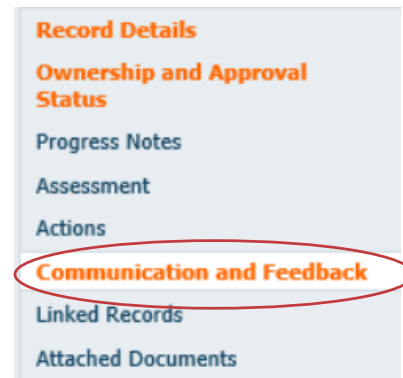It was noted that the overall number of overdue incidents is accumulating with the handlers, which also resulted in overloading the SRS inbox for follow-up individuals / investigators. Moreover, it makes it difficult for the investigators to track and differentiate between incidents, which they have already provided feedback, from those pending (unanswered incidents).

Tips for expediting timely completion of incidents:

1. It's highly recommended that the investigators send communication and feedback for the handler, stating that *"The feedback has already been added in the progress notes, kindly review and close the incident."*

2. Timely communication with the incident's handler or QM (Patient Safety Team), utilizing the communication and feedback feature if the investigator or handler is not directly involved in the incident.

3. Timely incident investigation and feedback/action plan in progress notes.

Record Details
Ownership and Approval Status
Progress Notes
Assessment
Actions
Communication and Feedback
Linked Records
Attached Documents

Reporting and Management of Incidents APP-105

Handler Responsibility:

1. Document preliminary response in the progress notes to explain how/what occurred (within 72 hrs.).

2. Document outcomes and actions taken within seven (7) working days from occurrence and complete/close the SRS accordingly.

Follow-up individuals / Investigators Responsibility:

1. Review all forwarded incidents and ensure proper, timely follow-up (within 72 hours), in collaboration with related departments and direct line managers.

For more information or QIS support, please contact the Patient Safety and Risk Management Team.
Alanood Abdulfattah (MCD: 41682), Ibrahim Qoulaghasi (MCD: 41276), Lojain Khalid (MCD: 41366), or Amany Moustafa (MCD: 43951).