VERITAS Event Reporting System

Reviewer Training
Why you’re here...

• Gap in loop closure
• Practice variation in reviewing reports
• Opportunity to set clear expectations and accountability process

The Plan

• Beginning October 30, 2016
• Send a “Thank you” note to anyone who submits a report for your area (location-based reviewers only)
• Enter Follow-up (7 business days) and Sign-off (14 business days)
• Metrics for success: % of reports with follow-up within 7 days and sign-off within 14 days
How to get to VERITAS
To access VERITAS Click on Resources For Employees.
Scroll down and click on VERITAS.
Or go to website https://veritas.mc.vanderbilt.edu.
To login to VERITAS you must click on “Login using your vunetID and password” icon.

You cannot review VERITAS if you are logged in Anonymously.

NOTE: You must be on a Vanderbilt workstation in order to access VERITAS.
To login to review VERITAS, you must use your VUNETID and password.
The system will automatically open to your Info Center. Whenever you need to return to the Info Center, click on the house symbol in the top left corner.
Fired Alerts
If you are set up to receive fired alerts, any new files for your location or event type will appear in the Alert Notification section of your home screen.

To open the file, click the file number. You might have multiple VERITAS reports contained in the alert. To open the alert, check the box beside the alert and click Open.

Once you open your fired alert, it displays as “In Progress.”
To dismiss your fired alert and remove it from your Alert Notifications, check the box by the desired report, and click Acknowledge.

Verify that you wish to remove the alert. Click Yes.

Removing a file from your alert notification does not remove it from your risk file list.
Important Files
Method 1: From inside the file itself.

Open a VERITAS report.
In the bottom right corner, under More Actions, select File Properties—Status/Ownership, then click Mark as Important.
If you want to enter a reason or other notes, type them in the box provided. Click Save.
If you hover over the yellow triangle, you will see your reason/notes for this file.

Your file will now appear in the My Important Files. Only you can see that you marked this file as important.
If you no longer want the file marked as Important, click the box beside the file, click More, and select Not Important.
From the main screen, select a file from your list of Risk files. Click the drop down menu beside More, then select important.

Enter desired notes in the reason field, then click OK.

Method 2: From your home screen.
In the Info Center are all the events you have access to based on your assigned areas for VERITAS.
To open an event in “My Risk Files”, check the box to the left of the file and then click open, or double click on the file name.
Opening Files from My Risk Files
To sort your files by Incident ID, click the Incident ID header, then click it again. This will reorder your files by report number, with most recent first.

<table>
<thead>
<tr>
<th>Incident ID</th>
<th>Imported File ID</th>
<th>File Name</th>
<th>Inciden Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>468555</td>
<td></td>
<td>AIRWAY MANAGEMENT Event (468555)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468580</td>
<td></td>
<td>NUTRITION/DIETARY Event (468580)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468547</td>
<td></td>
<td>NUTRITION/DIETARY Event (468547)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468103</td>
<td></td>
<td>INJURY/ILLNESS Event (468103)</td>
<td>08-06-2015</td>
</tr>
<tr>
<td>468557</td>
<td></td>
<td>ENVIRONMENT Event (468557)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468166</td>
<td></td>
<td>LAB SPECIMEN/TEST Event (468166)</td>
<td>08-05-2015</td>
</tr>
<tr>
<td>468069</td>
<td></td>
<td>MEDICATION/FLUID Event (468069)</td>
<td>08-05-2015</td>
</tr>
<tr>
<td>468067</td>
<td></td>
<td>MEDICATION/FLUID Event (468067)</td>
<td>08-05-2015</td>
</tr>
<tr>
<td>468548</td>
<td></td>
<td>MEDICATION/FLUID Event (468548)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468546</td>
<td></td>
<td>MEDICATION/FLUID Event (468546)</td>
<td>08-11-2015</td>
</tr>
<tr>
<td>468352</td>
<td></td>
<td>VASCULAR ACCESS/CATHETERS/DRAINS Event</td>
<td>08-10-2015</td>
</tr>
</tbody>
</table>

Unopened files are bold. Once you open the file, it will no longer be bold.
To review information on the event, you can scroll down or click on the sections under the “Table of Contents” to the left.
Adding Follow-Up and Sign Off
To add a follow up, click on the “Add Follow-Up” button to open options
Click “Work done on file”.
Complete section as appropriate and click OK when complete.
*Note-if you select Reviewed-Follow up needed and done, the Follow up To/With and Comment boxes will become mandatory.
Please be specific and comprehensive in documenting your follow-up, so others who review can see what you’ve done.
If you need to add additional Follow-Up, repeat the process.

Save the event.
To sign off, complete same steps for entering follow-up and select Sign-Off.
Complete same steps for entering follow-up. Select Sign Off as the Follow-Up subtype.
Save the event.
The VERITAS report will drop off your My Risk Files list, but will be available to view through searching.
To view follow-up or sign off that has been entered, click Summaries and choose Followup summary. The summary will open in a different tab.
Creating Tasks
Click Tasks, Then More Tasks.

Click Add.
Complete the applicable fields (those with green asterisks are required). To find a person to task a file, click the hourglass beside “Reassign To.” You can search by username, name, title or department. Click OK when done.

Tip: If you’re not sure who the reviewer is for the area, you can enter a keyword in the “Dept” field to search for that area or event type.
Viewing Tasks
To view tasks assigned to you, look under “Tasks” on your home screen. Fill in the circle to the left and click on “Open Task”.

Click Open File to open the VERITAS report associated with the Task. You can then add your Followup and Sign off as previously described.
Completing Tasks
To complete the task, click on Tasks under “File Notification.” In the box that appears, click on “More Tasks”.

Check the box next to the task and then click on “Complete”.

Click on “Yes”.
The status of the task is now changed to “Completed”.
Once the task is completed, click on “Close”.

Emailing a Report
To email a file to someone who is a supervisor but not a reviewer, click the drop down menu on the far right of the screen, then click Email.

This is the Email screen.
You can enter the individual’s entire email address (with vanderbilt.edu at the end) or you can click To and search for their name in the list.

You can add a semicolon after each email address and send one email to multiple recipients.

In this example, the user typed “o’bryant” in the search field in order to find Kevin O’Bryant.

To send the report to Kevin O’Bryant, the user will click the box next to his name and click OK.
If desired, change subject heading or enter message for body of email (the message section is not sent securely/encrypted).

Enter message to individual here (optional).

Sends report as it looked when submitted.
Sends report as it looks right now
Sends follow up section report (does not send actual VERITAS).

Decide which version you want to send and click the appropriate button.
When you are finished customizing your email, click OK to send it. You will get a confirmation page to verify.

Click this if you’d like to edit the text on the report you’re emailing.

Click this if you’d like to hide the patient’s name and MRN.

Click this if you’d like to hide the empty fields in the report.

These boxes allow you to hide certain sections of your report.
Other features
To see who has reviewed a VERITAS report, click Audits under the File Notification menu.

To see who received an alert to review a VERITAS, click Alerts under the File Notification menu.
Examples
Example 1

Situation:
An infant was given the incorrect formula. It was reported in VERITAS as a Nutrition/Dietary event type, with the floor as the department/location. The VERITAS report was sent to the location reviewer as well as Nutrition Services.

Answer:
This issue was specific to the floor staff and did not involve Nutrition Services. The reviewer for Nutrition Services can enter “Reviewed-No follow-up needed” on behalf of their department and sign-off. The department/location reviewer will review and follow-up with the employee who gave the wrong formula and then sign-off on the report. In this case, this report should be reviewed two times and signed-off two times to designate all parties involved have provided pertinent follow up on the issue.
Example 2

Situation:
An ICU patient’s ventilator kept turning off. The VERITAS was categorized as Airway Management, with the ICU listed as the department/location, and “Equipment/Device Involved/Malfunctioned” marked as Yes. The VERITAS report was sent to the location reviewer as well as Respiratory Therapy, and Clinical Engineering.

Answer:
The event was not caused or affected by the ICU, so the ICU reviewer can enter “Reviewed- No follow-up needed” on behalf of their department and sign-off.
This is a respiratory equipment issue on a rented piece of equipment. Respiratory Therapy and Clinical Engineering worked together to contact the rental company and get it sent back for repairs. Both Respiratory and Clinical Engineering will mark “Reviewed – Follow-up needed and done” and specify in the comments how the issue was resolved. They will then both sign-off on the report. In the end, this report should be reviewed three times and signed-off three times to designate all parties involved have provided follow up on the issue.
Frequently Asked Questions

What are the expected time frames for reviewing and signing off on my VERITAS reports? Your reports should be reviewed/followed up within seven (7) days of the reported date and be signed off within fourteen (14) days of the reported date.

How do I know if someone has reviewed a VERITAS? You can audit the record to see who has reviewed it. See instructions for this in the training module.

What if follow up needs to be performed by another person/area?
- Do I need to task it to them? You can check to see if the person is set to receive the report by clicking the Alerts section of the report. If the individual is not listed, but you know he/she is a reviewer, you can task it to them.
- Do I need to enter follow up and sign off? Yes. If you receive a report for your area, you must document follow up and sign off on the report.

This VERITAS needs to be sent to another person, but they are not a VERITAS reviewer. Can I email it to them? How? Yes, you can email a file from inside the VERITAS application. The email will be sent via Accellion. See instructions for emailing in the training module. Note: Please limit emailing of files for confidentiality reasons.

Do I need to edit the report in any way before I email it? How do I do that? Emailed reports are sent via Accellion encryption, so are safe from interception. However, if the report is sensitive, or you need to redact it prior to emailing, please see instructions for editing the report, located in the training module.

Can I task a VERITAS to someone who needs to see it but does not have rights to review that particular area or event type? Will they still be able to see it? Yes, if you task an existing reviewer a report, it will give them temporary access to that report, regardless of if they review for that specific area of event type.

If I sign off on a report, but later need to review it again, will still be able to see it? Yes, you can access it even though it is signed off. You will need to search for the file using the search feature in the main menu (the hourglass icon along the far left side of the screen).

If I receive an emailed file through Accellion, can I forward it to someone else? No, emails have to be sent through VERITAS.

Can I keep my own spreadsheet of issues from VERITAS? No. Spreadsheets, even if kept on a secure shared drive or your personal drive, are not protected. Data maintained within the VERITAS application is covered under the TCA statute. Keeping your own documents erodes that protection.

Can I email someone and ask them to elaborate about a VERITAS report or event? Emailing specific patient details (or details about an event) erodes the protection provided to VERITAS, and might also be a HIPAA violation. If you need details about an event, get them in person or over the phone.

Can I print out a VERITAS report and give it to someone? Printing VERITAS reports decreases the protection of the reports and increases the risk of the reports getting into the wrong hands. We do not recommend printing out individual VERITAS reports.

How will I know that I didn’t miss a follow-up or sign off? Your Admin director will receive reports with your area’s compliance. You will also be able to run a report on your files that are outstanding.

What if I go on vacation or am out sick and cannot meet this requirement? You should have a back up reviewer designated for your area. That individual can be set up to “act as” you when you are out. Please let Risk Management know who your back up reviewer is so we can activate the “Act As” feature for you.
Veritas Support Information

Kevin O’Bryant- Data Analyst, Risk Management
  Email: kevin.d.obryant@vanderbilt.edu
  Phone: 615-936-5922 (65922 on campus)

Christie Schenk- Assistant Director, Clinical Risk Mgt
  Email: christie.schenk@vanderbilt.edu
  Phone: 615-936-5909 (65909 on campus)

Form thank you emails, reviewer lists, and training materials are in the Links section of VERITAS (on the right side of the app).