

User Manual

Majorincidentreporting.net

RAKOS at Helse Vest

RAKOS

The Regional Centre for Emergency Medical Research
and Development in western Norway



Table of contents

Table of contents	2
Overview	3
First Log In	4
The Long Variant.....	7
The Fast Lane	8
Hems Report.....	9
More than one author.....	10
Printouts.....	12

Overview

Welcome to the major incident reporting database. The database is based on the doctoral dissertation of Sabina Fattah, The Arctic University of Norway. The goal of this template for registering incident data from major incidents, is to gather data from different practices around the world. The combined data from all the various incidents can then be compiled, combined and analyzed. Hopefully, the results will give new impulses to the knowledge about both resource use and organizing of emergency units and organizations

As you work through the form, you will be asked to answer different questions. The purpose of the questionnaires is to try to establish a set of data that can be used for learning purposes.

The base is structured with different forms according to your profession and the sort of incident you are reporting about.

The database is divided into two separate datasets. One is for general registration of incidents, and one is for incidents with a focus on helicopter crew and their participation in an incident.

The general registration has two different registration forms. The most comprehensive is for medical personnel and personnel manning ambulances. The shorter one is for non-medical personnel like firefighters and police.

The part for medical personnel is quite long and consist of 32 screens with a different number of questions on each screen.

The part for non-medical personnel is one long layout that covers many of the same questions, but with the medical related questions left out.

If you should have any trouble in using the database, you can contact RAKOS at rakos@sus.no.

We are looking forward to seeing your contribution.

The RAKOS team.

First Log In

After you have submitted your data on the website, you have received an email with your login data. In the email you will also have a link to the database. You can use the link in the email or you can go to <https://majorincidentreporting.net> and choose menu «To registration forms».

Here you will be asked to fill in your credentials. When you hit enter or «Login», you will be asked to input your preferred password. The password in your welcome mail, is a onetime password. You choose your own, and this password will be the password you log in with the next time you enter data.

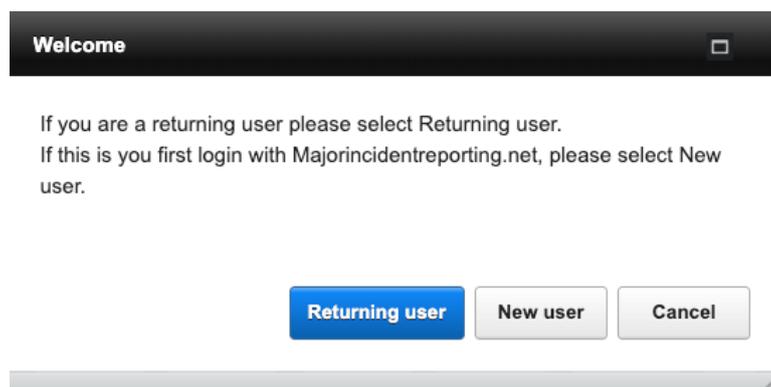
After inputting the new password, you will be sent to a welcome screen. Before you can start your registration, the program needs to establish some facts. To do this you will be presented with dialogs.

The first dialog will ask if you are a new user or a returning user.

The option «Returning user» will take you to the welcome screen and you can select the form you are working on.

The choice «New user» will also take you to the welcome screen. You then have to select your occupation and click on the button “Click this button to start incident registration”.

The welcome screen functions as your home screen in the system, and as you work, your reports will be visible in the sections below your username.



Your name and username will be automatically filled in, but you have to choose your profession manually.

Click on the tab that best describes your work and click on the button to start your incident registration.

Logout

Major Incident Report

Welcome

User name:

Already submitted report on incidents

➔

Already submitted report on HEMS

➔

Please choose your accupation

Meddic

EMS Fysician

Fysician

Firefighter

Policeman

Voluntare

Other health profession

Click this button to start incident registration

Connect to CoAuthor

The first dialog will ask if this is a new registration or if you are going back to an already started one.

If you click “in progress”, you will be taken back to the welcome page and you can select your incident directly from the appropriate section.

When you choose «New Incident», you will be asked if this new incident is in the Helicopter (HEMS) part, or if it is a general (Ordinary) registration.

You will then be taken to empty layout and you can start registering your data.

What are you reistrering?

Are you going back to a registration in progress or are you registering a new incident?

New Inciden In progress

What kind of incident are you registering?

You can choose to register a general incident, or you can choose to register an HEMS incident.

HEMS Ordinary

[Return to welcome page](#)

[Logout](#)

Major Incident Report

Welcome to the Major Incident Reporting template.

Before starting to fill in the actual electronic template, please make sure to download the template as linked to below. This template will be of great help and assistance when gathering information needed for filling in the template. The same template also serves as a guide and manual.

[DOWNLOAD REPORTING TEMPLATE](#)

File type: PDF File size: 176 kb

Please download the files for 'timeline of events' and 'flowchart of surge capacity' and provide as much information on these as you are able to. Attach these files to the completed report before pressing send.

[TIMELINE OF EVENTS](#)

File type: PDF File size: 20 kb

[FLOWCHART OF SURGE CAPACITY](#)

File type: PDF File size: 86 kb

In the conclusion section of this form we will allow for the files (completed with all relevant data) to be uploaded with your report. We will also occasionally refer to the files as we go along with the questions here so we suggest that you download and familiarize yourself with the files even at this early stage.

Page 1 of 32 

[Return to welcome page](#)

[Logout](#)

HEMS BACKGROUND INFORMATION

1.1. How many HEMS units are available 24/7? Country

1.2. How many HEMS units are available with restricted working hours?

1.3. Do the available units have rapid response cars?
 Yes No

2.1. Is the HEMS unit staffed by a physician?
 Yes No

2.2. Is the HEMS unit manned by physician with special training in pre-hospital critical care?
 Yes No

3.1. What, if any, is the pre-planned role of HEMS physician during major incidents? Please tick all options that apply

- Medical commander
- Treatment leadership
- Triage
- Provide medical care
- Transportation of patient
- Other

4.1. What, if any, is the pre-planned role of the HEMS unit? Please tick all options that apply

- Provide medical care
- Search and rescue
- Transportation
- Command
- Reconnaissance flights
- Scene of accident only
- Other

Page 1 of 8 

This layout is for the ordinary registration and is divided into pages. You travel through the pages by using the arrows at the bottom. You can, at any time, go back and forth through the form.

You will observe small red marks on important questions. Please answer these.

The beginning of the HEMS registration will show up like shown to the left.

The Long Variant

The long alternative embodies the whole set of information.

Each part of the template contains information on vital parts of an emergency operation and organization.

The information groups are

1. Incident characteristics
2. EMS response data
3. Medical command structure
4. Medical communication
5. Mode of communications
6. Transport
7. Equipment
8. Patient surge data
9. Patient characteristics
10. Triage
11. Types of injury
12. Key lessons
13. EMS background

All the information is formatted to give the most reliable and anonymous picture of an incident. You will note that in the section of patient data, the number of injured must be over five before you report the actual injury. This is to protect the confidentiality.

For the other parts of the template, the data does not refer to individual people, but rather to staff's titles and numbers.

The Fast Lane

It is an observation that the length of the template is in itself a hindrance for the registration. In addition, a good portion of the questions are based on medical knowledge. But still we get reports that non-medical personnel have valuable knowledge of both routines and equipment status and use.

It is also obvious that the information in this template often will be a collaborative effort by all the involved parties, and that this collaboration will enhance the quality of the information that can be extracted from the data.

Our wish for the template is that will contain the best and most extensive data, and that it shall be as easy and time effective as possible.

We have therefore enclosed a template we call «the fast lane» to encourage personnel without medical background to participate in the reporting of an incident.

This template contains many of the same fields and topics as the full-length template but leaves out questions that are based on medical issues and of data that has to be retrieved from other sources than the actual incident experience.

When «the fast lane» form is filled out, and the main author has approved the participation of co-authors, the information will show up in the all occurrences of the incident that is being reported.

We will explain more of the author – co-author procedures in later chapter.

Hems Report

The HEMS report is a specialized report for helicopter personnel. It is more focused on the specifics of flight assistance and deals with topics as

1. Relevant characteristics for HEMS operations
2. HEMS response to major incident dispatch
3. Specific tasks
4. Key lessons

This template covers a smaller part of an incident, but it is designed in collaboration with EUPHOREA-network. This network consists primarily of MDs with a focus on prehospital research and with clinical practice from HEMS work.

More than one author

As mentioned, the solution has a functionality that enables an author to connect other co-authors to the preparation of the report.

To make this work you need to follow certain steps.

The steps are.

1. Ask the co-author to register via the majorincidentreporting.net website.
2. When the co-author is logging on to the database using the credentials, he received in his welcome email, this dialog will appear.
3. Instruct the co-author to choose «Co-Author» at his/her registration. This is done by clicking the appropriate button in the dialog



When the co-author has checked in, the main author can select the new co-author and which registration to take part in.

The main author must follow the following steps to make the connection between the new co-author and the incident registration in question.

This is done as follows.

1. Log in to the database.
2. Click the button in the welcome screen that says «Connect to Co-Author»
3. In the list that appears, click on the relevant registration. If you are, or have already, registered more than one incident, they will appear in this list.
4. When you have clicked on the line for the incident you want to connect, you will see a list of names. These names are people who has registered as co-authors on their initial registration. Scroll till you find your co-authors name and click on the line where the right name appears.
5. The co-author can now log in, and the incident will show up in one of two boxes in the welcome window. General incidents will show up in the upper box, and HEMS incidents will show up in the lower box.

The only limitation to more than one author, is that if one author, co-author or main author, is editing the record, the records is locked for other users.

So, this makes it important to click the «Back to welcome page» button or log out of the application when your job is done.

Both main author and co-authors can come back to the layout at any time, and as many times as they want. It will be visible in the previous mentioned boxes in the welcome screen.

Printouts

The template contains three print possibilities, or rather, downloadable documents.

The first is a printout of the general template. It is empty of information, but functions as a guide and overview of the template.

The second is a help-sheet in word format, called timeline. This is a list of the registrations done in the template, and it can function as a data collection tool prior to the electronic registration.

The third is a pptx (power point) file with graphic examples of registering incident data.

You will be asked to upload your datasheets, based on the word document and the power point document, at the end of the electronic registration.