UC San Diego Altman Clinical and Translational Research Institute **Center for Clinical Research**	SOP Number	CCR-014
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Filing an iReport		

1 PURPOSE

1.1 This SOP describes the processes to be followed when submitting an iReport within the Center for Clinical Research (CCR). This ensures that patient safety events, employee incidents, injuries, and feedback are consistently reported, tracked, and handled in compliance with UCSD Health policies.

2 REVISIONS FROM PREVIOUS VERSION

2.1 N/A

3 REQUIREMENTS

3.1 All CCR personnel must use the iReport system to document and submit events related to patient safety, employee work events or injuries, patient feedback or any event that compromises clinical operations or accountability of staff.

3.2 Access requires a UCSD Active Directory account and one of the supported browsers (Edge, Chrome, Safari, Firefox).

4 RESPONSIBILITIES

4.1 ACTRI staff are responsible for submitting an iReport within 24 hours of when an event occurs or is identified.

4.2 Clinic leadership is responsible for monitoring reports, investigating issues, and ensuring follow-up and corrective actions are taken for any iReport submitted in regard to incidents occurring at ACTRI.

4.3 Quality and Patient Safety (QPS) oversees confidentiality, compliance, and system support for iReport.

5 PROCEDURE

5.1 Accessing iReport: Open iReport via one of the following:

    5.1.1 clicking on iReport link in the Clinical Web Reference page,

    5.1.2 clicking on the happy face icon on your desktop, or

    5.1.3 from patient's chart in Epic.

5.2 UCSD employees, faculty, fellows and residents can log into iReport using their active directory credentials.

5.3 Initiate a report by selecting from the 28 forms or categories that are available for event reporting.

    5.3.1 Use the "Find a Form" search box or hover over icons to select the most appropriate form (e.g., patient safety event, employee injury).

    5.3.2 Review "Bookmarks" for general and specific event categories.

5.4 Complete the iReport form by doing the following:

    5.4.1 Enter all mandatory fields marked with a green asterisk.

    5.4.2 Use objective, factual descriptions.

    5.4.3 Do not include PHI (e.g., patient name, MRN, DOB) in free-text fields outside designated sections.

    5.4.4 If prompted by the Duplicate File Check, confirm whether to continue or cancel.

5.5 Submitting the iReport:

5.5.1   Review the File Status panel to ensure all mandatory fields are completed.

5.5.2   Click Submit; note the confirmation pop-up with the file number.

6   MATERIALS

N/A

7   REFERENCES

7.1   7.1 UCSD Health – Quick Reference Guide: How to Submit an iReport (updated 3/27/2023)

7.1.1   Reference link:
https://pulse.ucsd.edu/departments/QPS/iReport/Documents/How%20to%20submit%20an%20iReport%20file%2003272023.pdf

7.2   Pulse website iReport: https://pulse.ucsd.edu/departments/QPS/iReport/Pages/default.aspx

7.3   Event Reporting, UCSDHP 561.3: **561-3.pdf**