

# Appendix A - Beta Test Hazard Manager

The screenshot shows the HIT Hazard Manager web application. At the top left is a circular logo with '2011 Beta Test Version 1' and a medical symbol. The main title 'HIT Hazard Manager' is centered at the top. Below the title is a navigation bar with 'Home', 'Admin', 'Hazards', 'Reports', and 'My Account'. A central instruction reads: 'Not all categories may be applicable. If something is not applicable, leave it blank. When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.' Below this is a tabbed interface with tabs for '1. Description', '2. Systems Involved', '3. Discovery', '4-A. Causation', '4-B Causation(cont.)', '5. Impact', '6. Corrective Action', '7. Vetting and Resolution', '8. Notes', and '9. References'. The '1. Description' tab is active. A yellow warning banner states: 'WARNING, PUBLIC INFORMATION: Do not enter any information that could identify a Patient, Clinician, Organization or Health IT Manufacturer!'. Below the warning is a text area for 'Short Description (PUBLIC)' with a character count of 550. A second text area is for 'Detailed Description (private)'. At the bottom right are two buttons: 'Save Hazard and Exit' and 'Save Hazard and Continue'.

2011  
Beta Test  
Version 1

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

Not all categories may be applicable. If something is not applicable, leave it blank.  
When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description 2. Systems Involved 3. Discovery 4-A. Causation 4-B Causation(cont.) 5. Impact 6. Corrective Action 7. Vetting and Resolution 8. Notes 9. References

**WARNING, PUBLIC INFORMATION: Do not enter any information that could identify a Patient, Clinician, Organization or Health IT Manufacturer!**

Short Description (PUBLIC)

(Maximum characters: 550)  
You have 550 characters left.

Detailed Description (private):

Save Hazard and Exit Save Hazard and Continue

# Appendix A - Beta Test Hazard Manager

**2011 Beta Test**  
Version 1

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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If more than one system or module was involved in a hazard, click Add System to enter the second.

**Primary System Involved**

Vendor:  System:  Version:

Module:  If Other, Please Specify:   Delete System Involved

Add New System

Save Hazard and Exit Save Hazard and Continue

# Appendix A - Beta Test Hazard Manager



## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description   2. Systems Involved   3. Discovery   **4-A. Causation**   4-B Causation(cont.)   5. Impact   6. Corrective Action   7. Vetting and Resolution   8. Notes   9. References

When was the hazard discovered?

Who Discovered the hazard?

If Other, please specify:

Was the hazard associated with a shift change?  Yes  No

Which shift?

Stage of Discovery (Check all that apply.)

- Software Specification
- Vendor Programming
- Customer Configuration
- Customer Programming
- Testing
- Training
- Go-Live
- Production Use
- Upgrade

How long has the hazard existed within the system?

Hours (Up to 23):

Days (Up to 30):

Months:

How was the hazard discovered?

If Other, please specify:

How was the hazard published? (Check all that apply.)

- Internal Report (not published)
- Sent to HIT Vendor
- 3rd-Party Content (Vendor Communication)
- User Group Communication (e.g., Listserv)
- Published Report (including electronic)
- Received from HIT Vendor

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2011 Beta Test Version 1

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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**Usability: (Check all that apply.)**

- Difficult Information Access
- Difficult Data Entry
- Excessive Demands on Human Memory
- Confusing Information Display
- Inconsistent Information Display
- Mismatch between HIT function and clinical reality
- Inadequate or Confusing Feedback to the user
- Electronics-induced Credulity (excessive trust)
- Other (specify)

**Data Quality: (Check all that apply.)**

- Incorrect patient information
- Information linked to the wrong patient
- Faulty reference information
- Miscalculation of a result (by HIT software)
- Lost data
- Inaccurate Natural Language Processing
- Other (specify)

**Clinical-Decision Support: (Check all that apply.)**

- Faulty Recommendation
- Missing Recommendation
- Clinical Content Inadequate
- Decision-Engine Logic Inadequate
- Inappropriate level of automation
- Other (specify)

**Software Design: (Check all that apply.)**

- Faulty vendor implementation/configuration recommendation
- Inadequate clinical content (including 3rd-party)
- Unusable in software-implementation Tools
- Sub-optimal interfaces between applications
- Unnecessary/unauthorized sharing of PHI
- Faulty design
- Non-configurable software
- Other (specify)

Save Hazard and Exit Save Hazard and Continue

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2014 Beta Test Version 1

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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**Implementation: (Check all that apply.)**

- Inadequate software change control
- Inadequate project management
- Inadequate control of user access
- Unpredictable elements of the patient's record available only on paper/scanned documents
- Other (specify)

**Hardware: (Check all that apply.)**

- Insufficient user hardware
- User hardware poorly located
- User hardware not working or malfunctioning
- Back-end hardware failure
- Slow HIT response
- Other (specify)

**Other User Factors: (Check all that apply.)**

- Fatigue
- Lack of Professionalism
- Unforced user error

**Other Organizational Factors: (Check all that apply.)**

- Inadequate training
- Excessive workload (including cognitive)
- Inadequate change management
- Compromised communication among clinicians
- Care processes poorly defined
- Unclear policies
- Interactions with other (non-HIT) care systems
- Loss of pre-existing safeguards
- Virus or other malware
- Security breach
- Other (specify)

Save Hazard and Exit Save Hazard and Continue

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## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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Risk of care-process compromise:

Type of potential care-process compromise from this hazard:

If Other, please specify:

Potential Impact of care-process compromise:

If there was care-process compromise, how serious was it?

When did the care-process compromise occur?

If there was patient harm, how serious was it?

Type of patient harm: (Check all that apply.)

- Physical
- Psychological
- Reputational
- Financial

When was the patient harm identified?

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Hazard Mitigation Plan:  Activity Status:

### Initial Fix

Date:

Urgency:

Completeness of Fix:

Plan (Private):

Fix (Check all that apply.):

- Software Upgrade (vendor)
- Training for local IT
- Configuration Change (local IT)
- Custom Programming (local IT)
- Care-Process Change
- Policy Change
- Training for End Users
- Other (specify)

If other, please specify:

### Definitive Fix

Date:

Urgency:

Completeness of Fix:

Plan (Private):

Fix (Check all that apply.):

- Software Upgrade (vendor)
- Training for local IT
- Configuration Change (local IT)
- Custom Programming (local IT)
- Care-Process Change
- Policy Change
- Training for End Users
- Other (specify)

If other, please specify:

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2011 Beta Test Version 1

## HIT Hazard Manager

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**Responsible for Vetting: (Check all that apply.)**

- Pharmacy
- Medical Records
- Informatics/Human-Factors
- Engineering
- Quality/Safety
- Clinical Leadership
- Local IT
- HIT Vendor
- Risk Management
- Legal Department
- Laboratory
- Radiology
- Regulatory Agency
- Reimbursement Agency
- End-User
- User Community
- Other (specify)

**Responsible for Hazard Mitigation: (Check all that apply.)**

- Pharmacy
- Medical Records
- Informatics/Human-Factors
- Engineering
- Quality/Safety
- Clinical Leadership
- Local IT
- HIT Vendor
- Risk Management
- Legal Department
- Laboratory
- Radiology
- Regulatory Agency
- Reimbursement Agency
- End-User
- Vendor User Community
- Other (specify)

Save Hazard and Exit Save Hazard and Continue

# Appendix A - Beta Test Hazard Manager

The screenshot displays the HIT Hazard Manager web application. At the top left is a circular logo for the 2011 Beta Test, Version 1. The main header is "HIT Hazard Manager". Below the header is a navigation menu with "Home", "Admin", "Hazards", "Reports", and "My Account". A central instruction reads: "Not all categories may be applicable. If something is not applicable, leave it blank. When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button." Below this is a row of nine tabs: "1. Description", "2. Systems Involved", "3. Discovery", "4-A. Causation", "4-B Causation(cont.)", "5. Impact", "6. Corrective Action", "7. Vetting and Resolution", "8. Notes", and "9. References". The "8. Notes" tab is active, showing a text area titled "Notes (private)". At the bottom right of the text area is a checkbox labeled "Delete Note". Below the text area is an "Add New Note" button. At the very bottom of the page are two buttons: "Save Hazard and Exit" and "Save Hazard and Continue".

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# Appendix A - Revised Hazard Manager

The screenshot shows the HIT Hazard Manager web application. At the top left is a circular logo with '2012' and 'Version 2'. The main header is 'HIT Hazard Manager'. Below the header is a navigation menu with 'Home', 'Admin', 'Hazards', 'Reports', and 'My Account'. A central instruction reads: 'Not all categories may be applicable. If something is not applicable, leave it blank. When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.' Below this is a tabbed interface with tabs for '1. Description', '2. Systems Involved', '3. Discovery', '4. Causation', '5. Impact', '6. Hazard Control Plan', '7. Plan Approval', and '8. Notes & References'. The '1. Description' tab is active. A warning message states: 'WARNING, PUBLIC INFORMATION: Do not enter any information that could identify a Patient, Clinician, Organization or Health IT Vendor!'. There are two text input areas: 'Short Description (PUBLIC)' with a 550-character limit and a 'Detailed Description (private)'. A 'Save Hazard and Exit' button is located at the bottom right.

2012  
Version 2

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

Not all categories may be applicable. If something is not applicable, leave it blank.  
When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description 2. Systems Involved 3. Discovery 4. Causation 5. Impact 6. Hazard Control Plan 7. Plan Approval 8. Notes & References

**WARNING, PUBLIC INFORMATION: Do not enter any information that could identify a Patient, Clinician, Organization or Health IT Vendor!**

Short Description (PUBLIC)

(Maximum characters: 550)  
You have 550 characters left.

Detailed Description (private):

Save Hazard and Exit

# Appendix A - Revised Hazard Manager

2012  
Version 2

## HIT Hazard Manager

Home Admin Hazards Reports My Account

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1. Description 2. Systems Involved 3. Discovery 4. Causation 5. Impact 6. Hazard Control Plan 7. Plan Approval 8. Notes & References

Please refer to the HIT User Manual to update your organization's systems and contact your administrator.

Drag a column header and drop it here to group by that column

Select	Vendor	System	System Version	Module
<input type="checkbox"/>	Nuance	eScription		GI
<input type="checkbox"/>	Meditech	Meditech	6.05.07	Ambulatory Clinical System/EHR

Save Hazard and Exit

# Appendix A - Revised Hazard Manager



## HIT Hazard Manager

Home Admin Hazards Reports My Account

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When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description   2. Systems Involved   3. Discovery   4. Causation   5. Impact   6. Hazard Control Plan   7. Plan Approval   8. Notes & References

**How was the hazard discovered?** (Check all that apply.)

- Local IT Implementation and Testing (DBV)
- Value-Added Reseller
- End-User Report (any clinician)
- Automated Error Log
- Patient or Lay-Caregiver Report
- Vendor Reported (any vendor)
- Chart Review
- Retrospective Analysis
- Other (specify)

**Stage of Discovery** (Check all that apply.)

- Software Specification
- Vendor Programming
- Customer Configuration
- Customer Programming
- Testing
- Training
- Initial Go-Live
- Production Use
- Upgrade

**How long was this hazard present in the system when it was discovered?** (fill in one)

Hours (Up to 23):

Days (Up to 30):

Weeks (Up to 51):

Months:

**How was the hazard communicated?** (Check all that apply.)

- Communicated internally
- Reported to software vendor
- Published report (including electronic publication)
- Informal communication with vendor user group

**When was the hazard discovered?**

[Save Hazard and Exit](#)

# Appendix A - Revised Hazard Manager



2012  
Version  
2

## HIT Hazard Manager

Home
Admin ▾
Hazards ▾
Reports ▾
My Account ▾

Not all categories may be applicable. If something is not applicable, leave it blank.  
When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description
2. Systems Involved
3. Discovery
4. Causation
5. Impact
6. Hazard Control Plan
7. Plan Approval
8. Notes & References

**Usability: (Check all that apply.)**

- Information hard to find
- Difficult data entry
- Excessive demand on human memory
- ⓘ Sub-optimal support of teamwork (situation awareness)
- Confusing information display
- Inadequate feedback to the user
- ⓘ Mismatch between real workflows and HIT
- ⓘ Mismatch between user expectations (mental models) and HIT
- Other (specify)

**Data Quality: (Check all that apply.)**

- IT design contributed to entry of data in the wrong patient's record
- Organizational policy contributed to entry of data in the wrong patient's record
- Patient information/results routed to the wrong recipient
- Discrepancy between database and displayed, printed, or exported data
- Faulty reference information
- Unpredictable elements of the patient's record available only on paper/scanned documents
- Lost data
- Inaccurate natural language processing
- Virus or other malware
- Other (specify)

**Decision Support: (Check all that apply.)**

- ⓘ Excessive non-specific recommendations/alerts
- Faulty recommendation
- Missing recommendation or safeguard
- Inadequate clinical content
- ⓘ Inappropriate level of automation
- Other (specify)

**Vendor Factors: (Check all that apply.)**

- Sub-optimal interfaces between applications (and devices)
- Non-configurable software
- Faulty vendor configuration recommendation
- ⓘ Unusable software implementation tools
- Inadequate vendor testing
- Inadequate vendor software change control
- Inadequate control of user access
- Faulty software design (specification)
- Other (specify)

**Local Implementation: (Check all that apply.)**

- Faulty local configuration or programming
- Inadequate local testing
- Inadequate project management
- ⓘ Inadequate software change control
- Inadequate control of user access
- Sub-optimal interface management
- Other (specify)

**Other Factors: (Check all that apply.)**

- Inadequate training
- Excessive workload (including cognitive)
- ⓘ Inadequate organizational change management
- Inadequate management of system downtime or slowdown
- Unclear policies
- ⓘ Compromised communication among clinicians (i.e., during hand-offs)
- ⓘ Interactions with other (non-HIT) care systems
- Physical environment (e.g., hardware location, lighting, engineering)
- Hardware failure
- Inadequately secured data
- ⓘ Use error in the absence of other factors
- Other (specify)

# Appendix A - Revised Hazard Manager

The screenshot shows the HIT Hazard Manager web application. At the top left is a circular logo with '2012' and 'Version 2'. The main title 'HIT Hazard Manager' is centered at the top. Below the title is a navigation menu with 'Home', 'Admin', 'Hazards', 'Reports', and 'My Account'. A central instruction reads: 'Not all categories may be applicable. If something is not applicable, leave it blank. When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.' Below this is a tabbed interface with eight tabs: '1. Description', '2. Systems Involved', '3. Discovery', '4. Causation', '5. Impact', '6. Hazard Control Plan', '7. Plan Approval', and '8. Notes & References'. The '6. Hazard Control Plan' tab is active. The form contains the following questions and input fields:

- Has this hazard affected a care process?
- Risk that this hazard could affect a care process if it is not controlled?
- If the hazard were to affect a care process, how likely is it that an end user would notice before a patient was harmed?
- Best estimate of how many patients could be affected if this hazard is not fixed?
- Most serious/worst harm that could happen if hazard is not fixed?

A 'Save Hazard and Exit' button is located at the bottom right of the form area.

# Appendix A - Revised Hazard Manager

2012  
Version 2

## HIT Hazard Manager

Home Admin Hazards Reports My Account

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When entering a Hazard, use the tabs to navigate back and forth. Do not use the back button.

1. Description 2. Systems Involved 3. Discovery 4. Causation 5. Impact 6. Hazard Control Plan 7. Plan Approval 8. Notes & References

**i** Has this hazard affected a care process? Yes

What was the effect of this hazard on patients? Harmed patient

Best estimate of how many patients were harmed?

After discovery of patient harm, and after any subsequent intervention to minimize impact, what was the extent of harm to the patient? Note: If more than one patient was harmed, enter the most severe harm. CHECK FIRST APPLICABLE:

- Death:** Dead at time of assessment
- Severe harm:** Bodily or psychological injury (including pain or disfigurement) that interferes substantially with functional ability or quality of life
- Moderate harm:** Bodily or psychological injury adversely affecting functional ability or quality of life, but not at the level of severe harm
- Mild harm:** Minimal symptoms or loss of function, or injury limited to additional treatment, monitoring, and/or increased length of stay
- Unknown**

What is the estimated duration of the harm to the patient?

Type of harm: (Check all that apply.)

- Physical
- Psychological (to the patient)
- Financial (to the patient)
- Reputational (to the patient)
- Don't know

Save Hazard and Exit

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2012  
Version 2

## HIT Hazard Manager

Home Admin Hazards Reports My Account

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1. Description 2. Systems Involved 3. Discovery 4. Causation 5. Impact 6. Hazard Control Plan 7. Plan Approval 8. Notes & References

How quickly must this hazard be controlled?

First Control Step (Check all that apply):

- Vendor Software Fix
- Local IT Configuration Change
- Local IT Custom Programming
- Training for local IT
- Training for End Users
- Care-Process Change
- Policy Change
- Other (specify)

How complete is the control/correction of this hazard?

Plan (Private):

Save Hazard and Exit

# Appendix A - Revised Hazard Manager

**2012**  
Version 2

## HIT Hazard Manager

Home Admin ▾ Hazards ▾ Reports ▾ My Account ▾

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1. Description 2. Systems Involved 3. Discovery 4. Causation 5. Impact 6. Hazard Control Plan 7. Plan Approval 8. Notes & References

**Who needs to approve the hazard control plan? (Check all that apply.)**

- Clinical Leadership
- Administrative Leadership
- End User Representatives
- Local IT
- Software Vendor
- Informatics/Human-Factors
- Quality/Safety
- Risk Management
- Medical Records
- Facilities and Engineering
- Legal
- Other (specify)

**Who will implement the hazard control plan? (Check all that apply.)**

- Clinical Leadership
- Administrative Leadership
- End User Representatives
- Local IT
- Software Vendor
- Informatics/Human-Factors
- Quality/Safety
- Risk Management
- Medical Records
- Facilities and Engineering
- Legal
- Other (specify)

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