

## Incident Management Answer Key

### Incident Knowledge Check

1. True or False: The person involved in the incident record must be an employee.
  - **FALSE: The Person involved can be any person**
2. What would happen if all the mandatory fields in are not completed when you try to push the record forward?
  - **The application would not allow you to move forward. 'Issues' would be identified at the top of the page in red. Those items must be completed before pushing the record forward.**
3. True or False: Can I report two or more people involved when reporting an injury incident?
  - **FALSE**
4. Why would you need to relate more than one record together?
  - **If you are completing an injury incident which included more than one person.**
5. What happens when you select the 'Reported Related' option?
  - **The description, what, where and when are copied to reduce the effort of creating a new record**
6. How does the 'Person Responsible for Investigation' field get populated?
  - **Core is it uses the defaulted person assigned by the location the incident is reported**
7. What are the two ways to find the records I am responsible for?
  - i. **My To Do Webpart**
  - ii. **Monitor Menu**
8. What does the incident number mean?
  - **Category – date – series number**

9. What are three incident workflow role names?
- i. **Reported by**
  - ii. **Responsible for Investigation**
  - iii. **Responsible for review**
  - iv. **Responsible for closure**
10. How can I add a web link and why would I need to add a web link?
- **Gets them to think about where attachments are located. Always recommend if sensitive things need to be linked to the record like confidential photos or details then can source those from their internal secure drives.**
11. True or False: I can revert the incident back to the Investigation stage while in the Review stage.
- **TRUE – The mobile menu (hamburger menu) will offer you that option.**
12. True or False: I can close an incident that has open corrective actions.
- **FALSE: you cannot proceed from the 'pending closure stage' until all corrective actions have been closed.**
13. Name two items that must be completed in the Pending Closure stage.
- i. **All action items must be closed**
  - ii. **The employee must have returned to work, or returned to full duties, if they were on restricted duties.**
14. When reporting an injury incident what field is used to calculate the incident rates?
- **# of lost/restricted days**

### Near Miss Knowledge Check

1. How is the workflow for a near miss different from an incident workflow?
- **There is one less step – no review stage**
2. What is different on a near miss first report then an incident first report?

- **There is no witness field**
  - **The 'what' category becomes 'what COULD have happened'.**
3. True or False: It is possible to convert a Near Miss to an Incident.
- **TRUE: The Near Miss can be converted to an Incident through the mobile (hamburger) menu.**
4. True or False: A near miss can be closed with open corrective actions.
- **FALSE: Like an Incident, a Near Miss cannot progress further than the 'pending closure' stage with open corrective actions.**
5. True or False: Is there a difference between an incident injury and a near miss injury?
- **TRUE: Less detail is required in the investigation because an injury did not occur.**
6. Who can see draft records?
- **Only a person who has created the draft. It is not an official record until the record is transitioned into the workflow stage.**
7. What would happen if you checked more than one incident type in the 'What' component of the First Report?
- **The investigation stage of the workflow would reflect the selections by asking questions specific to those selections.**

## Hazard Identification Knowledge Check

1. What are two differences between the first report for a Hazard Identification and an Incident?
- i. **Corrective actions are on the first report of the hazard ID**
  - ii. **Risk Assessment is on the first report of the hazard ID**
2. True or False: I can turn a hazard into a near miss or an incident.
- **TRUE: You can do this by accessing the mobile (hamburger) menu at the top right of the screen**
3. True or False: I can close a hazard that has open corrective actions.

- **FALSE: A hazard ID requires an action to be closed during the 'review' stage.**
4. True or False: I can report my hazard at any location available in the location tree.
- **TRUE**