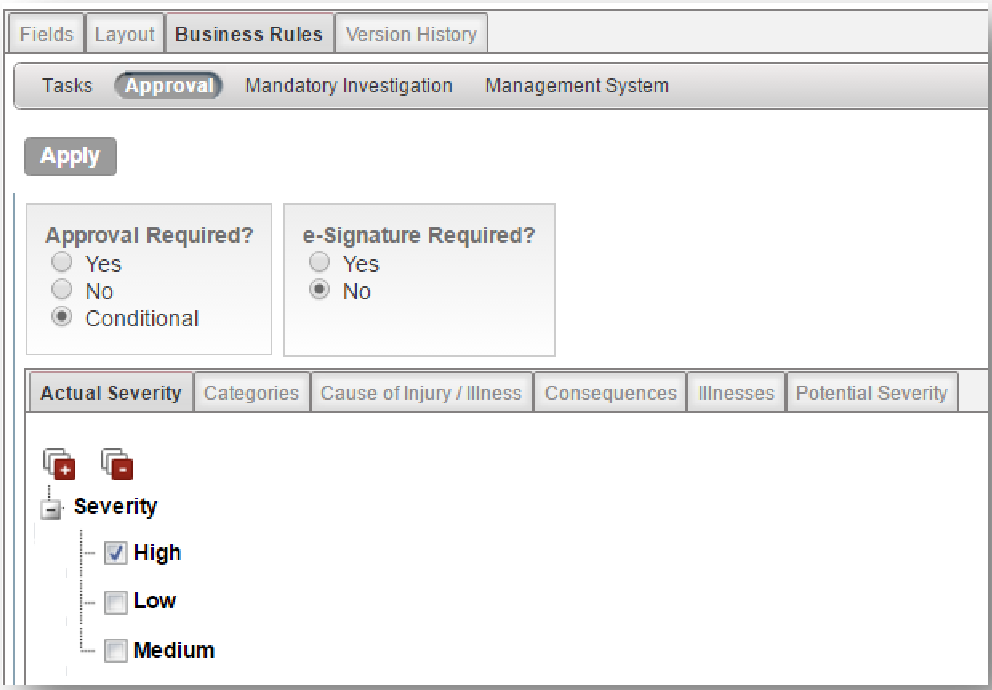
4.3.4.1 Enable Approval on Incident Records

If you want your Incident record to be approved before it is closed you have the option to enable Approval for each of the Incident types (Generic, Illness, Injury, and Spill). Approval can be enabled for one, some or all of the Incident types

1) Navigate to **Incident – Incident Details Types**
2) You are presented with four Incident types: **Generic, Illness, Injury & Spill**
3) Select the type by clicking on the Incident type link



4) Click **New Version** and select minor or major change
5) Click **Business Rules**
6) Click **Approval**
7) **Approval Required** select **Yes, No or Conditional**
8) If you selected **Conditional** there are a number of tabs containing conditions to select from, if any of these conditions are met when an Incident is created then approval will be activated on that record. In the following example, the condition is - if 'High' is selected in the 'Actual Severity' of an 'Illness' type then Approval is required

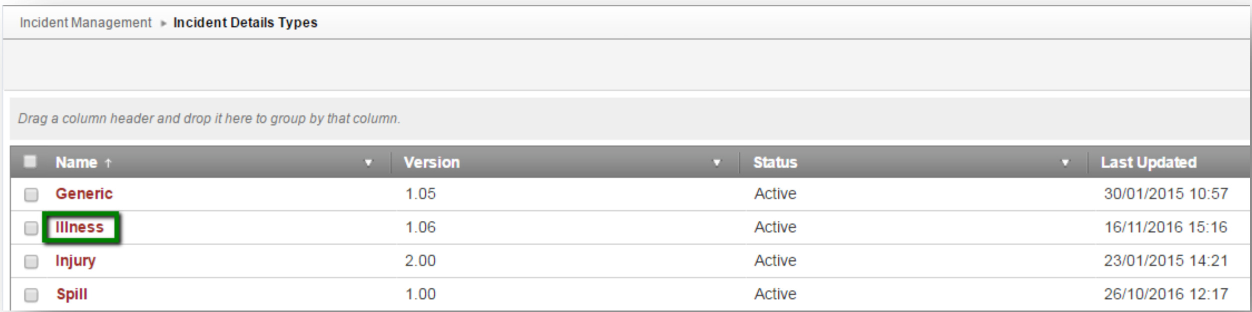


9) If there are multiple conditions such as 'Severity' = High and 'Consequence' = First aid, both of these conditions would need to be met in order for 'Approval' to be activated on the record
10) Click **Apply** to confirm the changes
11) Click **Activate** to activate the changes

4.3.4.2 Enable Mandatory Investigation on Incident Records

Incident Investigation can be mandatory for one, some or all of the Incident types (Generic, Illness, Injury, and Spill).

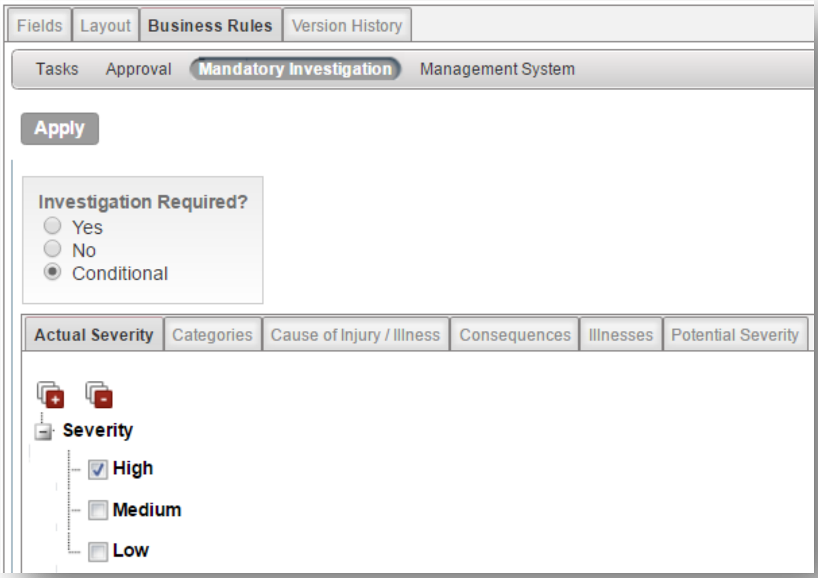
1) Navigate to **Incident – Incident Details Types**
2) You are presented with four Incident types: **Generic, Illness, Injury & Spill**
3) Select the type by clicking on the Incident type link



4) Click **New Version** and select minor or major change
5) Click **Business Rules**
6) Click **Mandatory Investigation**

7) **Investigation Required** select **Yes, No or Conditional**

8) If you selected **Conditional** there are a number of tabs containing conditions to select from, if any of these conditions are met when an Incident is created then mandatory Investigation will be activated on that record. In the following example, the condition is - if High' is selected in the 'Actual Severity' of an 'Illness' type then mandatory Investigation is required



9) If there are multiple conditions such as 'Severity' = High and 'Consequence' = First aid, both of these conditions would need to be met in order for 'Mandatory Investigation' to be activated on the record

10) Click **Apply** to confirm the changes

11) Click **Activate** to activate the changes

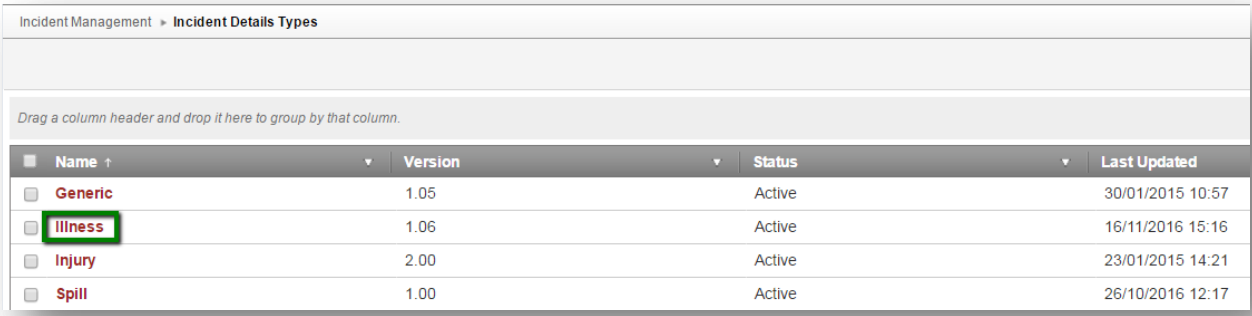
4.3.4.3 Set Default Management Systems for Incident types

Each Incident types (Generic, Illness, Injury, and Spill) can have a default Management System associated to it e.g. the default Management System for Injury could be set to Health & Safety. It's worth noting that even though each incident type will have a default management system, this can be changed in the record itself.

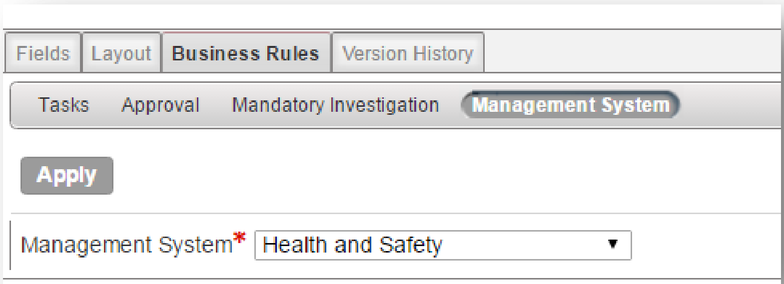
1) Navigate to **Incident – Incident Details Types**

2) You are presented with four Incident types: **Generic, Illness, Injury & Spill**

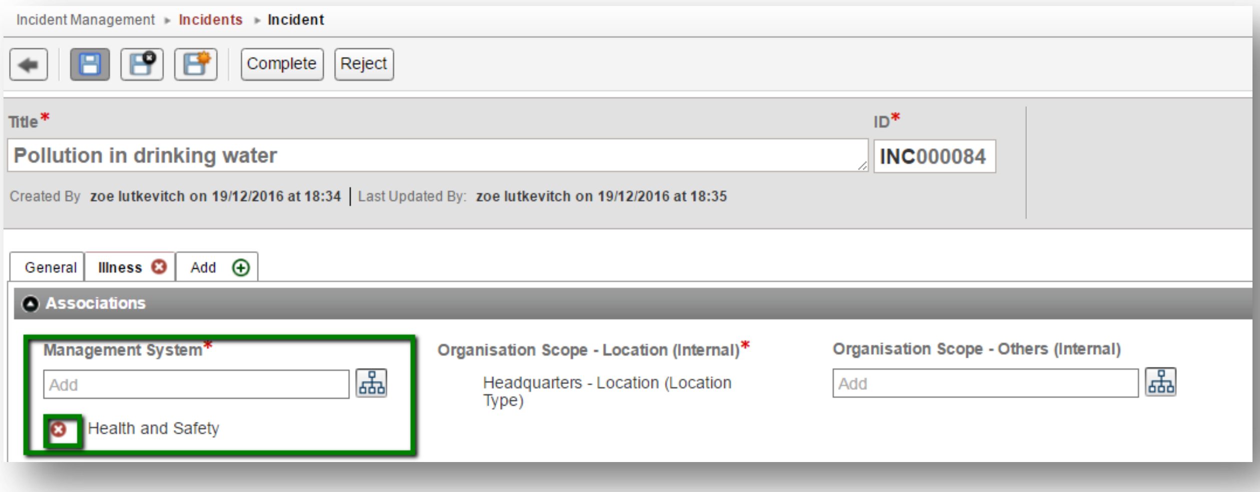
3) Select the type by clicking on the Incident type link



4) Click **New Version** and select minor or major change
5) Click **Business Rules**
6) Click **Management System**
7) Select the **Management System** from the drop down menu



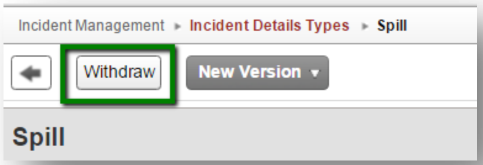
8) Click **Apply** to confirm the changes
9) Click **Activate** to activate the changes
10) The following image is what you will see if 'Health & Safety' Management System has been associated to an 'Illness' incident type. The 'X' highlighted below allows you to delete the default Management System and associate a different one to this record.



4.3.4.4 Withdrawing (hiding) Incident types

There are four Incident types (Generic, Illness, Injury, and Spill) that are available to an incident record. You can tailor this list by withdrawing the types from the list e.g. your Organisation may never have cause to create a 'Spill' Incident type

1) Navigate to **Incident – Incident Details Types**
2) You are presented with four Incident types: **Generic, Illness, Injury & Spill**
3) Select the type by clicking on the Incident type link
4) Select **Withdraw**



5) You can re-introduce the withdrawn Incident type at any point by following instructions 1 – 3 above then select **New Version** (you will be required to select Minor or Major). Click **Activate**

4.3.5 Injury and Illness lists

You can change the lists that are available to the Injury and Illness record types.

4.3.5.1 Changing the 'Cause of Injury/Illness' list

1) Navigate to **Incident** – **Injury & Illness Lists**
2) Click **Cause of Injury**
3) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
4) To delete items in the list, select the item and click the symbol

5) To rename items in the list, select the item and overtype the title in the right hand pane
6) Click **Save**

4.3.5.2 Changing the 'Illnesses' list

1) Navigate to **Incident – Injury & Illness Lists**
2) Click **Illnesses**
3) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
4) To delete items in the list, select the item and click the symbol
5) To rename items in the list, select the item and overtype the title in the right hand pane
6) Click **Save**

4.3.5.3 Changing the 'Part of the Body' list for Illness

1) Navigate to **Incident – Injury & Illness Lists**
2) Click **Illnesses**
3) Select the Illness from the list on the left hand side
4) A window will appear on the right hand side, scroll down until you reach 'Parts of the Body'
5) The 'Parts of the Body' list cannot be added to or amended. However you are able to associate body parts to the illness list. For example if you select 'Dust Diseases of Lung' the only body part you want to display would be 'Lungs' – there would be no requirement to associate 'Ankle, Right' for example.
6) Use 'Select all' to select/deselect the entire list. Tick the body part(s) you want to associate with your illness.
7) Click **Save**

4.3.5.4 Changing the 'Injuries' list

1) Navigate to **Incident – Injury & Illness Lists**
2) Click **Injuries**
3) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
4) To delete items in the list, select the item and click the symbol
5) To rename items in the list, select the item and overtype the title in the right hand pane
6) Click **Save**

4.3.5.5 Changing the 'Part of the Body' list for Injury

1) Navigate to **Incident – Injury & Illness Lists**
2) Click **Injury**
3) Select the Injury from the list on the left hand side
4) A window will appear on the right hand side, scroll down until you reach 'Parts of the Body'
5) The 'Parts of the Body' list cannot be renamed. However you are able to associate body parts to the injury list. For example if you select 'Cut on the Finger' the only body part you want to display would be 'Fingers' and/or 'Hands' – there would be no requirement to associate 'Ankle, Right' for example.
6) Use 'Select all' to select/deselect the entire list. Tick the body part(s) you want to associate with your injury.
7) Click **Save**

4.3.6 Spill lists

You can change the lists that are available to the 'Spill' record types.

4.3.6.1 Changing the 'Immediate Cause of Spills' list

1) Navigate to **Incident** – **Spill Lists**
2) Click **Immediate Cause of Spills**
3) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
4) To delete items in the list, select the item and click the symbol
5) To rename items in the list, select the item and overtype the title in the right hand pane
6) Click **Save**

4.3.6.2 Changing the 'Substances' list

1) Navigate to **Incident** – **Spill Lists**
2) Click **Substances**
3) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
4) To delete items in the list, select the item and click the symbol
5) To rename items in the list, select the item and overtype the title in the right hand pane
6) Click **Save**

4.3.7 Changing the 'Consequences' list

The 'Consequences' list is available in the Injury, Illness and Spill Incident types

1) Navigate to **Incident** – **Consequences**
2) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
3) To delete items in the list, select the item and click the symbol
4) To rename items in the list, select the item and overtype the title in the right hand pane
5) Click **Save**

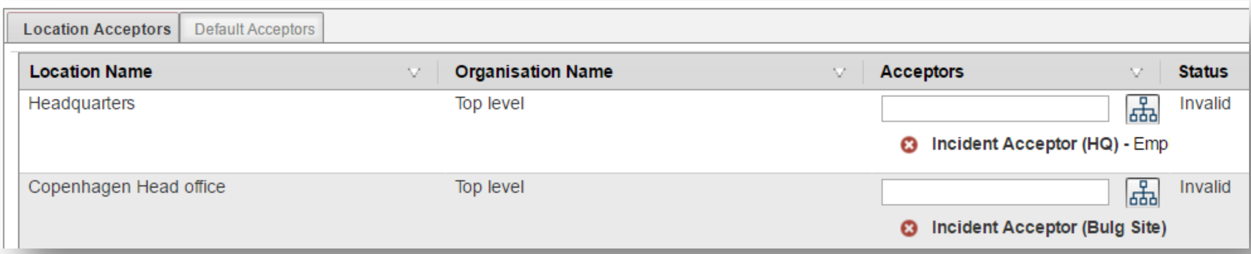
4.3.8 Assigning Incident Acceptors

If you have multiple locations set up in Entropy and you wish to associate different Acceptors to those locations this is possible. Alternatively you can have a single Acceptor associated to all locations and if you are a single site location you can set up a default Acceptor. Which-ever option you choose you can have a single or multiple Acceptors associated to a location.

4.3.8.1 Location Acceptors

6) Navigate to **Incident** – **Incident Acceptors**
7) For multi-locations with different Acceptors click Location Acceptors
8) Against each location enter the name of the Acceptor. More than one Acceptor can be assigned to a location.

bsi.

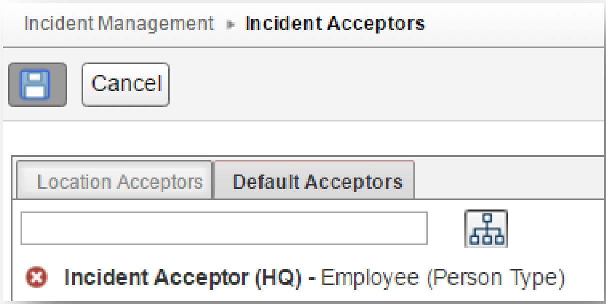


Tip: If the user(s) are greyed out there is an issue with the either the users Access Profile or System Context. The user will require 'Incident Acceptor' Access Profile and will also require visibility to the location you are assigning them; this is allocated in their System Context

9) Click Save to apply the changes

4.3.8.2 Default Acceptors

1) Navigate to **Incident** – **Incident Acceptors**
2) To assign a default acceptor(s) to a single location or multiple locations click **Default Acceptors**
3) Use the pick list to locate the user(s) you wish to assign as the Default Acceptor



Tip: If the user(s) are greyed out there is an issue with the either the users Access Profile or System Context. The user will require 'Incident Acceptor' Access Profile.

4) Click Save to apply the changes

4.3.9 Lost Time Day

To be able to accurately report on how much lost time you have incurred due to Incidents occurring add the number of 'working hours per day'

1) Navigate to **Incident – Lost Time Day**
2) Enter the number of working hours in the day (eight is set by default)

3) Click Save to apply the changes

4.3.10 Changing the Severity list

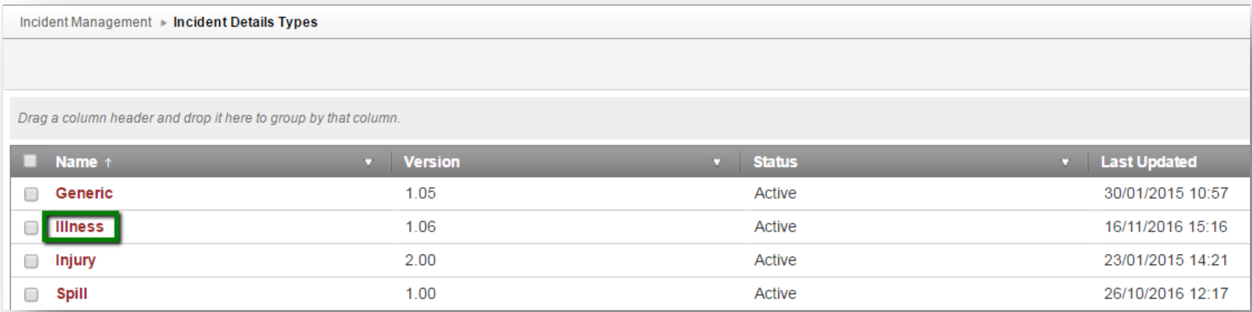
The severity list appears in all of the Incident Details Types (generic, injury, spill, illness). The default severity list is High, Medium and Low. The fields 'Actual Severity' and 'Potential Severity' both use this list.

1) Navigate to **Incident** – **Severity**
2) To add a new item, click the item at the top of the tree, the create will appear. Click Create and enter the item in the pane on the right hand side. Click Save.
3) To delete items in the list, select the item and click the symbol
4) To rename items in the list, select the item and overtype the title in the right hand pane
5) Click **Save**

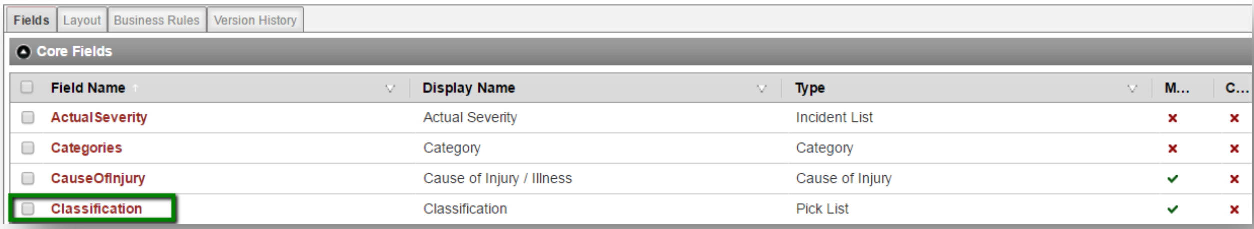
4.3.11 Changing the Classification List (Illness and Injury Incident types)

The Illness and Injury Incident types both have their own 'Classification' pick list. This list can be tailored to suit your requirements:

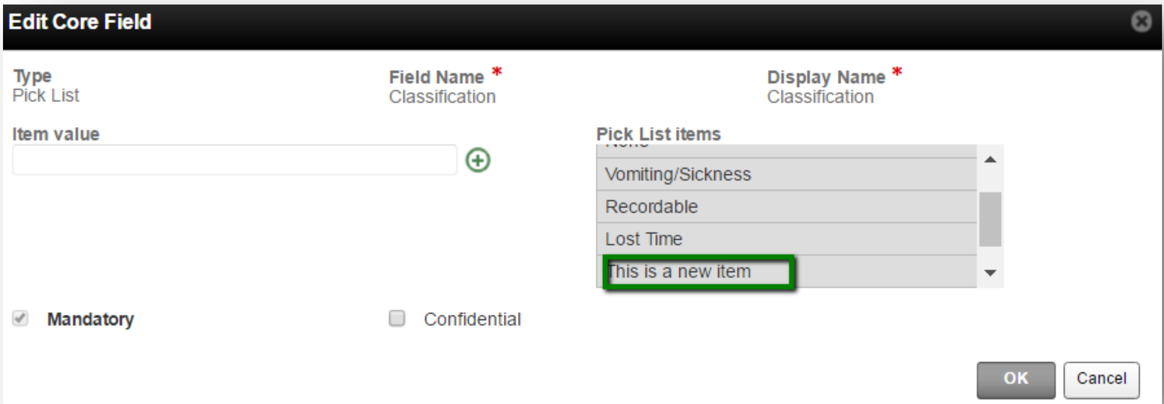
1) Navigate to **Incident – Incident Details Types**
2) You are presented with four Incident types: **Generic, Illness, Injury & Spill**
3) Select **Illness** type by clicking the link



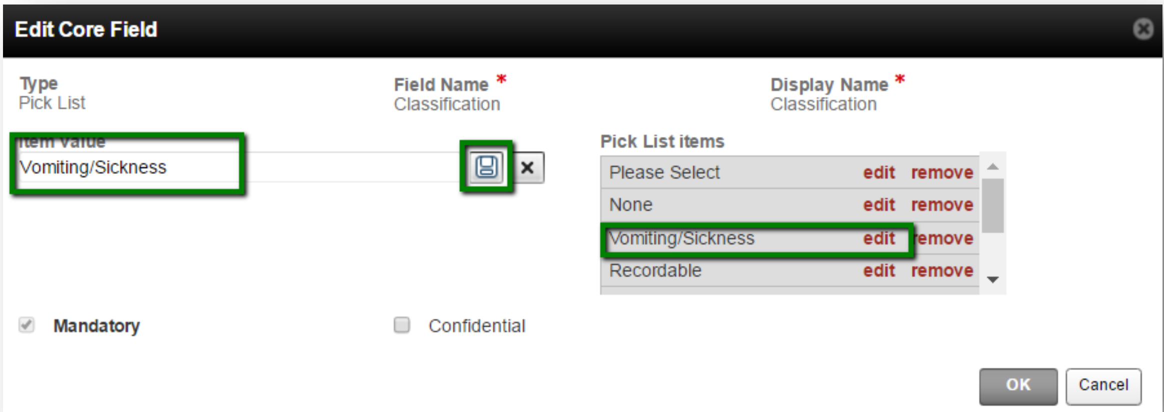
4) Click **New Version** and select minor or major change
5) Click **Fields**
6) Click **the link Classification**



7) To add a new item value, enter the item in the 'Item value' field and click the plus symbol to apply the changes. Click **OK** to apply all changes



8) To edit an existing entry, locate the item from the 'Pick List items' and click edit, the item value will appear in the field on the left, overtype the entry and click save. Click **OK** to apply all changes



9) To delete an existing entry, locate the item from the 'Pick List items' and click remove. Click **OK** to apply all changes

10) Click **Activate** to activate the changes

5. Additional Support

If you require any further support in using the Entropy Software, please contact our Helpdesk Teams as follows:

For UK & EMEA

Email: entropy.support@bsigroup.com

Tel: +44 (0)345 5049524

For USA & Americas

Email: entropysupport@bsigroup.com

Tel: +1 888 640 6776

6. Version Control

Version	**Date Changed**	**Author**	**Changes**
V1.00	Jun 17	ZL	First draft