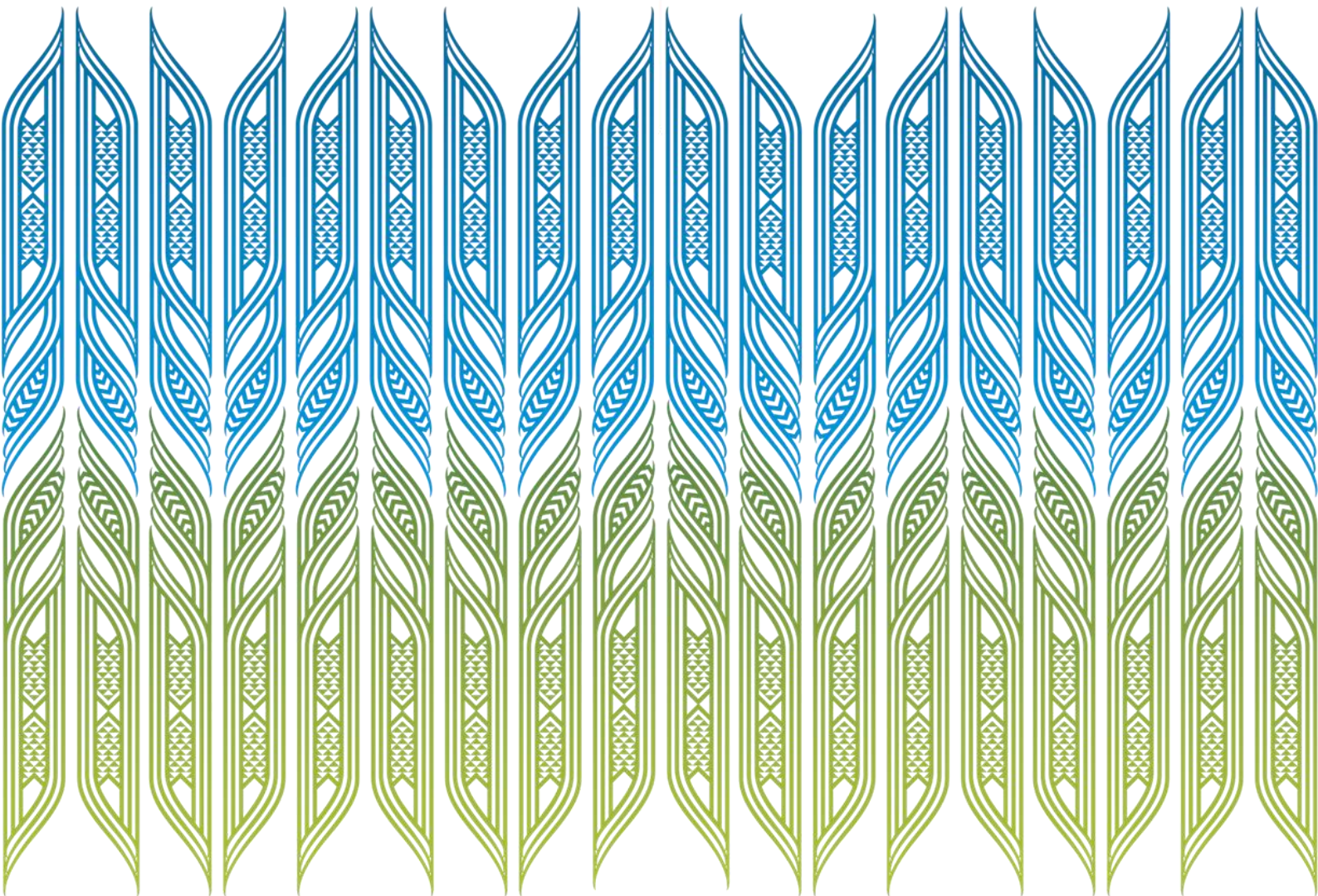




Harm (adverse) event submission portal user guide 2025



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This document is available online at: www.hqsc.govt.nz

Contact for enquiries: harm.event@hqsc.govt.nz

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**Te Kāwanatanga
o Aotearoa**
New Zealand Government

Introduction

This user guide provides instructions on navigating and using the portal for **tasks relating to harm (adverse) events**. It is designed for users who need to enter, update, and review event-related data within the portal.

Support

For assistance, please contact harm.event@hqsc.govt.nz

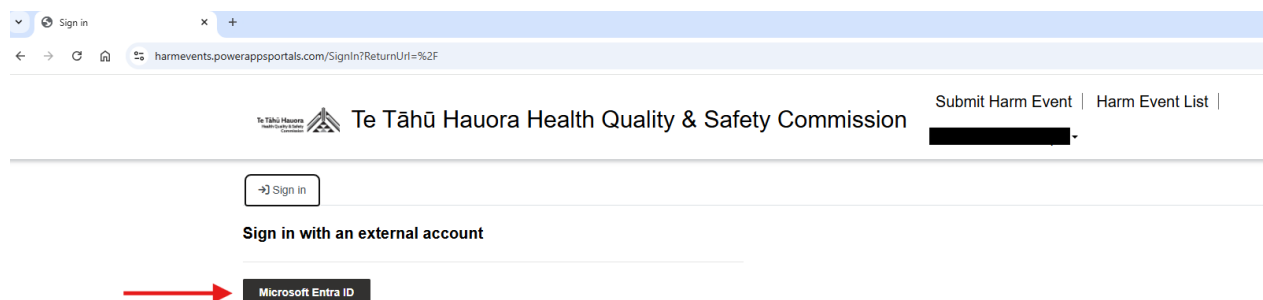
Guidance for applying the Healing, Learning and Improving from Harm Policy is available through the [Harm \(adverse\) event submission portal landing page](#).

Accessing the Portal

If it is your first time accessing the portal, please follow the registration guide available through our [harm \(adverse\) events submission portal](#) landing page.

If you have already set up your account, then please proceed with the instructions below.

- Go to <https://harmevent.hqsc.govt.nz/SignIn>
- Log in by clicking on the **Microsoft Entra ID** button.



Navigating the Portal

After logging in, you will be directed to the main page.

Note: Fields marked with an asterisk (*) are mandatory fields and you will not be able to submit the form until they are completed.



Te Tāhū Hauora Health Quality & Safety Commission

[Submit Harm Event](#) | [Harm Event List](#) |

To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

Provider *

Counties Manukau

Provider type *

Hospital and Specialist Services

Facility *

Counties Manukau

x

Q

Your event reference number *

Key Sections:

In the **top right corner of the screen**, you will see the following two tabs alongside your username:

- **Submit Harm Event**
- **Harm Event List**



Te Tāhū Hauora Health Quality & Safety Commission

[Submit Harm Event](#) |

[Harm Event List](#) |

A

To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

Provider *

Capital, Coast and Hutt Valley

Provider type *

Hospital and Specialist Services

Submitting a new harm event

Click the **Submit Harm Event** tab to submit the events.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

User guide

Provider *

Capital, Coast and Hutt Valley

Provider type *

Hospital and Specialist Services

Provider Information

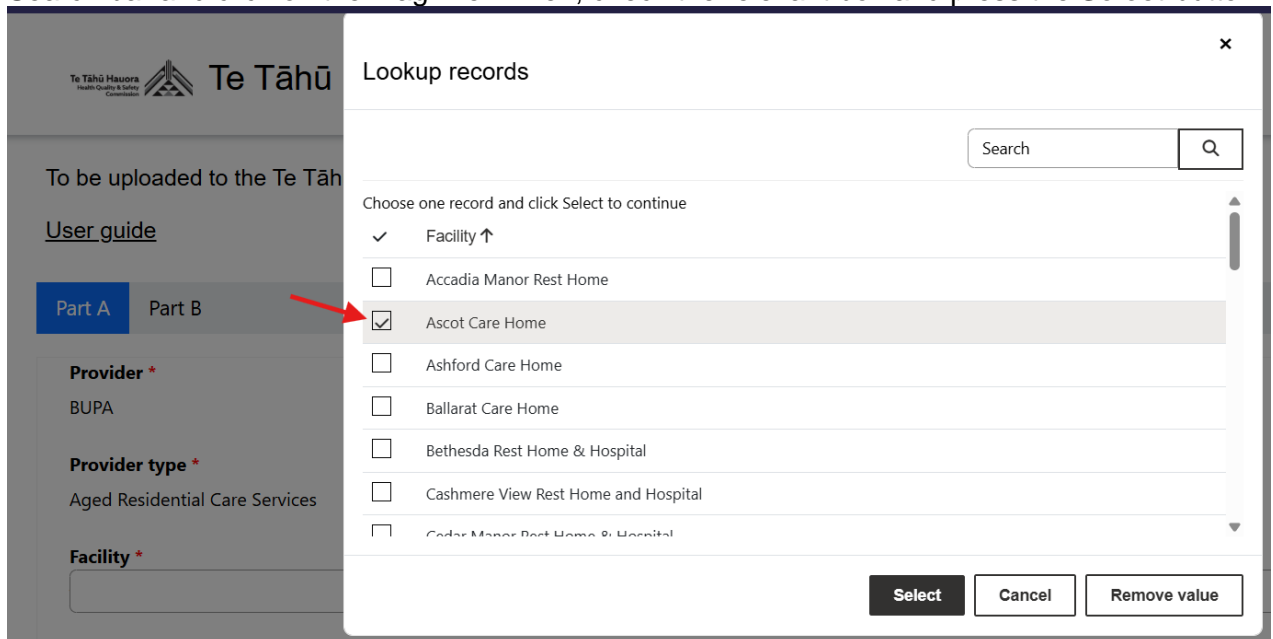
- **Provider:** This field requires no manual entry and is automatically filled.
- **Provider type:** This field requires no manual entry and is automatically filled.

A screenshot of the 'Provider Information' form. It contains two fields: 'Provider *' with the value 'Capital, Coast and Hutt Valley' and 'Provider type *' with the value 'Hospital and Specialist Services'. Red arrows point to each field from the left.

Facility Click on the **Facility** search button to choose the Facility.

A screenshot of the 'Facility' search form. It contains three fields: 'Provider *' with the value 'Counties Manukau', 'Provider type *' with the value 'Hospital and Specialist Services', and 'Facility *' which is an empty search bar. To the right of the search bar is a search button with a magnifying glass icon, which is circled in red.

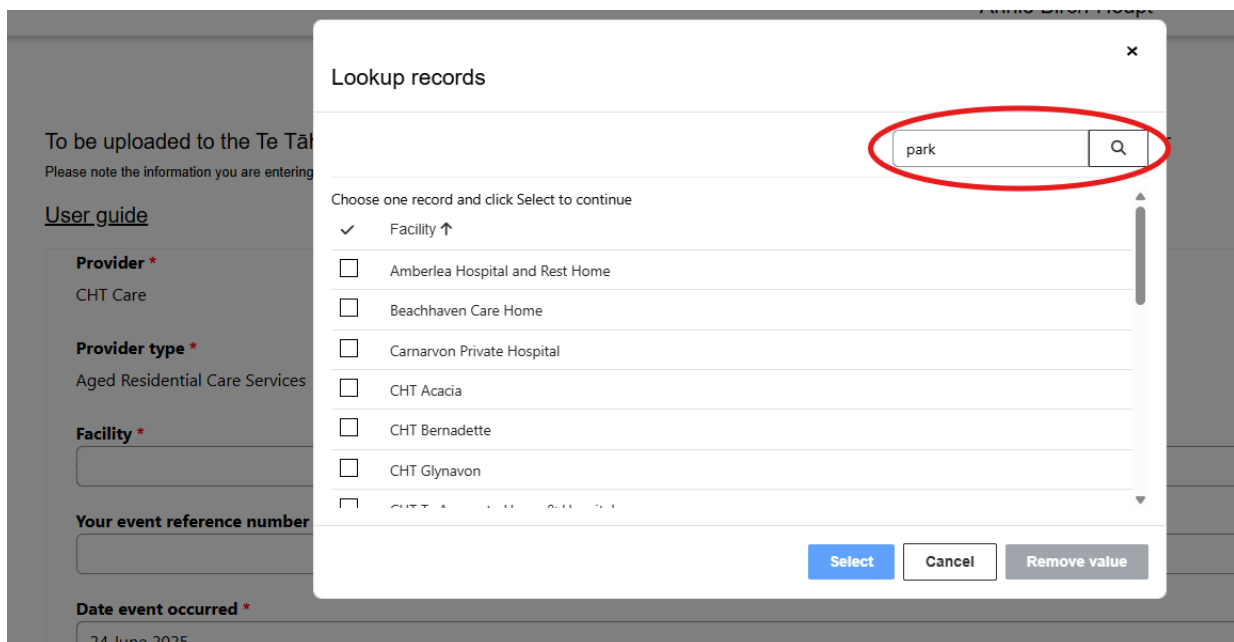
Choose one record by clicking in the box next to the relevant Facility **(or)** type the Facility into the Search bar and click on the magnifier. Then, check the relevant box and press the **Select** button.



The screenshot shows the 'Te Tāhū' interface with a 'Lookup records' dialog box open. The dialog has a search bar at the top right. Below it, a list of facilities is displayed, each with a checkbox. The facility 'Ascot Care Home' is selected, indicated by a checked checkbox and a red arrow pointing to it. At the bottom of the dialog are three buttons: 'Select', 'Cancel', and 'Remove value'.

Facility	Selected
Accadia Manor Rest Home	<input type="checkbox"/>
Ascot Care Home	<input checked="" type="checkbox"/>
Ashford Care Home	<input type="checkbox"/>
Ballarat Care Home	<input type="checkbox"/>
Bethesda Rest Home & Hospital	<input type="checkbox"/>
Cashmere View Rest Home and Hospital	<input type="checkbox"/>
Cedar Manor Rest Home & Hospital	<input type="checkbox"/>

OR



The screenshot shows the 'Te Tāhū' interface with a 'Lookup records' dialog box open. The search bar at the top right of the dialog contains the text 'park' and is circled in red. Below the search bar, a list of facilities is displayed, each with a checkbox. At the bottom of the dialog are three buttons: 'Select', 'Cancel', and 'Remove value'.

Facility	Selected
Amberlea Hospital and Rest Home	<input type="checkbox"/>
Beachhaven Care Home	<input type="checkbox"/>
Carnarvon Private Hospital	<input type="checkbox"/>
CHT Acacia	<input type="checkbox"/>
CHT Bernadette	<input type="checkbox"/>
CHT Glynavon	<input type="checkbox"/>
CHT ...	<input type="checkbox"/>

Lookup records

park

Choose one record and click Select to continue

✓ Facility ↑

✓ Parkhaven Care Home

Select Cancel Remove value

Your event reference number: Enter the unique event reference number for this event. This could be the reference number generated by your organisation's incident management system (e.g. Safety First, Datix). If your organisation does not have an incident management system, please create a reference number for the submitted event.

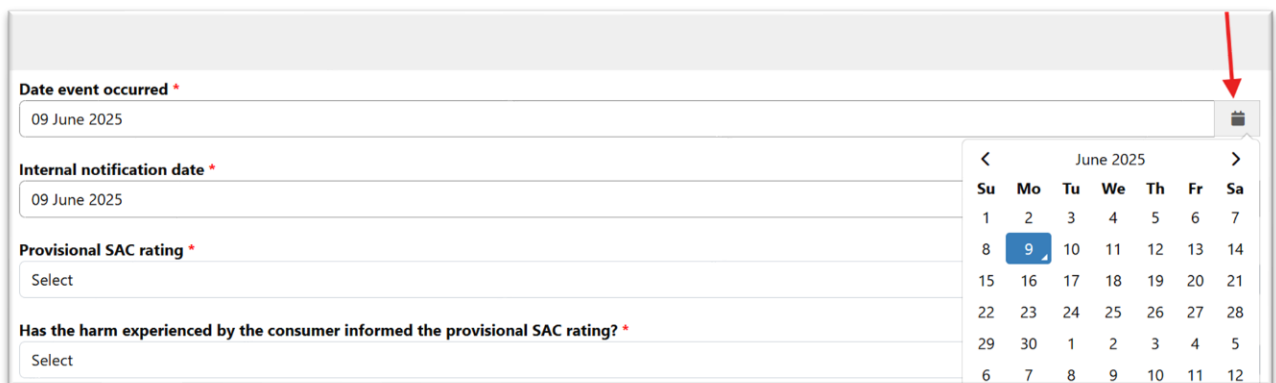
Facility *

Your event reference number *

Date event occurred *

24 June 2025

Date event occurred: Click on the calendar icon to open the calendar pop up and select the date the harm event occurred. If the harm occurred over a period of time, select the date at the beginning of this period.



Date event occurred *
09 June 2025

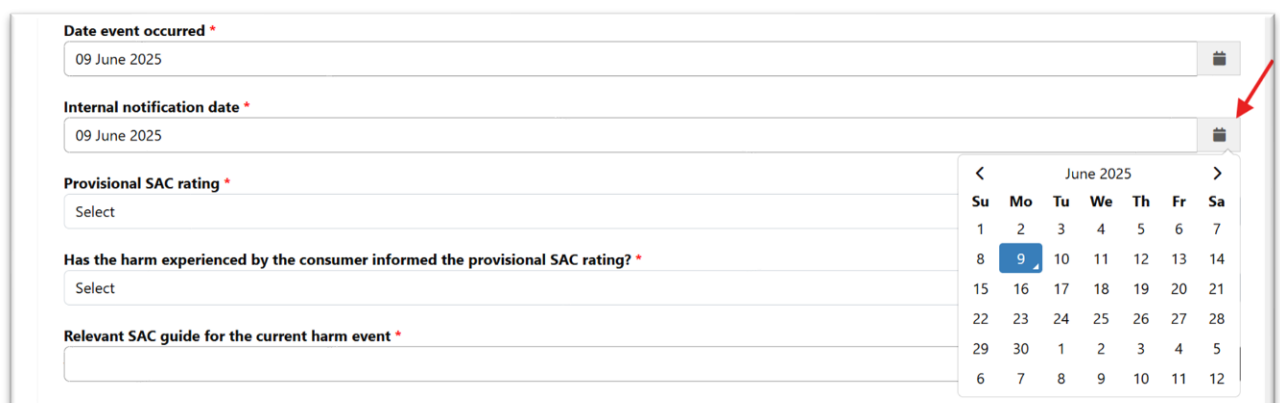
Internal notification date *
09 June 2025

Provisional SAC rating *
Select

Has the harm experienced by the consumer informed the provisional SAC rating? *
Select

June 2025						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Internal notification date: Click on the calendar icon to open the calendar pop up and select the date the event was internally reported. This is the date when an incident form was completed, or the harm event was escalated for review.



Date event occurred *
09 June 2025

Internal notification date *
09 June 2025

Provisional SAC rating *
Select

Has the harm experienced by the consumer informed the provisional SAC rating? *
Select

Relevant SAC guide for the current harm event *

June 2025						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12

Submitting an Always Report and Review (ARR)

Note: This question is only visible to private hospital and Health New Zealand (Health NZ) submitters. If you are NOT a private hospital or Health NZ submitter, please proceed to the instructions in **Dark blue** Provisional SAC rating.

- **On ARR List:** Indicate if the event is on the [ARR list](#) (Yes/No).

If yes, please follow instructions in **teal**:

- **Provisional Severity Assessment Code (SAC) rating** allows a dropdown selection of 1–4.

On ARR list *

☐ No ☒ Yes

Provisional SAC rating *

3

Select

1

2

3

4

- **Has the harm experienced by the consumer informed the provisional SAC rating?**
Select *Yes* or *No*.

The **ARR category** field becomes mandatory. Click on the magnifier and check the box next to the relevant option.

On ARR list *

☐ No ☒ Yes

Provisional SAC rating *

Select

ARR category *

Q

If it is a seclusion event, you will be asked one further question:

Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992?

Select *Yes* or *No* from the dropdown.

ARR category *

All seclusion events, regardless of the status of the consumer under the Mental Health (Compulsory Assessment and Treatment) Act 1992

x Q

Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992? *

Select

If the event is not on the ARR list, or you are not submitting a harm event for Health NZ

- **Provisional Severity Assessment Code (SAC) rating** allows a dropdown selection of 1 or 2.

On ARR list *
Always Report and Review list
☒ No ☐ Yes

Provisional SAC rating *

Select

Select

1

2

- **Has the harm experienced by the consumer informed the provisional SAC rating?**
Select Yes or No.
- **Relevant SAC guide for the current harm event:** Select the SAC guide that is relevant to the harm event you are currently submitting. SAC guides can be found on our website: [Severity assessment code \(SAC\) examples.](#)

Has the harm experienced by the consumer informed the provisional SAC rating? *

Select

▼

Relevant SAC guide for the current harm event *

Q

Lookup records

×

Search

Q

Choose one record and click Select to continue

✓

SAC guide ↑

✓

Aged residential care

Healthcare-associated infection

Hospice

Select

Cancel

Remove value

- **Harm event from SAC guide:** Select the specific event description that relates to the harm event you are submitting. If your harm event does not fit the SAC categories listed, please email harm.event@hqsc.govt.nz.

Relevant SAC guide for the current harm event *

Hospital and specialist services x Q

Harm event from SAC guide *

If your harm event does not fit the SAC categories listed please email harm.event@hqsc.govt.nz for further support.

Q

x

Lookup records

Search Q

Choose one record and click Select to continue

✓	Classification ↑
<input type="checkbox"/>	Advance directive not accessed and/or not followed, which leads to the delivery of the treatment the person stated they do not want
<input type="checkbox"/>	Death due to suicide or self-harm by resident
<input type="checkbox"/>	Death or severe harm as a result of a care plan not being followed (eg, choking when resident not given a soft/liquid diet as recommended)
<input type="checkbox"/>	Delayed diagnosis resulting in treatment options being limited to a palliative care pathway.
<input type="checkbox"/>	Delayed recognition of resident's deterioration medical assistance when escalation is required within their goals of care resulting in CPR, severe loss of function or death.

↑ ↓

Select
Cancel
Remove value

If you are submitting a **pressure injury** event you will see two extra questions:

- **PI stage:** select the stage of the pressure injury from the dropdown.
- **Has a wound care specialist been involved in the care:** Select yes or no.

Harm event from SAC guide *

If your harm event does not fit the SAC categories listed please email harm.event@hqsc.govt.nz for further support.

→ Stage 3, 4 or unstageable pressure injury acquired in a continuous care setting or where a community-acquired pressure injury deteriorates to this level x Q

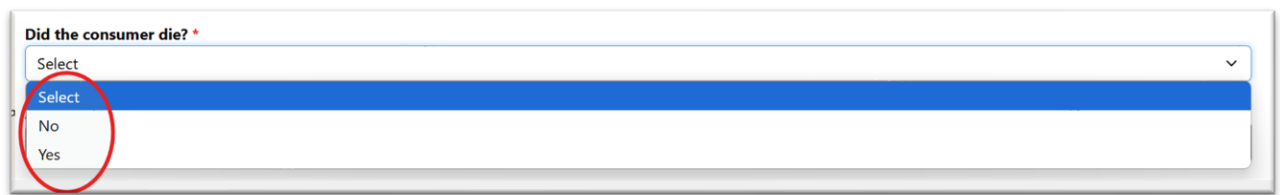
PI stage *

Select v

Has a wound care specialist been involved in the care? *

Select v

Did the consumer die? – select yes or no from the dropdown



Did the consumer die? *

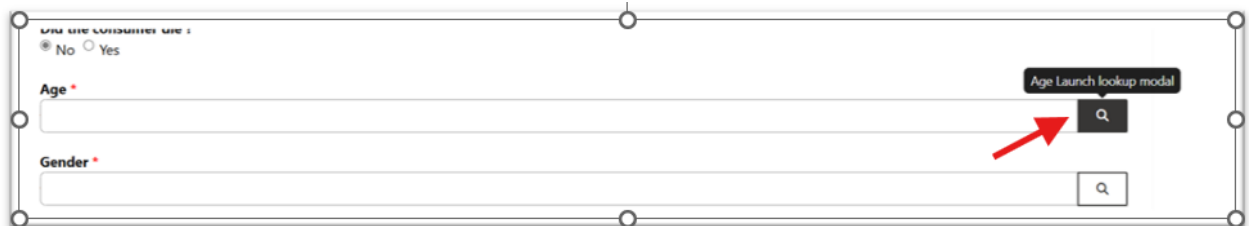
Select

Select

No

Yes

- **Age, Gender, and Ethnicity 1:** Click the search and select the appropriate option from the lookup records



Age Launch lookup modal

Age *

Gender *

Ethnicity 2 and Ethnicity 3 – These are optional fields



Ethnicity 1 *

New Zealand European

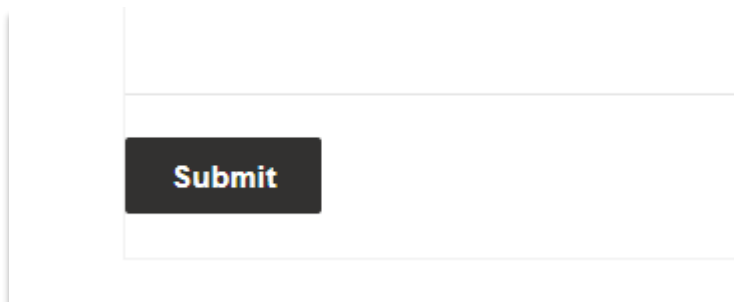
Ethnicity 2

Select

Ethnicity 3

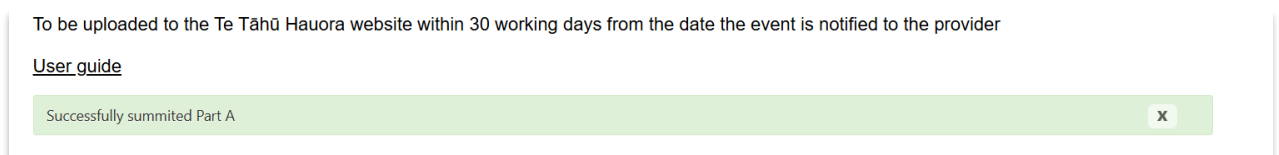
Select

Click **Submit** when all the required fields are completed.



Submit

If your submission was successful, you will see the message 'Successfully submitted Part A'.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider

[User guide](#)

Successfully submitted Part A X

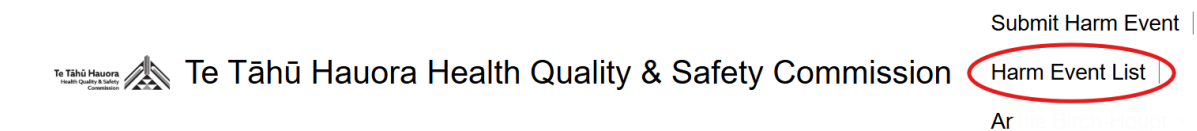
You will also receive email confirmation that your submission has been received saying: "Thank you! We have received your submission of a new harm (adverse) event."

Submitting a Part B for an existing harm event

Where to enter Part B details

All part B details must be uploaded to the portal within **120 working days** from the date the event was notified to the provider.

If you have previously submitted a Part A and you would like to complete the Part B for this event, go to the **Harm Event List** page.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

User guide

Provider *

Capital, Coast and Hutt Valley

Look for the reference code of the relevant event. You may need to search or scroll (shown in blue below) to find the event. Then, click the three dots next to the Event Status column (circled in red below).

Event Status	Provider type	Facility	Your reference code	Date event occur...	Internal notification date	Classification	Provider
Part A submit...	Aged Resident...	Ashford Car...	789	06 June 2025	05 June 2025	Fall in a contin...	BUPA
Part A submit...	Aged Resident...	Ashford Car...	3	06 June 2025	05 June 2025	Fall resulting i...	BUPA
Part A submit...	Aged Resident...	Ascot Care ...	3	06 June 2025	05 June 2025	Death or sever...	BUPA
Part A submit...	Aged Resident...	Ascot Care ...	1234	06 June 2025	05 June 2025	Blindness follo...	BUPA
Part A submit...	Aged Resident...	Ashford Car...	134	06 June 2025	05 June 2025	Advance direct...	BUPA
Part A submit...	Aged Resident...	Accadia Ma...	6	05 June 2025	05 June 2025		BUPA
Part A submit...	Aged Resident...	Willowbank ...	345	05 June 2025	04 June 2025	Stage 3, 4 or u...	BUPA

Then click 'Edit Part B' from the options that drop down.

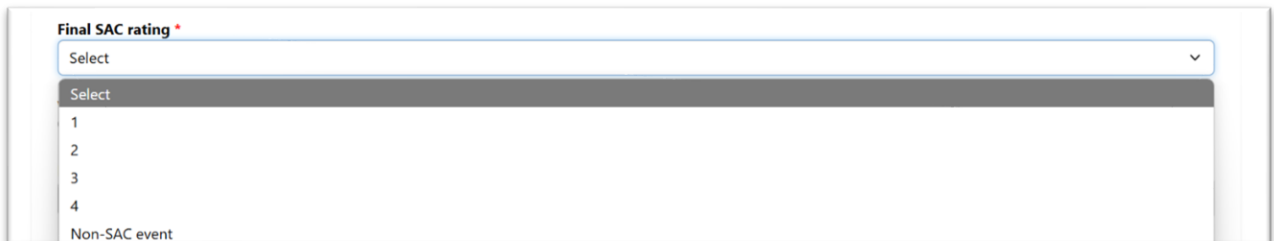
Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date submi...	Classification	Provisional SA
Part A submit...	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
Complete		1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

Now you can follow the instructions below to complete the Part B.

Filling out the Part B

Event Details

- **Final SAC rating:** Select the final SAC rating from the dropdown list. If, following the review, the harm event no longer meets the criteria for a SAC event select 'Non-SAC' event.



A screenshot of a web form titled 'Final SAC rating *'. It features a dropdown menu with a 'Select' placeholder. The dropdown is open, showing a list of options: '1', '2', '3', '4', and 'Non-SAC event'.

- **Would you like to de-notify the event:** Indicate whether the harm event should be de-notified (Yes/No).

Note: De-notification is applicable for Part As that have already been submitted, but on review, it has been confirmed that the event is no longer a SAC 1, 2 or ARR but is now a SAC 3, 4 or non-SAC event. Meaning, it no longer requires notification to Te Tāhū Hauora.

- If **Yes** – Provide the reason for de-notification in the **De-notification reason** box below.
- If **No** – go to the next question '**Date review completed**'

Would you like to de-notify the event?

De-notification is applicable for Part As that have already been submitted, but on review, it has been confirmed that the event is no longer a SAC 1, 2 or ARR but is now a SAC 3, 4 or non-SAC event. Meaning, it no longer requires notification to Te Tāhū Hauora.

☒ No ☐ Yes

Date review completed *

24 June 2025



A screenshot of the 'Would you like to de-notify the event ? *' section. It shows two radio buttons: 'No' (selected) and 'Yes'. A red box highlights the 'Yes' button, and a red arrow points to it from the left. Below the radio buttons is a text input field labeled 'De-notification reason'. A red arrow points to this field from the right. Below the text field is another text input field labeled 'Date review completed *', which contains the date '07 May 2025'.

- **Date review completed:** Click on the calendar icon and select the date the review was finalised within your organisation. Future dates cannot be entered.

Date review completed *

24 June 2025



- **Review Methodology Used:** Click the magnifying glass to search and then select methodology used from the list. If the methodology used is not listed select 'Other'.

Would you like to de-notify the event ? *

☒ No ☐ Yes

Date review completed *

07 May 2025

Review methodology used *

Review methodology used

Launch lookup modal



If you are reporting a seclusion event, you will need to indicate this is a seclusion event then answer four additional questions as seen below.

Note: This question is only visible to private hospital and Health New Zealand (Health NZ) submitters. If you are NOT a private hospital or Health NZ submitter, please proceed to the next instructions – Identifying learning opportunities.

- **Is this a seclusion event?:** Select the option (Yes/No).
1. **Was the seclusion event longer than 24 hours cumulative within 28 days?:** Select the option from the list (Yes/No).
 2. **Did the event comply with the Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992?:** Select the option from the list (Yes/No).
 3. **Did the review include consumer and/or whānau participation?:** Select the option from the list (Yes/No).
 4. **What influencing factors contributed to the seclusion event?:** Select the option from the list.

Is this a seclusion event?
☐ No ☒ Yes

Was the seclusion event longer than 24 hours cumulative within 28 days? *
 Select ▼

Did the event comply with the Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992? *
 Select ▼

Did the review include consumer and/or whānau participation? *
 Select ▼

What influencing factors contributed to the seclusion event? *
 Select ▼

Identifying Learning Opportunities

- Up to six **learning opportunities** can be entered into the six boxes.

Learning opportunities 1

Learning opportunities 2

Learning opportunities 3

Learning opportunities 4

Learning opportunities 5

Learning opportunities 6

- Anonymised Report Submission:** Indicate whether the anonymised report has been submitted (Yes/No).

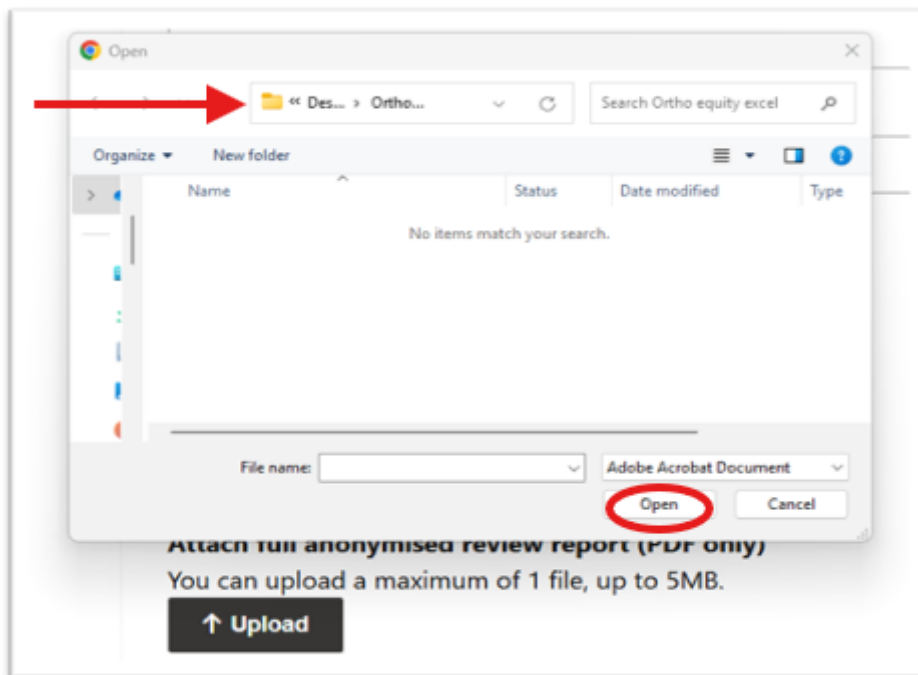
Anonymised report submitted *
☒ No ☐ Yes

Uploading the Final Review Report

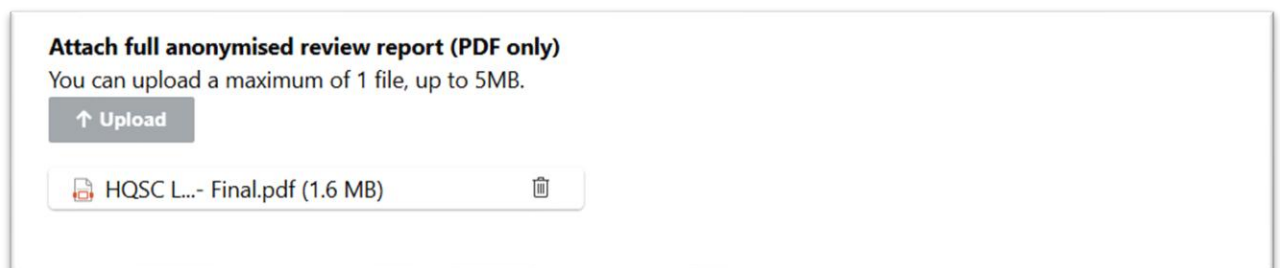
- Attach full anonymised report (PDF only).**
- Maximum: 1 file, up to 5MB**



Like attaching a file to an email, click Upload. Navigate in your files to find your anonymised review report and click Open to upload the file.



The following image shows a successful file upload:



For the question **This harm (adverse) event has been approved for transmission by the organisation's chief executive (or equivalent) or senior delegate who endorses the accuracy and content of the document on their behalf**, choose yes or no. If 'yes' is selected the event status will show as 'Complete' in the Harm Event list.


Harm Event List page

View details or edit event details

To view or edit a previously submitted part A or B, navigate to the **Harm Event List** page.

You can use the search bar to search the reference code of the event you would like to edit.

To edit an event, click on the three dots to the right of the 'Event Status' column.


 Te Tāhū Hauora Health Quality & Safety Commission

Submit Harm Event | **Harm Event List**
Srinivasan ▾

Any harm (adverse) events data submitted before 1 July 2025 using the old portal will not show in this event list until soon after 1 July 2025. More details to follow.

Download

List Events View ▾ | Search

Event Status ▾	Facility ▾	Your event reference n... ▾	Date event occur... ▾	Internal notification date ▾	Date submi... ▾	Classification ▾	Provisional SA
Part A submit... 	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
Complete ...	Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

Click **Edit Part A** or **Edit Part B**.

Part A submit... 

Complete

View details

Edit Part A

Edit Part B

Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

A pop up will appear where you can make any changes.

Edit record

Gender *
Female / Wahine

Ethnicity 1 *
New Zealand European

Ethnicity 2

Ethnicity 3

This harm (adverse) event has been approved for transmission by the organisation's chief executive (or equivalent) or senior delegate who endorses the accuracy and content of the document on their behalf
☐ No ☒ Yes

Save

At the bottom of the page Click **Save** to save your changes.

Download data

To download submitted harm event data, click the **Download** button. This will save as an excel workbook to your computer.

Download

List Events View | Search

Event Status	Provider type	Facility	Your reference code	Date event occur...	Internal notification date	Classification	Provider
Part A submit...	...	Hospital and S...	lakes456	25 June 2025	26 June 2025		Lakes
Part A submit...	...	Hospital and S...	E0789	11 June 2025	05 June 2025		Lakes
Part A submit...	...	Hospital and S...	17	06 June 2025	06 June 2025	Fall in an inpat...	Lakes
Both submitted	...	Hospital and S...	test916	06 June 2025	05 June 2025	Delay in transf...	Lakes

View more columns

Drag the black bar at the bottom of the Harm Event List table to scroll across and view more columns.

Download		List Events View Search					
Event Status	Provider type	Facility	Your reference code	Date event occur...	Internal notification date	Classification	Provider
Part A submit...	...	Hospital and S...	lakes456	25 June 2025	26 June 2025		Lakes
Part A submit...	...	Hospital and S...	E0789	11 June 2025	05 June 2025		Lakes
Part A submit...	...	Hospital and S...	17	06 June 2025	06 June 2025	Fall in an inpat...	Lakes
Both submitted	...	Hospital and S...	test916	06 June 2025	05 June 2025	Delay in transf...	Lakes

Filter or sort the data

To filter or sort the event list, click on the arrow next to the column you would like to sort or filter.

Click the down arrow as shown in the screenshot, sort the events to be ascending or descending, or filter the events. The **Filter by** function uses standard search criteria terms.

Te Tāhū Hauora Health Quality & Safety Commission				Submit Harm Event Harm Event List Srinivasan			
Any harm (adverse) events data submitted before 1 July 2025 using the old portal will not show in this event list until soon after 1 July 2025. More details to follow.							
Download		List Events View Search					
Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date submi...	Classification	Provisional SA
↑ Sort A to Z	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
↓ Sort Z to A	Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2
Filter By							