

TRAINING GUIDE TO CAPTURE PATIENT SAFETY INCIDENTS (PSI) AND COMPLAINTS, COMPLIMENTS AND SUGGESTION (CCS) ON THE OFFLINE MODULE

July 2018



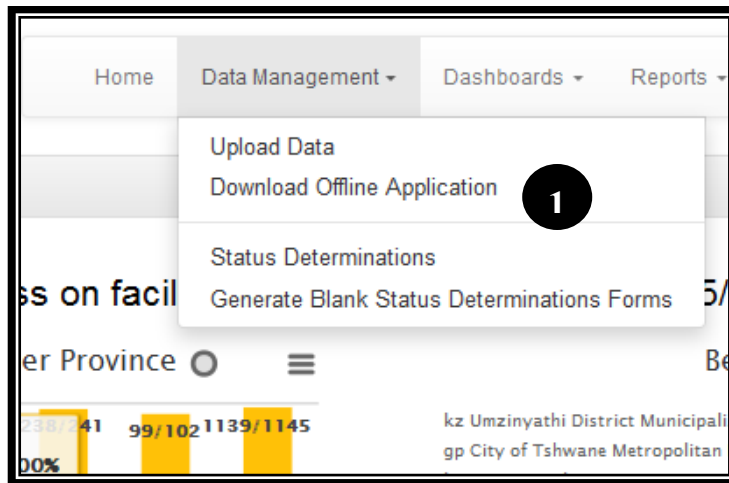
health

Department:
Health
REPUBLIC OF SOUTH AFRICA

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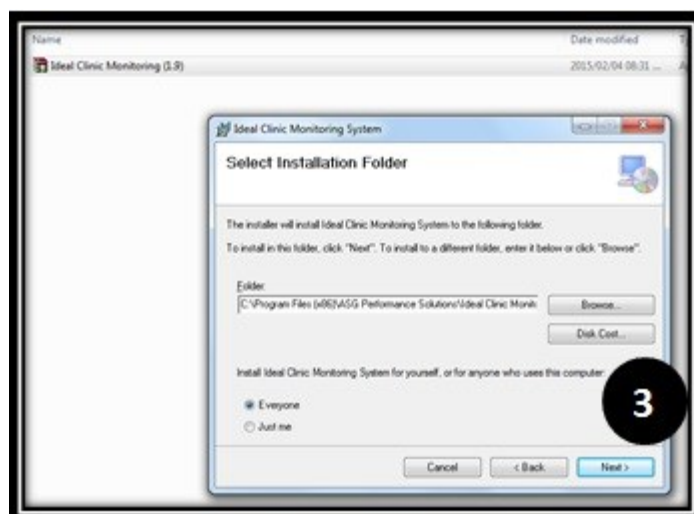
1. Install Offline application



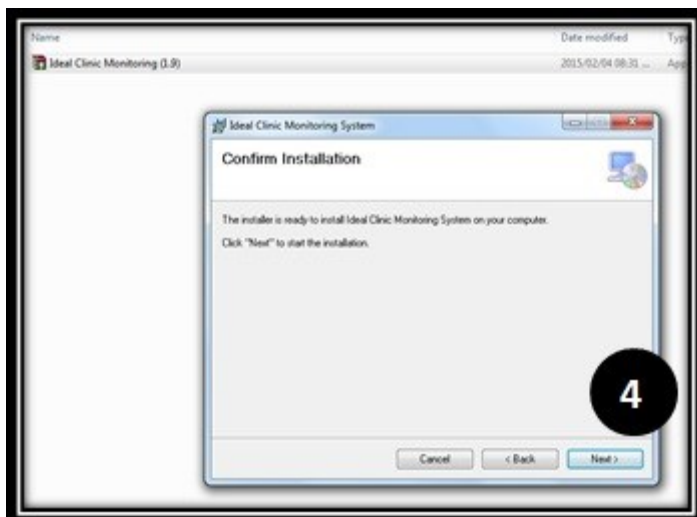
1. Download the Offline Module from the online software. Select the 'Data Management' tab, then the 'Download Offline Application' and run (double click on the file) the installation file to start installation



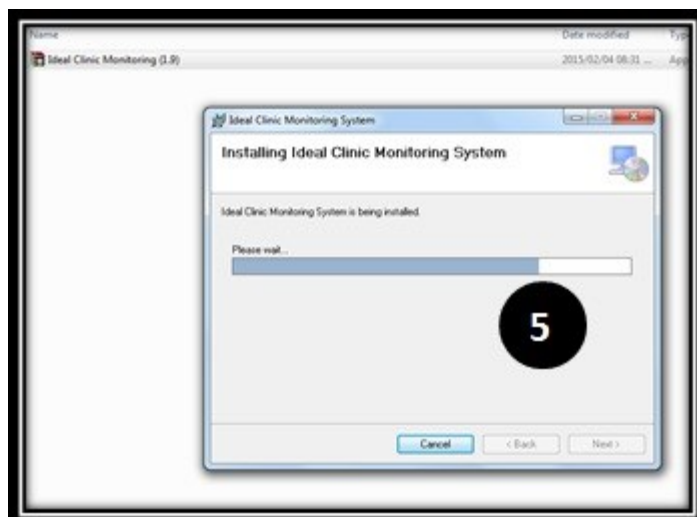
2. This Window will come up next; click the 'Next' button



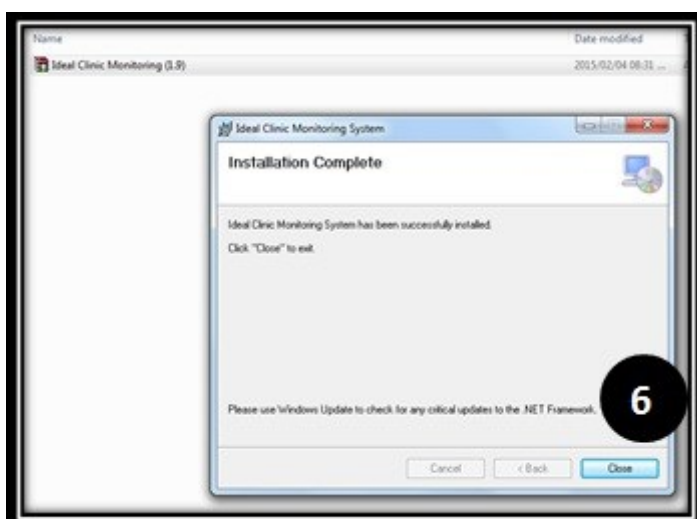
3. Leave all settings as it is and click Next



4. Click Next



5. This will start the installation of the Offline Application on your computer



6. Once installation completed; click Close

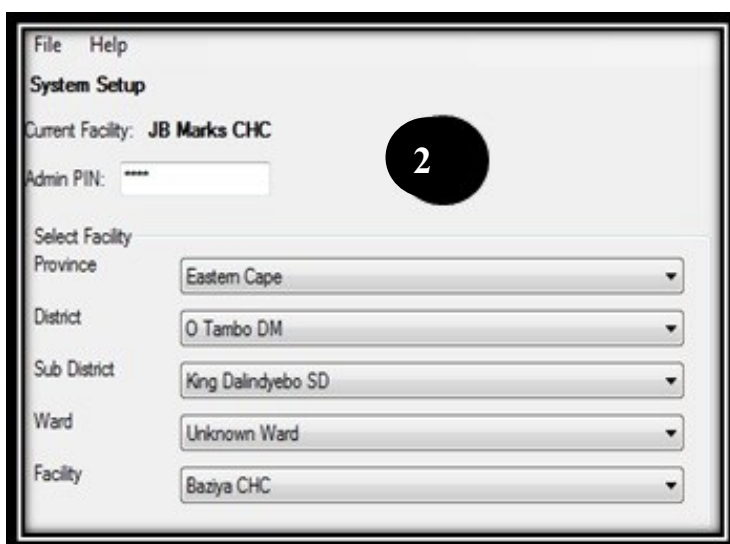


7. Close all windows and go to the Desktop on your computer where you will find the shortcut for the Offline Ideal Clinic Monitoring System

2. Capture Offline



1. Go to the Desktop on your computer and Click on the Offline 'Ideal Clinic Monitoring System' Icon to open the Offline program



2. A Window will open (Setup screen) that requires an Admin Pin. Enter **1234** at the admin pin



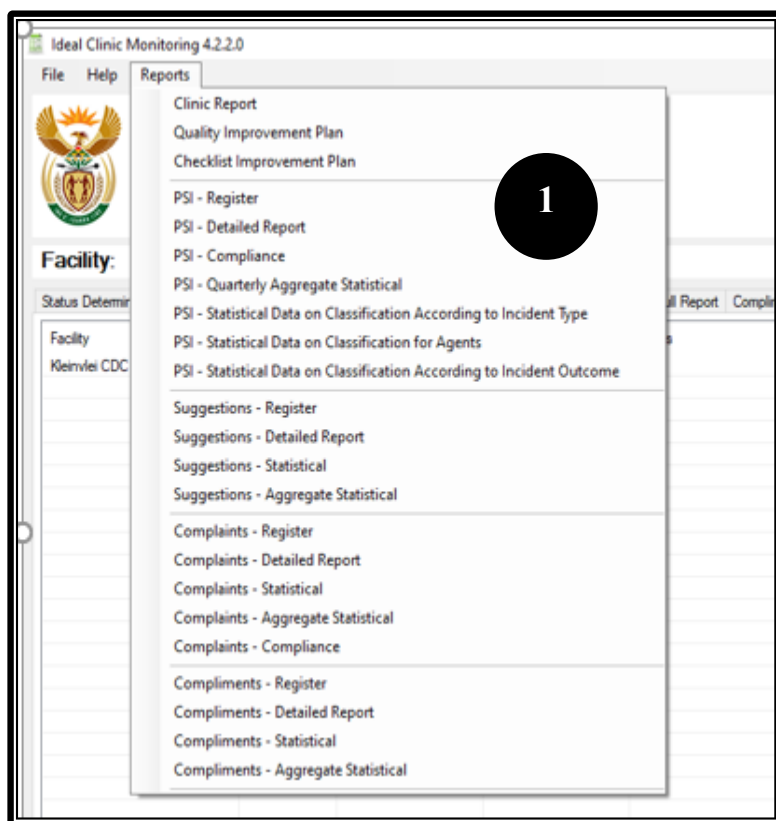
3. When you enter the Pin, this Window will appear. You can now filter Province, District, Ward and Facility. Select the name of the facility you want to capture for
4. At the bottom right hand corner is a button 'Apply'; CLICK Apply

9. Once all the fields marked with a red asterisks have been completed, select the 'Save' button

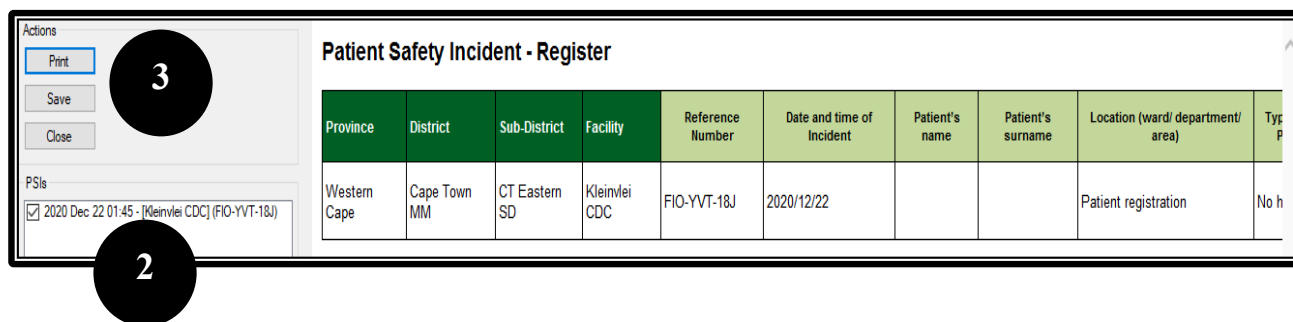
- You will then return to the Home screen where all the CCS/PSI that have already been captured will appear.
10. If you want to edit an existing CCS/PSI, double click on the CCS/PSI or
11. Select the “Open” button at the bottom of the screen.
12. If you want to Delete a CCS/PSI, select the CCS/PSI by clicking on it so that it turns blue, then select ‘Delete’

3. Generate Reports

1. To generate reports, select the report form the drop-down menu under the 'Reports' tab



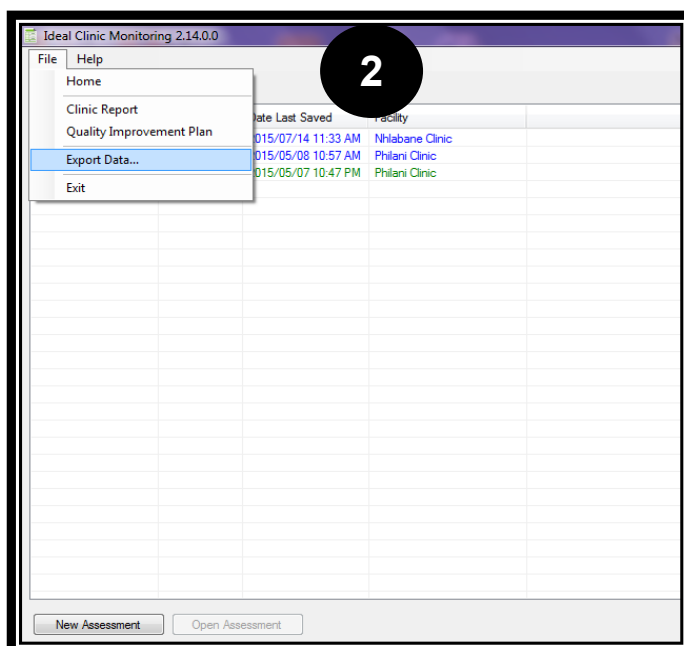
2. Select the tick box for the report you want to generate.
3. Select the 'Print' or 'Save' option to generate the report



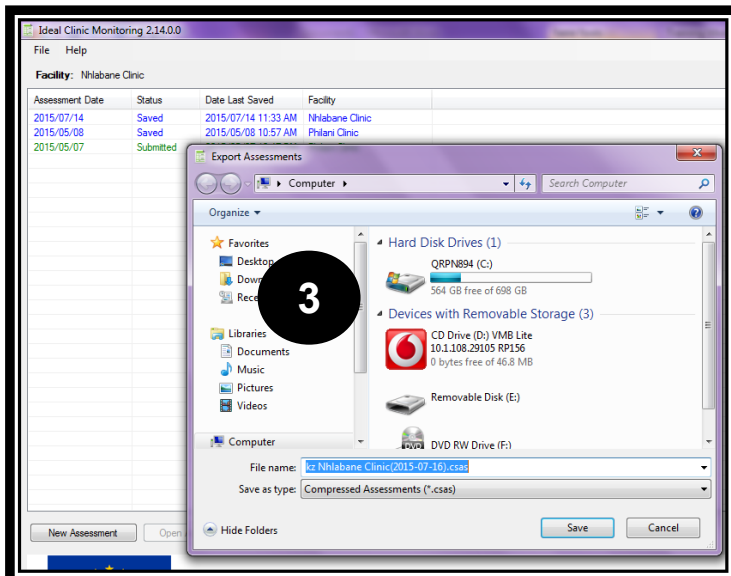
4. Export and Upload Online



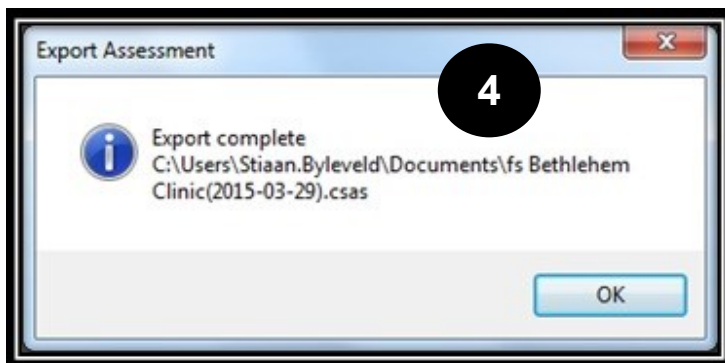
1. Go to the Desktop on your computer and Click on the Offline 'Ideal Clinic Monitoring System' Icon to open the Offline program



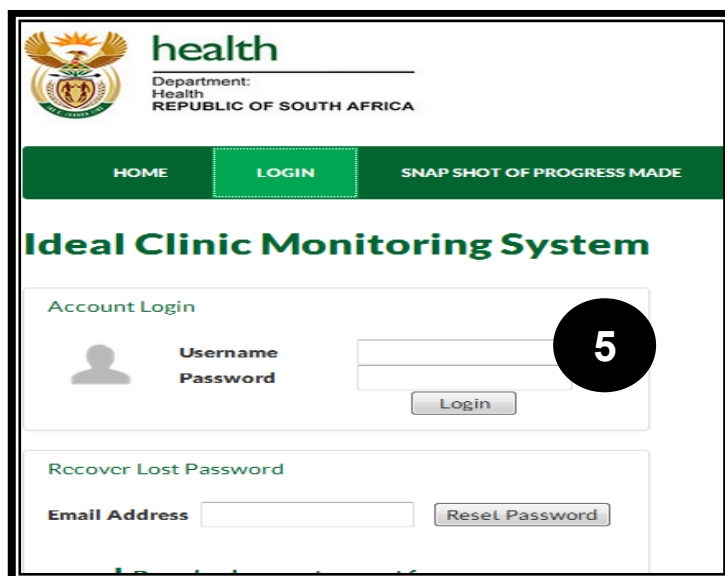
2. Go to the 'File' tab and select 'Export Data'.



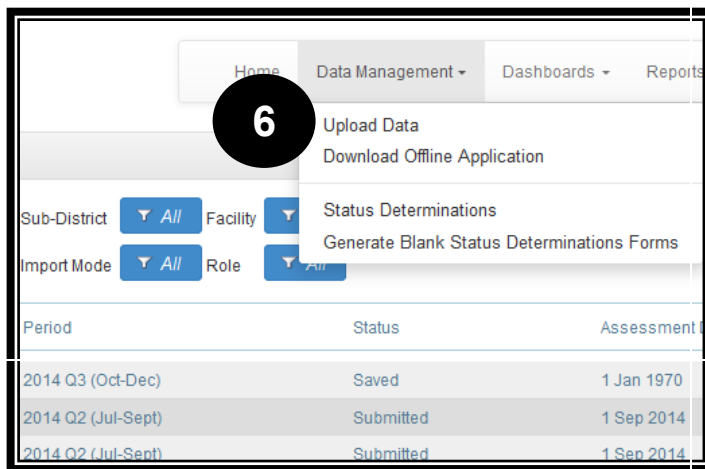
3. A screen will appear to prompt you where you want to save the exported file. Save it under your Document folder or on the memory stick that was provided for this purpose. Please don't change the type. For uploads a *.csas file format is needed.



4. A Message will come up to say that the Export was successful



- Go to www.idealclinic.co.za
You have to be registered and need a Username and Password.
5. Enter you Username and Password and click Login to open

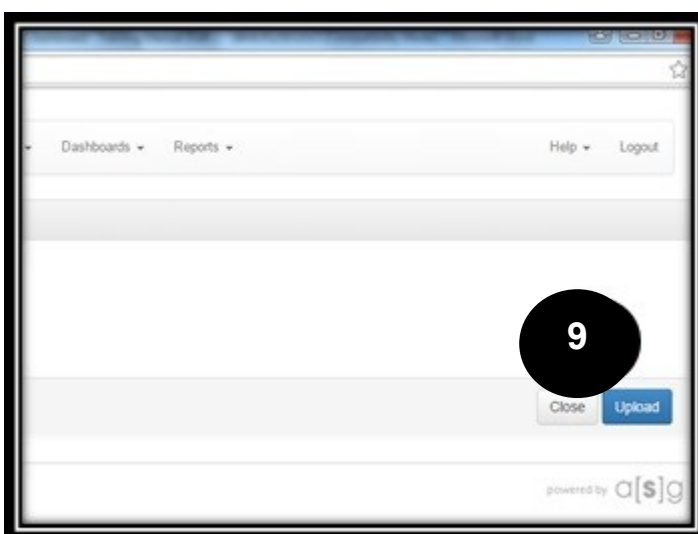


6. Once the Hope page opens, click on the drop-down arrow next to the Data Management tab.

Select 'Upload Data' to import the file



5. Click on 'Choose File'
6. Browse to find the Export File (*.csas file format) that you have saved on your computer or on a memory stick



7. Click 'Upload' to access the interface that will display the data that you are about to upload.

Status Determination Upload

Instructions:
Select a single file (.CSAS) or a ZIP of many .CSAS files.
Maximum file size: 10MB

The following files within the exports were ignored:

- File: 1 (201506240550007160.sas) in kz Qinelani Clinic(2015-09-07) CSAS. You do not have the required role to upload status determination role: SD PPTICRM

The following facility assessments have been loaded:

Facility	Visit Date	Period	Saved/Committed	Mode	Answers Uploaded
Qinelani Clinic	8 Jul 2015	2015 H1 (Apr - Sept)	Committed	Update	212
Ntembisweni Clinic	24 Aug 2015	2015 H1 (Apr - Sept)	Committed	Update	212

Browse...

Close Upload

10. A screen will appear, indicating which information will be uploaded
11. Verify that this is the information that you want to upload and select 'Upload' to upload the data
12. In cases where you want to upload data that you do not have permission to upload (permissions are assigned to user accounts on the Online software) the following message will appear 'The following files within the exports were ignored'. A list of the files will also be displayed

Assessment Upload

Instructions:
Select a single file (.CSAS) or a ZIP of many .CSAS files.
Maximum file size: 10MB

The following facility assessments have been loaded:

Facility	Visit Date	Period	Saved/Committed	Mode	Answers Uploaded	Answers failed to load
Philani Clinic	7 May 2015	2015 H1 (Apr - Sept)	Committed	Update	212	

Browse... No file selected

Close

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13. A message will appear ' The following facility assessments has been loaded' once the files have been uploaded.