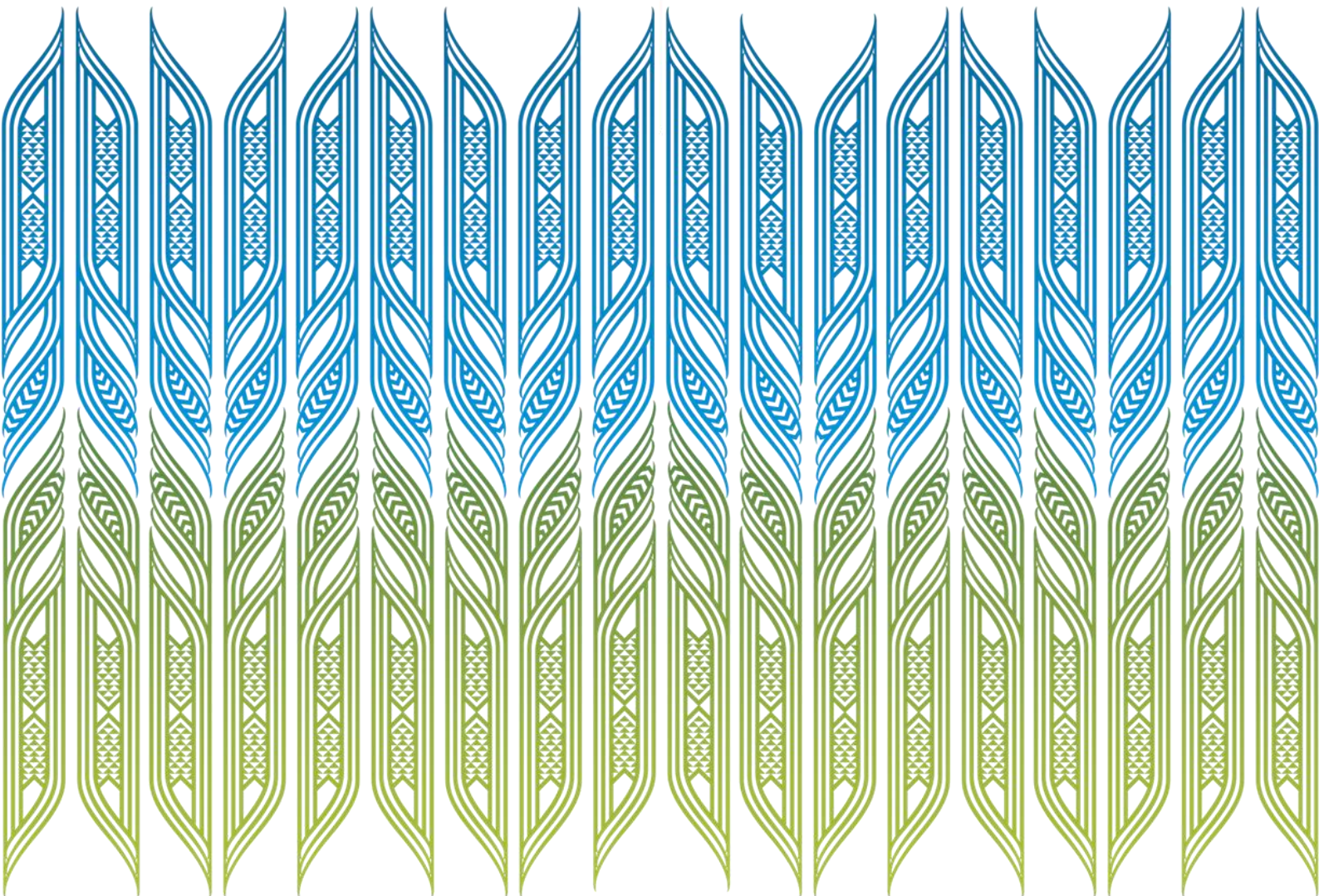


# **Harm (adverse) event submission portal user guide 2025**



Published in August 2025 by Te Tāhū Hauora Health Quality & Safety Commission,  
PO Box 25496, Wellington 6146, Aotearoa New Zealand.

ISBN: 978-1-991122-35-3 (online)

This document is available online at: [www.hqsc.govt.nz](http://www.hqsc.govt.nz)

Contact for enquiries: [harm.event@hqsc.govt.nz](mailto:harm.event@hqsc.govt.nz)

Published under Creative Commons License CC BY-NC 4.0. This means you may share and adapt the material provided you give the appropriate credit, provide a link to the licence, and indicate if changes were made. You may not use the material for commercial use. For more information about this licence, see: <https://creativecommons.org/licenses/by-nc-sa/4.0/>.



**Te Kāwanatanga  
o Aotearoa**  
New Zealand Government

# Contents

|                                                                                             |    |
|---------------------------------------------------------------------------------------------|----|
| Introduction .....                                                                          | 4  |
| Support.....                                                                                | 4  |
| Accessing the portal .....                                                                  | 4  |
| Navigating the portal .....                                                                 | 5  |
| Key sections.....                                                                           | 5  |
| Submitting a new harm event.....                                                            | 6  |
| Provider information .....                                                                  | 6  |
| Facility.....                                                                               | 6  |
| Your event reference number .....                                                           | 8  |
| Date event occurred .....                                                                   | 9  |
| Internal notification date .....                                                            | 9  |
| Continue to page 11 if you are NOT a private hospital or Health New Zealand .....           | 10 |
| Submitting an Always Report and Review (ARR) .....                                          | 10 |
| If you are submitting a pressure injury event .....                                         | 12 |
| Did the consumer die? .....                                                                 | 13 |
| Age, gender and ethnicity 1 .....                                                           | 13 |
| Ethnicity 2 and Ethnicity 3 .....                                                           | 13 |
| Submit.....                                                                                 | 13 |
| Submitting a Part B for an existing harm event .....                                        | 15 |
| Where to enter Part B details .....                                                         | 15 |
| Filling out Part B .....                                                                    | 16 |
| Uploading the review report.....                                                            | 18 |
| Harm Event List page.....                                                                   | 20 |
| View details or edit event details .....                                                    | 20 |
| Download data.....                                                                          | 21 |
| View more columns .....                                                                     | 21 |
| Filter or sort the data.....                                                                | 21 |
| How to save submitted Event details (Part A and Part B) as a PDF to attach in an email..... | 22 |

# 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 email [harm.event@hqsc.govt.nz](mailto:harm.event@hqsc.govt.nz)

See the user guide for the Healing, learning and improving from harm policy.

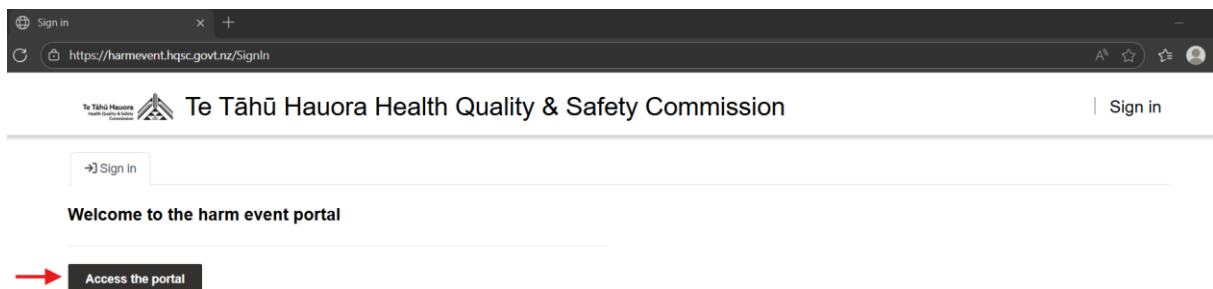
[User guide: Healing, learning and improving from harm: National adverse events policy 2023 – hqsc.govt.nz](#)

## 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**, please follow the instructions below.

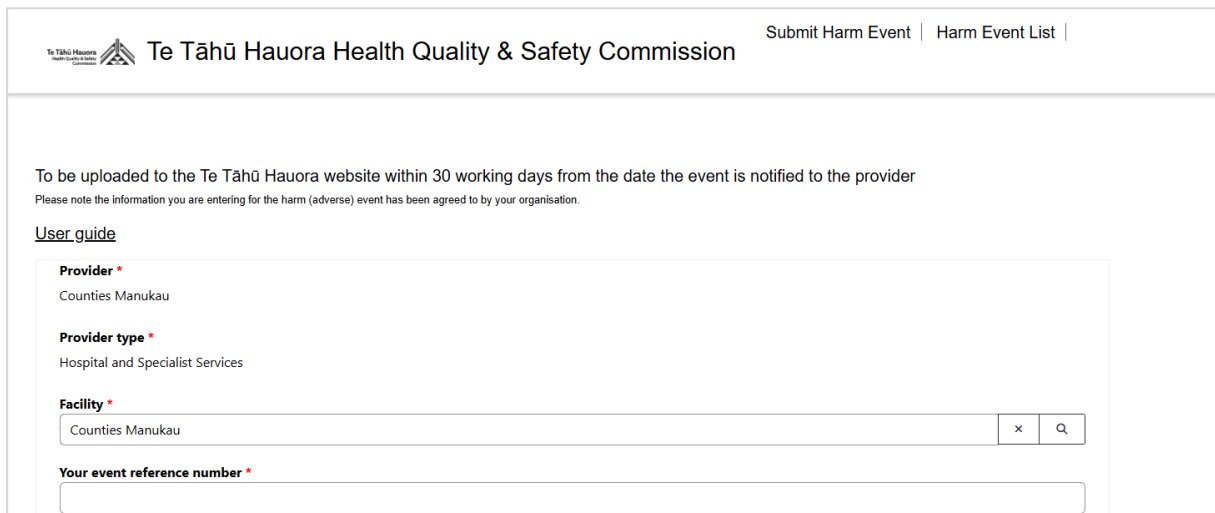
- Go to <https://harmevent.hqsc.govt.nz/SignIn>
- Log in by clicking on the **Access the portal** button.



# Navigating the portal

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

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



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

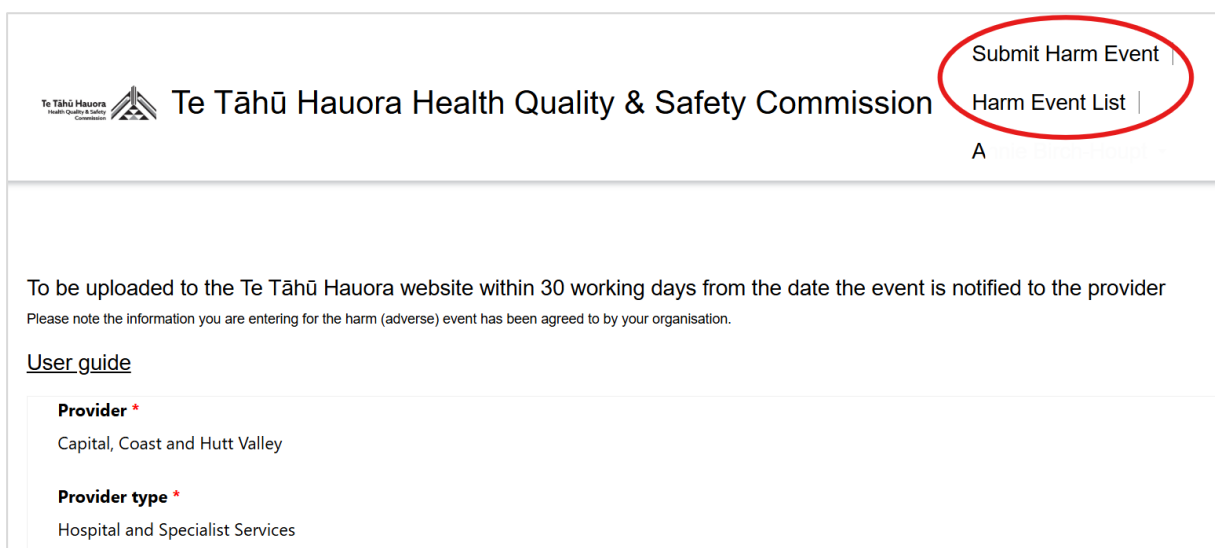
**Facility \***  
Counties Manukau

**Your event reference number \***

## Key sections

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

- **Submit Harm Event** – for entering a new event
- **Harm Event List** – for editing and reviewing an existing event and submitting a Part B.



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.

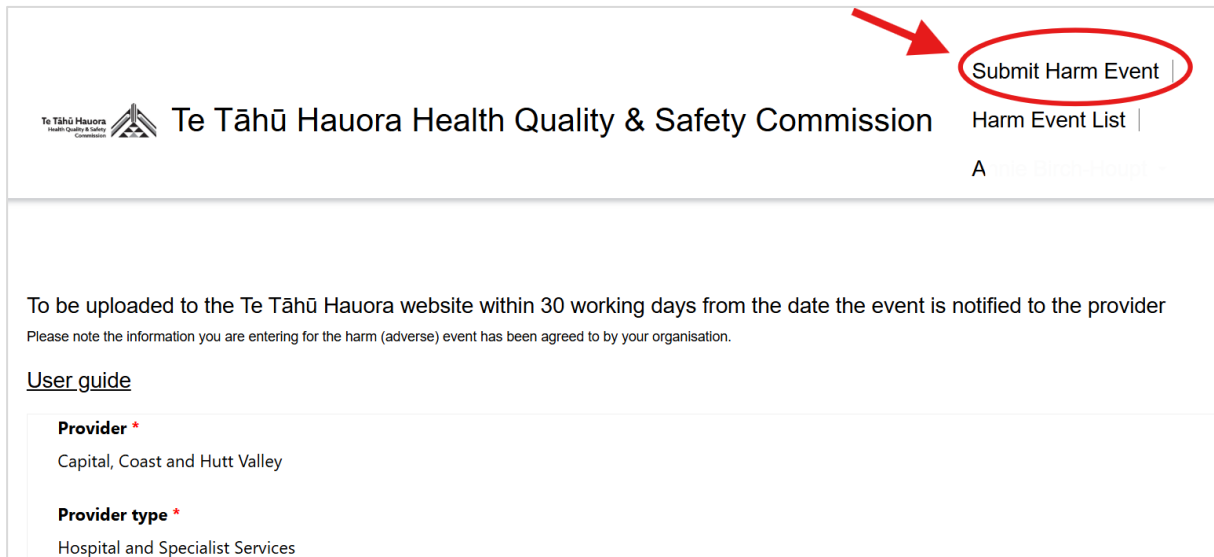
[User guide](#)

**Provider \***  
Capital, Coast and Hutt Valley

**Provider type \***  
Hospital and Specialist Services

## Submitting a new harm event

Click the **Submit Harm Event** tab to submit a new event.



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.

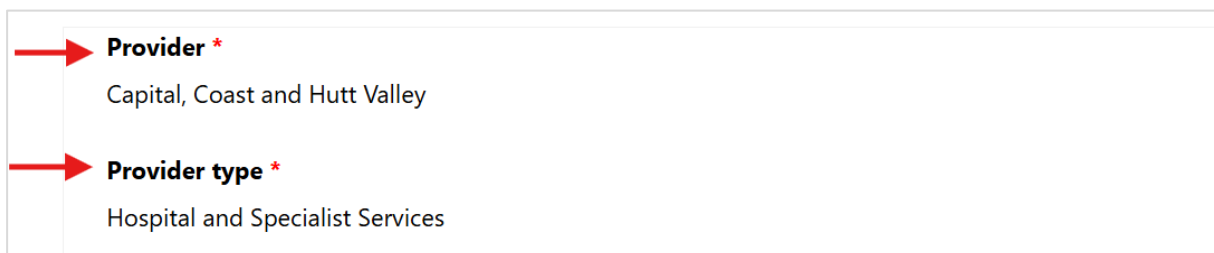
[User guide](#)

**Provider \***  
Capital, Coast and Hutt Valley

**Provider type \***  
Hospital and Specialist Services

### 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.

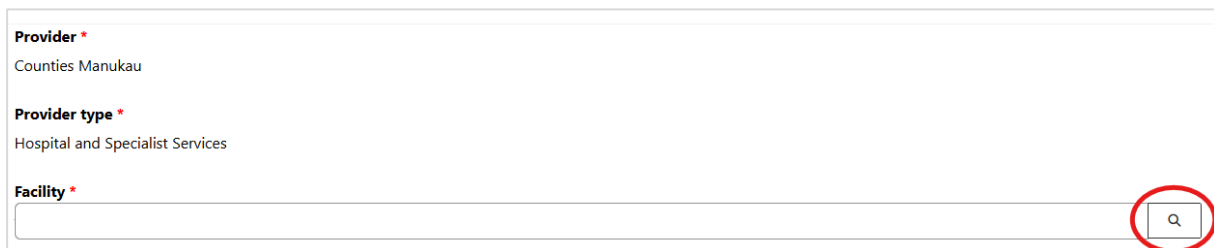


**Provider \***  
Capital, Coast and Hutt Valley

**Provider type \***  
Hospital and Specialist Services

### Facility

Click on the magnifier in the **Facility** Search bar to choose the facility.



**Provider \***  
Counties Manukau

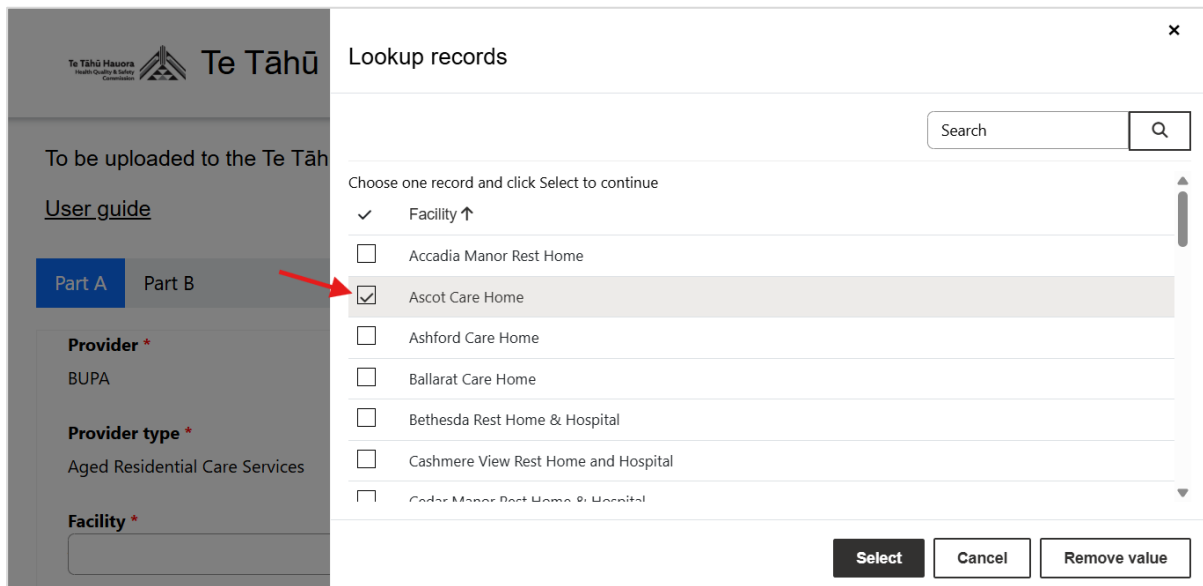
**Provider type \***  
Hospital and Specialist Services

**Facility \***

Search bar with magnifier icon circled in red.

To choose one record, either:

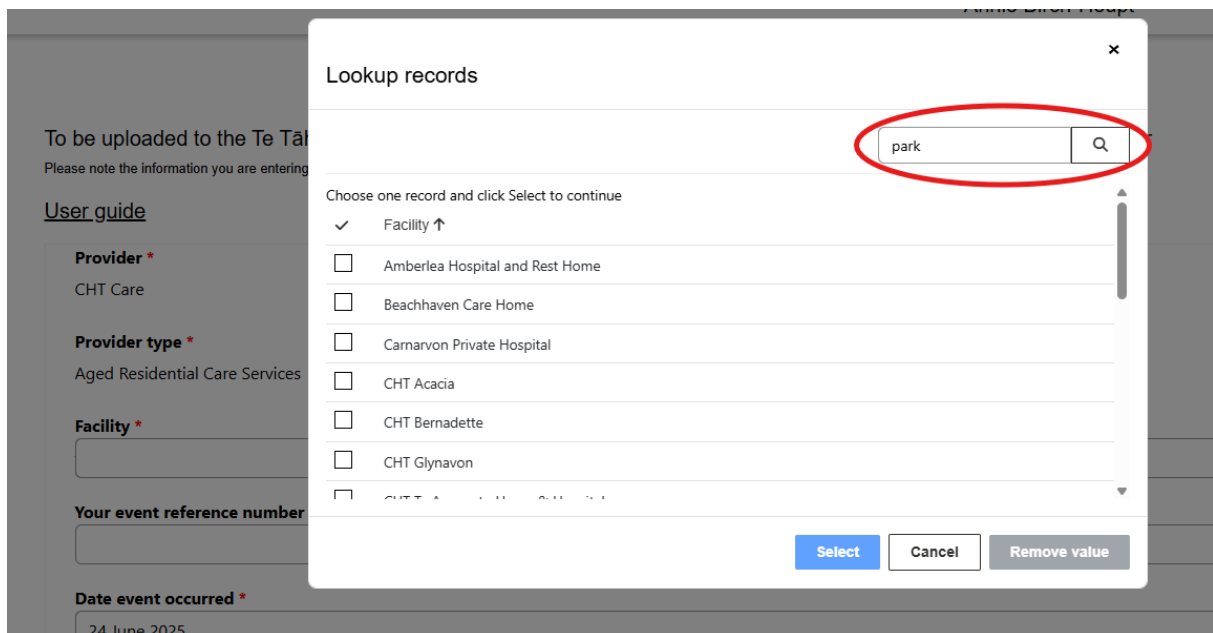
- click in the box next to the relevant facility



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 from the left. 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 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 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 (eg, Safety First, Datix). If your organisation does not have an incident management system, please create a reference number for the submitted event that makes sense to you.

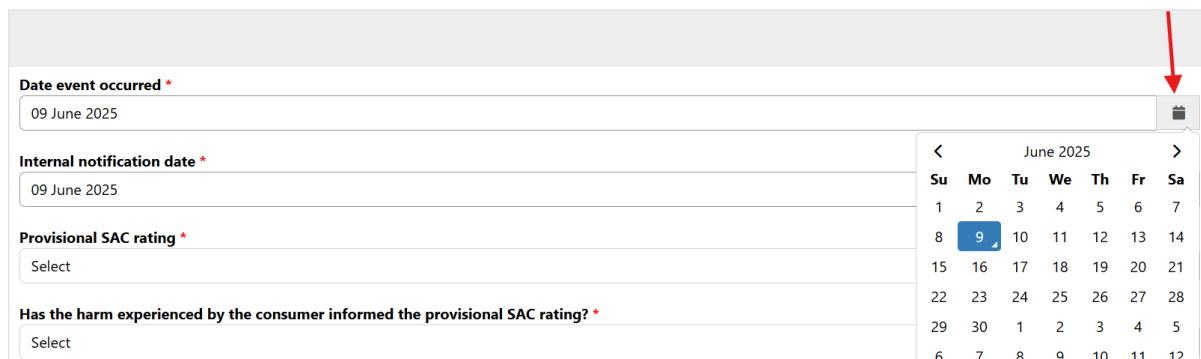
Facility \*

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 when the harm event occurred. If the harm occurred over a sustained period of time, select the date at the beginning of this period.

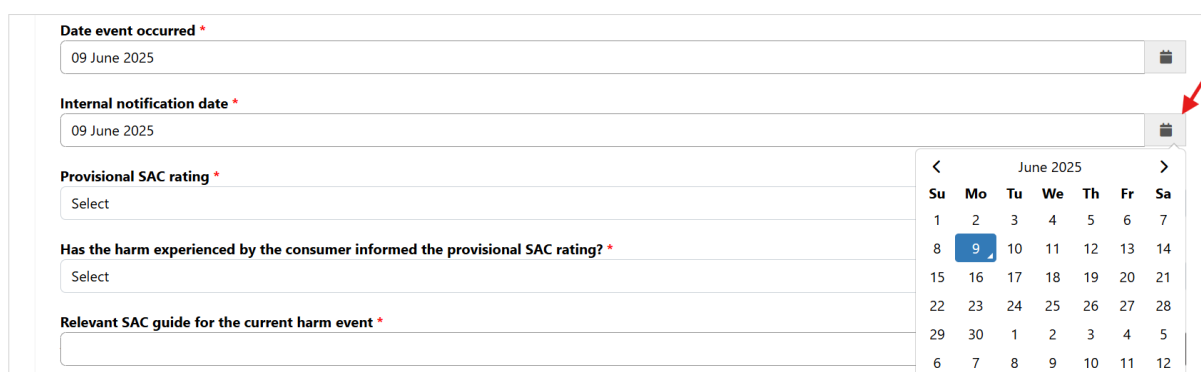


The screenshot shows a form with four fields. The first field, 'Date event occurred \*', has a text input with '09 June 2025' and a calendar icon on the right. A red arrow points to this icon. The second field, 'Internal notification date \*', also has a text input with '09 June 2025'. The third field, 'Provisional SAC rating \*', has a dropdown menu with 'Select' chosen. The fourth field, 'Has the harm experienced by the consumer informed the provisional SAC rating? \*', has a dropdown menu with 'Select' chosen. A calendar pop-up is open to the right of the form, showing the month of June 2025. The date '9' is highlighted in blue. The calendar has a header with '< June 2025 >' and a grid of days from Sunday to Saturday.

| 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 when the event was internally reported. This is the date when an incident form was completed or the harm event was escalated for review.



The screenshot shows a form with five fields. The first field, 'Date event occurred \*', has a text input with '09 June 2025'. The second field, 'Internal notification date \*', has a text input with '09 June 2025'. A red arrow points to the calendar icon on the right of this field. The third field, 'Provisional SAC rating \*', has a dropdown menu with 'Select' chosen. The fourth field, 'Has the harm experienced by the consumer informed the provisional SAC rating? \*', has a dropdown menu with 'Select' chosen. The fifth field, 'Relevant SAC guide for the current harm event \*', has a text input that is empty. A calendar pop-up is open to the right of the form, showing the month of June 2025. The date '9' is highlighted in blue. The calendar has a header with '< June 2025 >' and a grid of days from Sunday to Saturday.

| 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 |

**Continue to page 11 if you are NOT a private hospital or Health New Zealand**

## Submitting an Always Report and Review (ARR)

Note: This question is only visible to private hospitals and Health New Zealand (Health NZ) submitters. If you are **not** a private hospital or Health NZ submitter, please go straight to the section in **dark blue**.

- Select a **provisional severity assessment code (SAC) rating** of 1–4 from the dropdown list.

The screenshot shows a form with two sections. The first section, 'On ARR list \*', has two radio buttons: 'No' and 'Yes', with 'Yes' selected. The second section, 'Provisional SAC rating \*', is a dropdown menu currently showing '3'. Below the dropdown, a list of options '1', '2', '3', and '4' is visible, with '3' highlighted.

- **Has the harm experienced by the consumer informed the provisional SAC rating?** Select *Yes* or *No* from the dropdown list.
- Select the **ARR category**. Click on the magnifier in the search bar and check the box next to the relevant option.

The screenshot shows a form with three sections. The first section, 'On ARR list \*', has two radio buttons: 'No' and 'Yes', with 'Yes' selected. The second section, 'Provisional SAC rating \*', is a dropdown menu currently showing 'Select'. The third section, 'ARR category \*', is a search bar with a magnifying glass icon on the right.

- 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 list.

The screenshot shows a form with two sections. The first section, 'ARR category \*', is a search bar with a magnifying glass icon on the right, and it contains the text 'All seclusion events, regardless of the status of the consumer under the Mental Health (Compulsory Assessment and Treatment) Act 1992'. The second section, 'Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992? \*', is a dropdown menu currently showing 'Select'.

**For all users continue here to submit your harm event**

- Select a **provisional severity assessment code (SAC) rating** of 1 or 2 from the dropdown list.
- **Has the harm experienced by the consumer informed the provisional SAC rating?** Select Yes or No from the dropdown list.

**Relevant SAC guide for the current harm event:** Select the SAC guide that is relevant to the harm event you are currently submitting. For more information on SAC guides: [Severity assessment code \(SAC\) examples – hqsc.govt.nz](https://www.hqsc.govt.nz/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 \*

Lookup records

Search

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](mailto: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](mailto:harm.event@hqsc.govt.nz) for further support.

Q

**Lookup records** x

Search Q

Choose one record and click Select to continue

✓ Classification ↑

- ☐ Advance directive not accessed and/or not followed, which leads to the delivery of the treatment the person stated they do not want
- ☐ Death due to suicide or self-harm by resident
- ☐ 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)
- ☐ Delayed diagnosis resulting in treatment options being limited to a palliative care pathway.
- ☐ Delayed recognition of resident's deterioration medical assistance when escalation is required within their goals of care resulting in CPR, severe loss of function of death.

Select Cancel Remove value

## If you are submitting a pressure injury event

If you are submitting a **pressure injury** (PI) event, you will see two extra questions.

- **PI stage:** Select the stage of the pressure injury from the dropdown list.
- **Has a wound care specialist been involved in the care?** Select Yes or No from the dropdown list.

**Harm event from SAC guide \***

If your harm event does not fit the SAC categories listed please email [harm.event@hqsc.govt.nz](mailto: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 \***

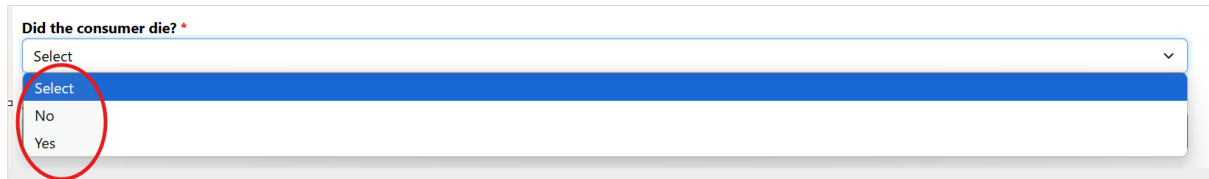
Select

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

Select

## Did the consumer die?

Select Yes or No from the dropdown list.

A screenshot of a web form field titled "Did the consumer die? \*". The dropdown menu is open, showing three options: "Select", "No", and "Yes". The "Select" option is highlighted with a blue bar and is circled in red.

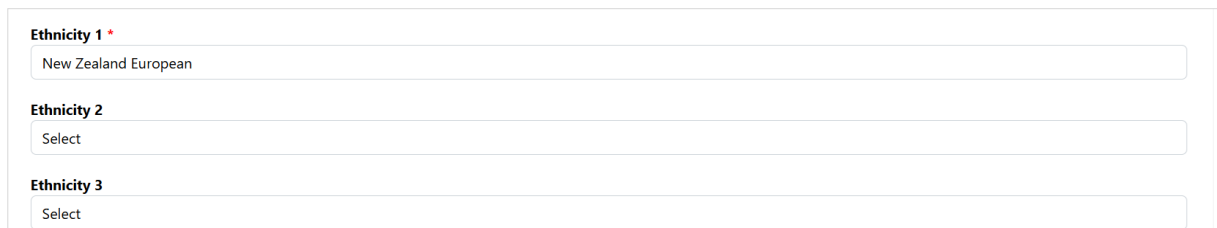
## Age, gender and ethnicity 1

Click the magnifier in the search bar and select the relevant option from the lookup records.

A screenshot of a web form section titled "Age, gender and ethnicity 1". It contains three input fields: "Age \*", "Gender \*", and "Ethnicity 1 \*". Each field has a magnifying glass icon to its right. A red arrow points to the magnifying glass icon for the "Age" field. A tooltip labeled "Age Launch lookup modal" is visible next to the magnifying glass.

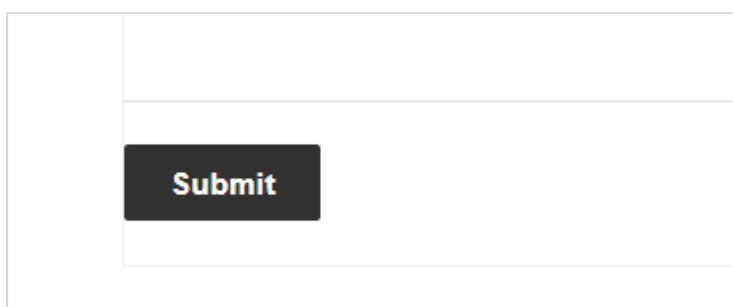
## Ethnicity 2 and Ethnicity 3

These are optional fields.

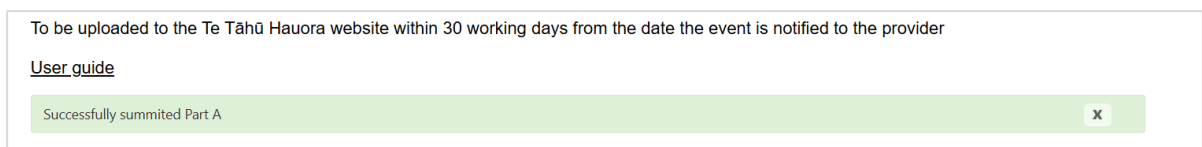
A screenshot of a web form section titled "Ethnicity 2 and Ethnicity 3". It contains three input fields: "Ethnicity 1 \*", "Ethnicity 2", and "Ethnicity 3". Each field has a magnifying glass icon to its right. The "Ethnicity 1" field is pre-filled with "New Zealand European". The "Ethnicity 2" and "Ethnicity 3" fields are empty.

## Submit

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

A screenshot of a web form section showing a large black button with the word "Submit" in white text.

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

A screenshot of a web form section showing a green message box with the text "Successfully submitted Part A". Above the message box, there is a link to the "User guide".

You will also receive email confirmation that your submission has been received, stating:  
'Thank you! We have received your submission of a new harm (adverse) event for event  
reference number #\_\_\_\_\_.'

## 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.

Submit Harm Event | **Harm Event List** | Ar

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 in the dropdown list.

| 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              |

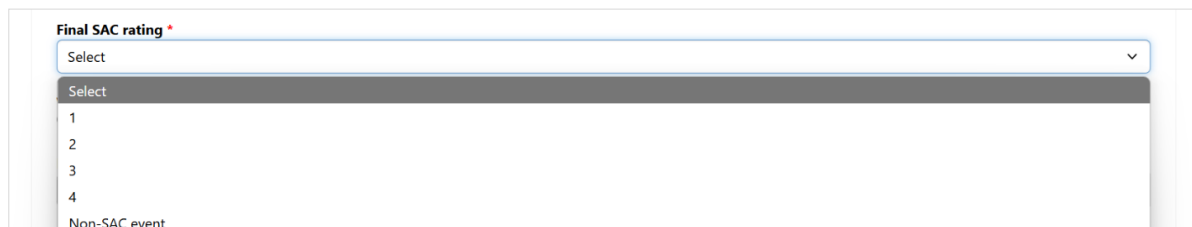
View details  
Edit Part A  
**Edit Part B**

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

## Filling out Part B

### Event details

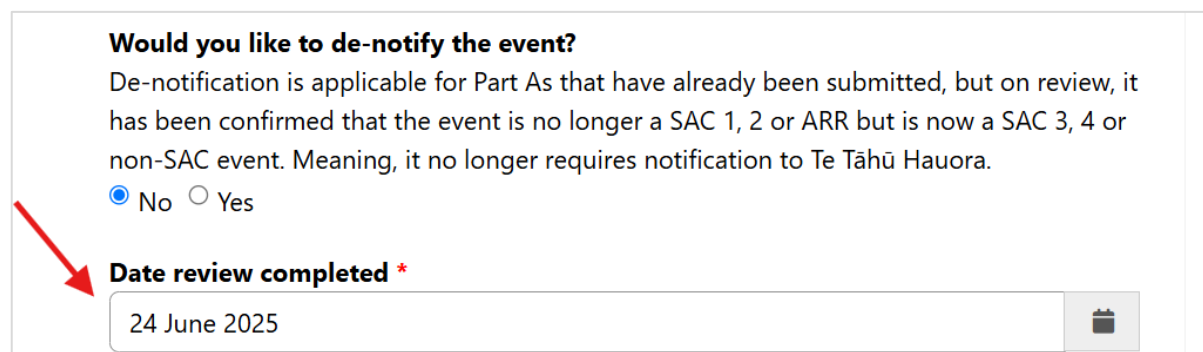
- **Final SAC rating:** Select the final SAC rating from the dropdown list. If, following the review, the harm event no longer meets the criteria for a SAC event, select **Non-SAC event**.



- **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 a Part A submission that has already been submitted but, on review, it has been confirmed that the event is no longer a SAC 1 or 2 or an ARR and instead is now a SAC 3 or 4 or a non-SAC event. That is, it no longer requires notification to Te Tāhū Hauora.

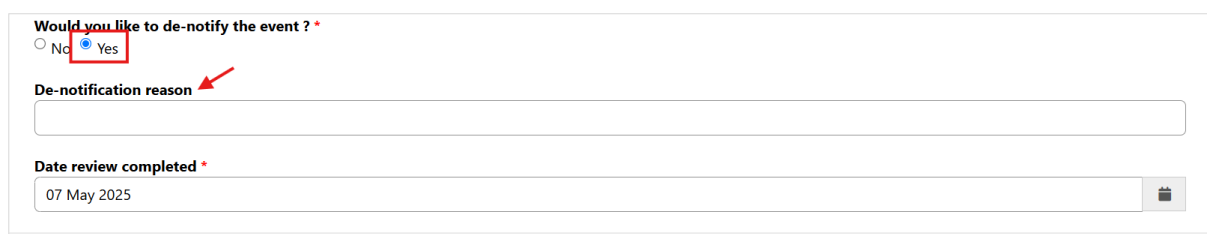
- If Yes – provide the reason for de-notification in the **De-notification reason** box below.
- If No – Go to the next question, **Date review completed**.



**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



**Would you like to de-notify the event ? \***  
☐ No ☒ Yes

**De-notification reason**

**Date review completed \***  
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 on the magnifier to search and then select methodology used from the lookup list. If the methodology you 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

Q

- **Seclusion event:** If you are reporting a seclusion event, you will need to indicate this is a seclusion event and then answer the four additional questions 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 go straight to the next section – Identifying learning opportunities.

- Is this a seclusion event? Select *Yes/No*.
- Was the seclusion event longer than 24 hours cumulative within 28 days? Select *Yes/No* from the dropdown list.
- 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 *Yes/No* from the dropdown list.
- Did the review include consumer and/or whānau participation? Select *Yes/No* from the dropdown list.
- What influencing factors contributed to the seclusion event? Select the relevant option from the dropdown 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

You can enter up to six **learning opportunities**.

**Learning opportunities 1**

**Learning opportunities 2**

**Learning opportunities 3**

**Learning opportunities 4**

**Learning opportunities 5**

**Learning opportunities 6**

## Anonymised report submission

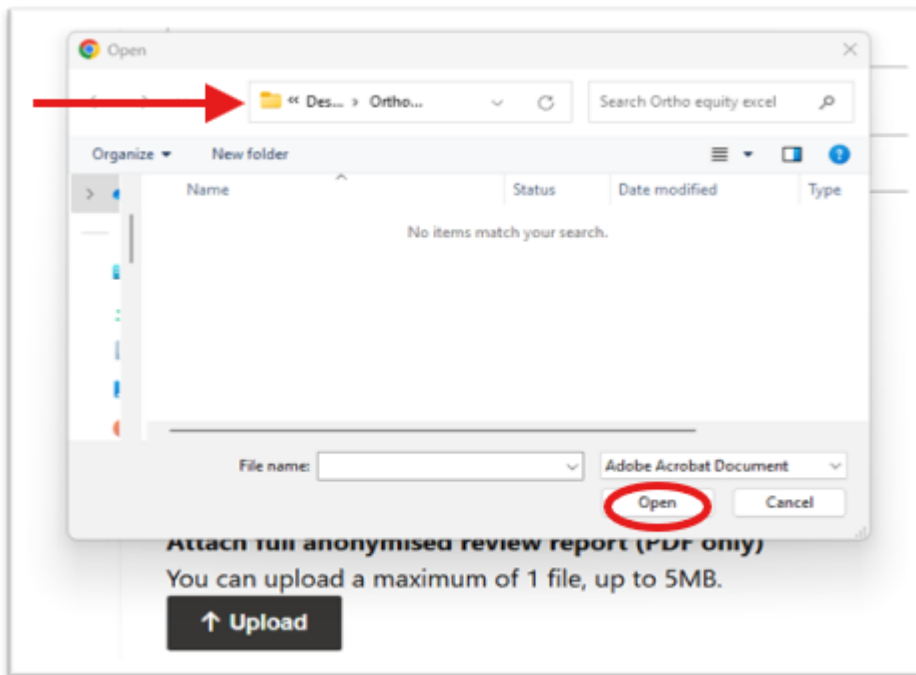
Indicate whether the anonymised report has been submitted (*Yes/No*).

**Anonymised report submitted \***  
☒ No ☐ Yes

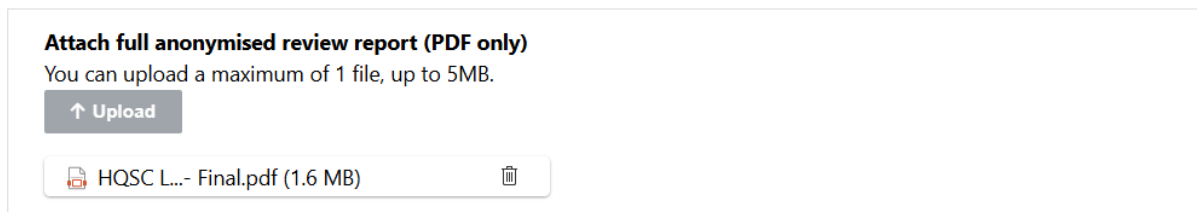
## Uploading the review report

- Similar to attaching a file to an email, click **Upload** to begin attaching the report.
- Navigate in your files to find your anonymised review report and click **Open** to upload the file. The report must be in a single file in PDF format, up to 5 MB.

**Attach full anonymised review report (PDF only)**  
You can upload a maximum of 1 file, up to 5MB.



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**, select *Yes* or *No*. If you select *Yes*, 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... | ... | 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 |

- Make any changes in the pop-up that appears.

Te Tāhū Hauora Health Quality & Safety Commission

### 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

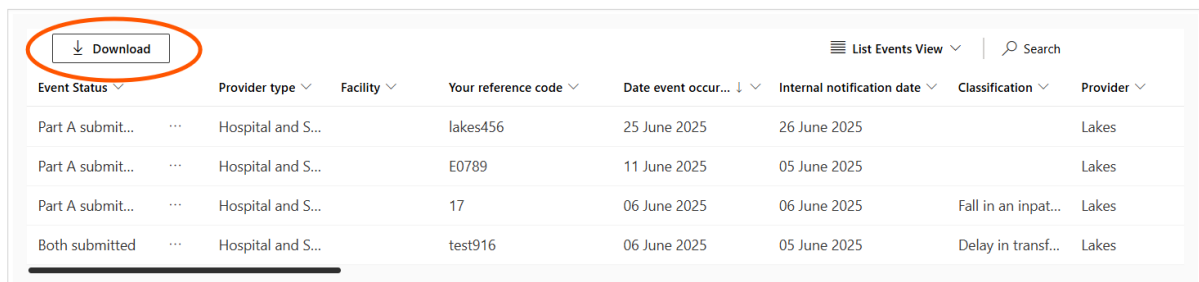
☐ No ☒ Yes

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 the data as an Excel workbook to your computer.

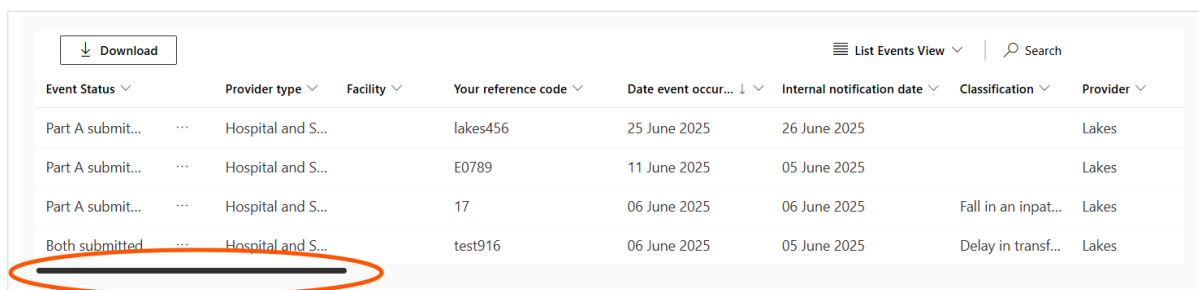


The screenshot shows the Harm Event List interface. At the top left, there is a 'Download' button with a downward arrow icon, which is circled in red. To the right of the button are 'List Events View' and a search icon. Below these are several column headers: 'Event Status', 'Provider type', 'Facility', 'Your reference code', 'Date event occur...', 'Internal notification date', 'Classification', and 'Provider'. The table contains four rows of data:

| 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

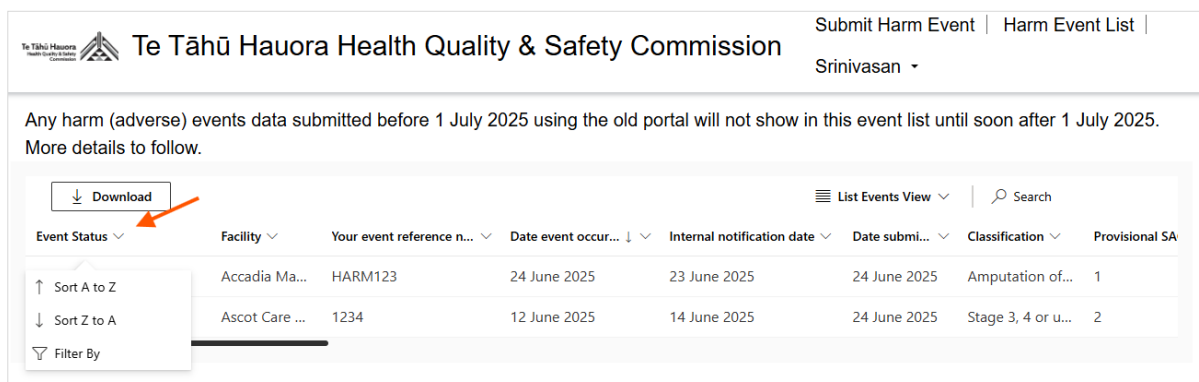
Drag the black bar at the bottom of the Harm Event List table to scroll across and view more columns.



This screenshot is identical to the one above, showing the Harm Event List table. At the bottom of the table, there is a thick black horizontal bar, which is circled in red to indicate it is a scroll bar used to view more columns.

## 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, to sort the events to be ascending or descending, or filter the events. The **Filter by** function uses standard search criteria terms.



This screenshot shows the Harm Event List interface with the 'Event Status' dropdown menu open. The menu has three options: 'Sort A to Z', 'Sort Z to A', and 'Filter By'. An orange arrow points to the dropdown arrow of the 'Event Status' column. The table headers are: 'Event Status', 'Facility', 'Your event reference n...', 'Date event occur...', 'Internal notification date', 'Date submi...', 'Classification', and 'Provisional SA'. The table contains two rows of data:

| Event Status | Facility       | Your event reference n... | Date event occur... | Internal notification date | Date submi... | Classification     | Provisional SA |
|--------------|----------------|---------------------------|---------------------|----------------------------|---------------|--------------------|----------------|
|              | 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              |

## How to save submitted Event details (Part A and Part B) as a PDF to attach in an email

This section explains how submitted harm events in the portal can be saved as PDFs. This will be helpful if you need notify services that you have made a submission to Te Tāhū Hauora as it will enable you to send the record as an attachment in an email.

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              |

| Event Status ▾   | Facility ▾    | Your event reference n... ▾ | Date event occur... ▾ | Internal notification date ▾ | Date submi... ▾ | Classification ▾    | Provisional SA |
|------------------|---------------|-----------------------------|-----------------------|------------------------------|-----------------|---------------------|----------------|
| Part A submit... | Alden Aroha   | ARO-250718-1                | 18 July 2025          | 21 July 2025                 | 21 July 2025    | Fall resulting i... | 2              |
| Part A submit... |               | PON-250610-1                | 10 June 2025          | 12 June 2025                 | 02 July 2025    | Fall resulting i... | 2              |
| Part A submit... |               | RHP-250606-1                | 06 June 2025          | 11 June 2025                 | 04 July 2025    | Fall resulting i... | 2              |
| Part A submit... | Alden Lake... | LKW-250219-1                | 19 February 2025      | 19 February 2025             | 09 July 2025    | Stage 3, 4 or u...  | 2              |

A new window will pop up displaying the 'Record details'.

Record details

Event Details

Provider type \*  
Aged Residential Care Services

Event Status  
Part A submitted

Part A

Facility \*  
Alden Aroha

Date event occurred \*  
18 July 2025

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

On ARR list \*  
No Yes

Relevant SAC guide for the current harm event \*  
Aged residential care

ARR category \*  
—

Did the consumer die ? \*  
No

Age \*  
77

Provider \*  
Alden

Your event reference number \*  
ARO-250718-1

Internal notification date \*  
21 July 2025

Provisional SAC rating \*  
2

Harm event from SAC guide \*  
Fall resulting in fracture of major bone (ie, vertebrae, skull, jaw, neck of femur, femur)

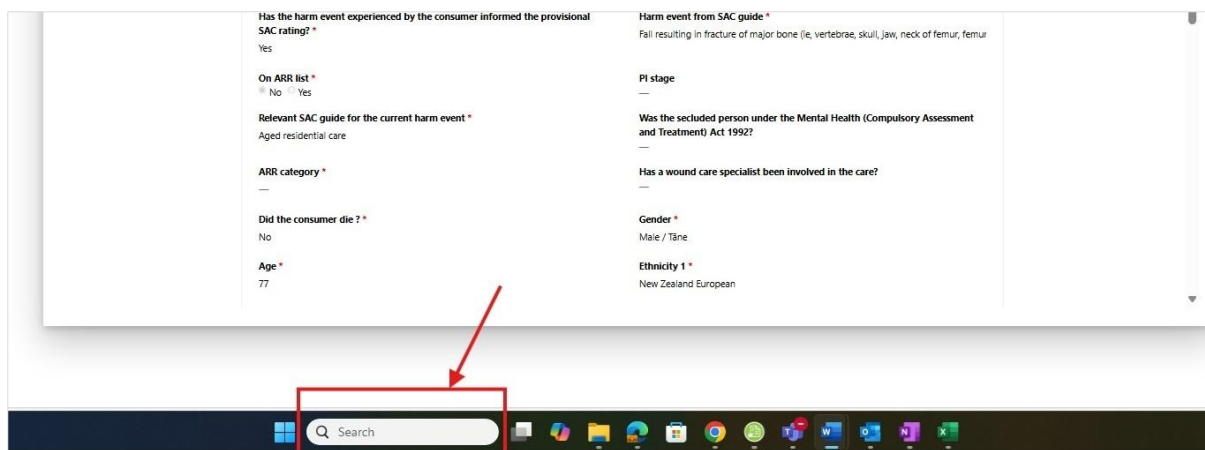
PI stage  
—

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

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

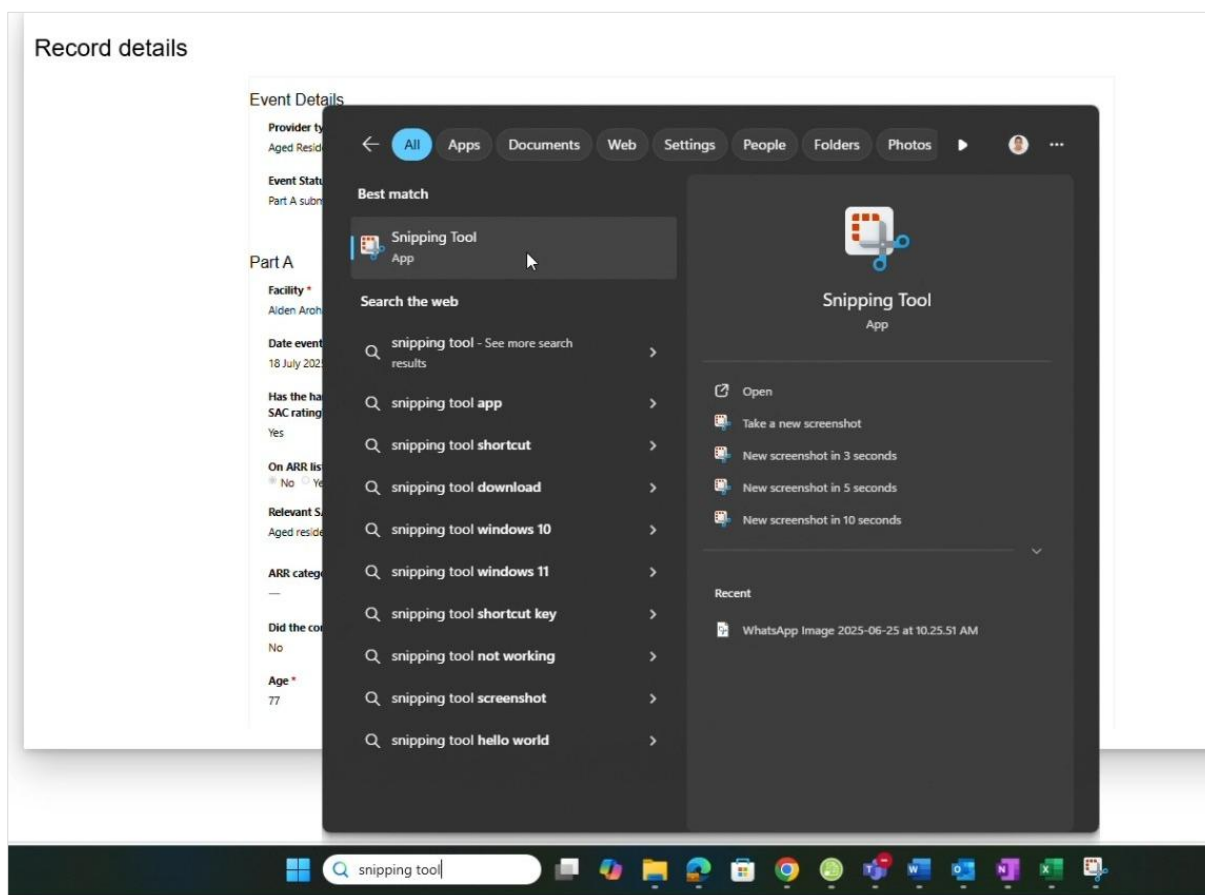
Gender \*  
Male / Tāne

Ethnicity 1 \*  
New Zealand European

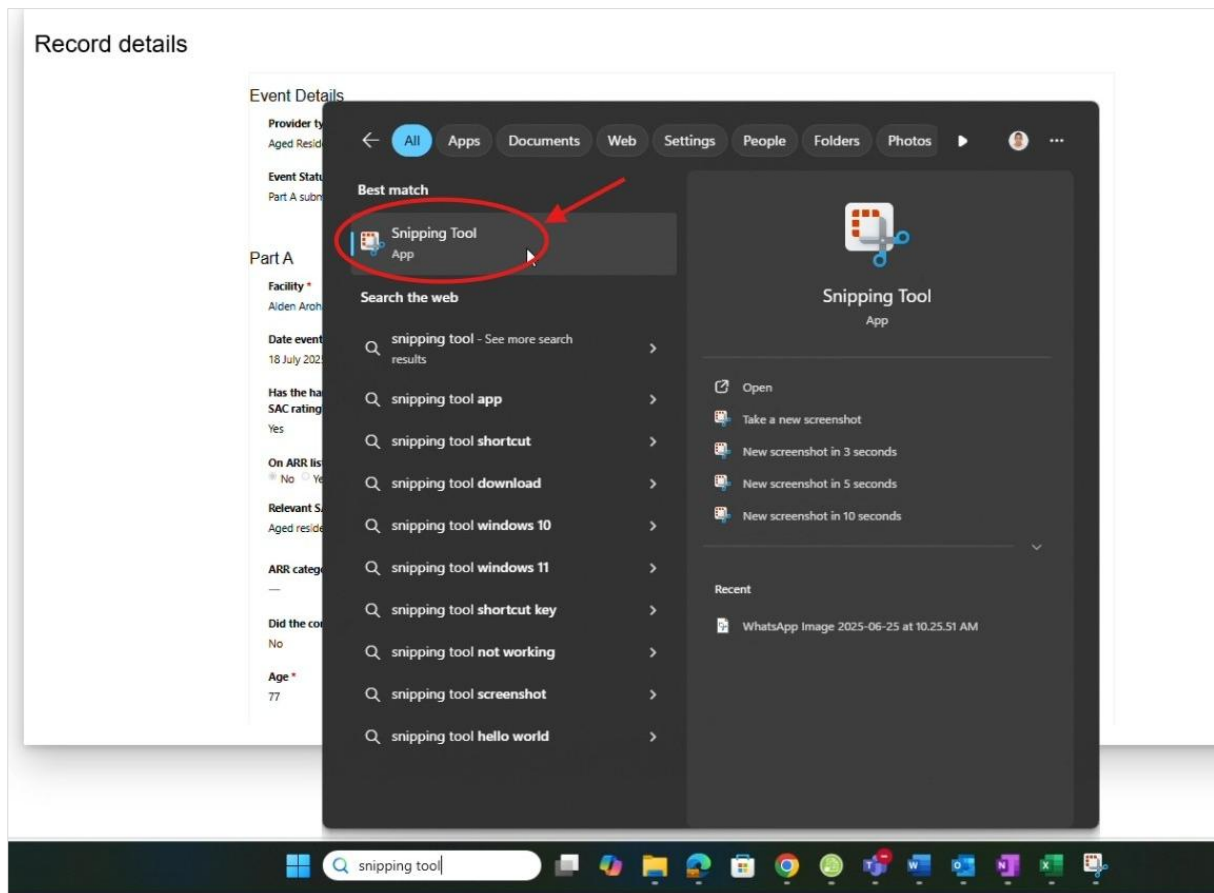


In the search box, type '**Snipping Tool**'.

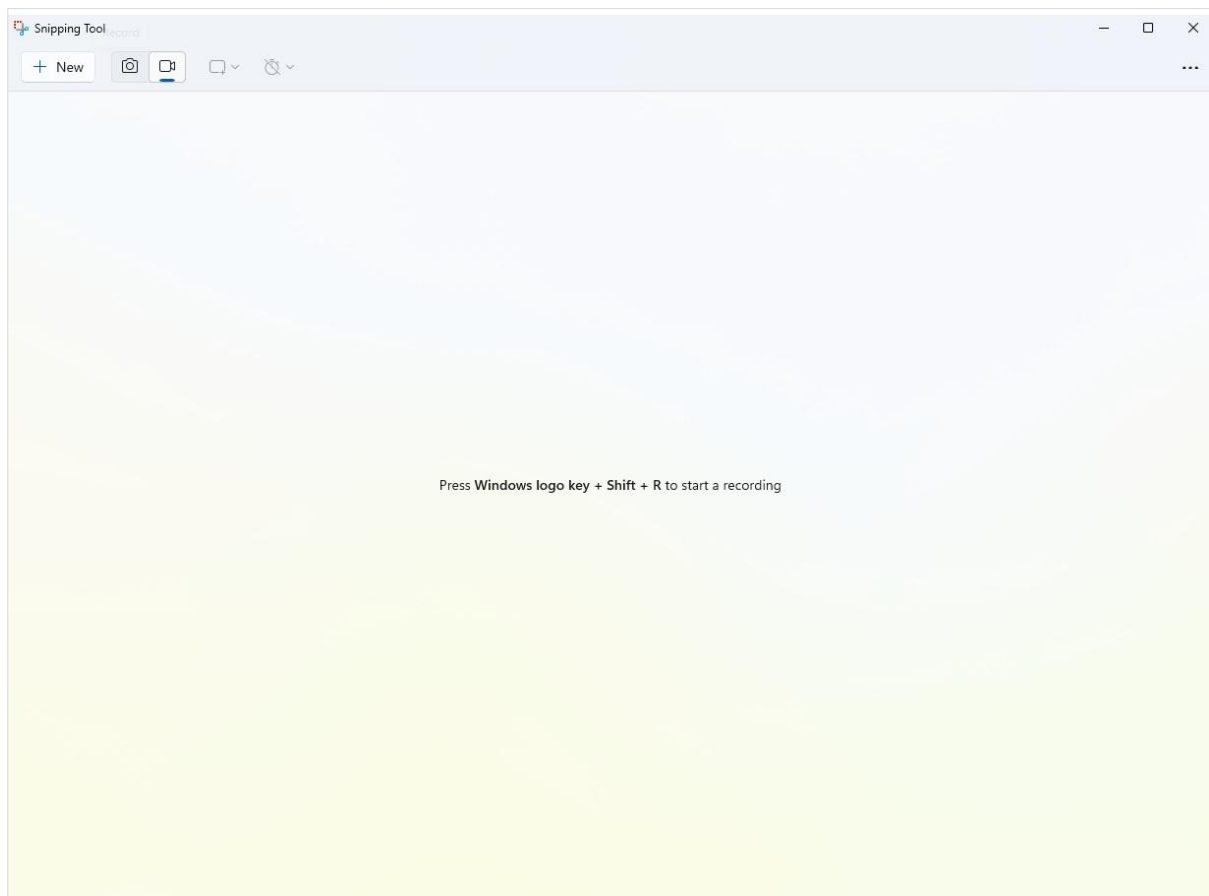
Note: This tool is not available on Windows versions earlier than 10 or on Mac. Please use your preferred method to take screenshots.



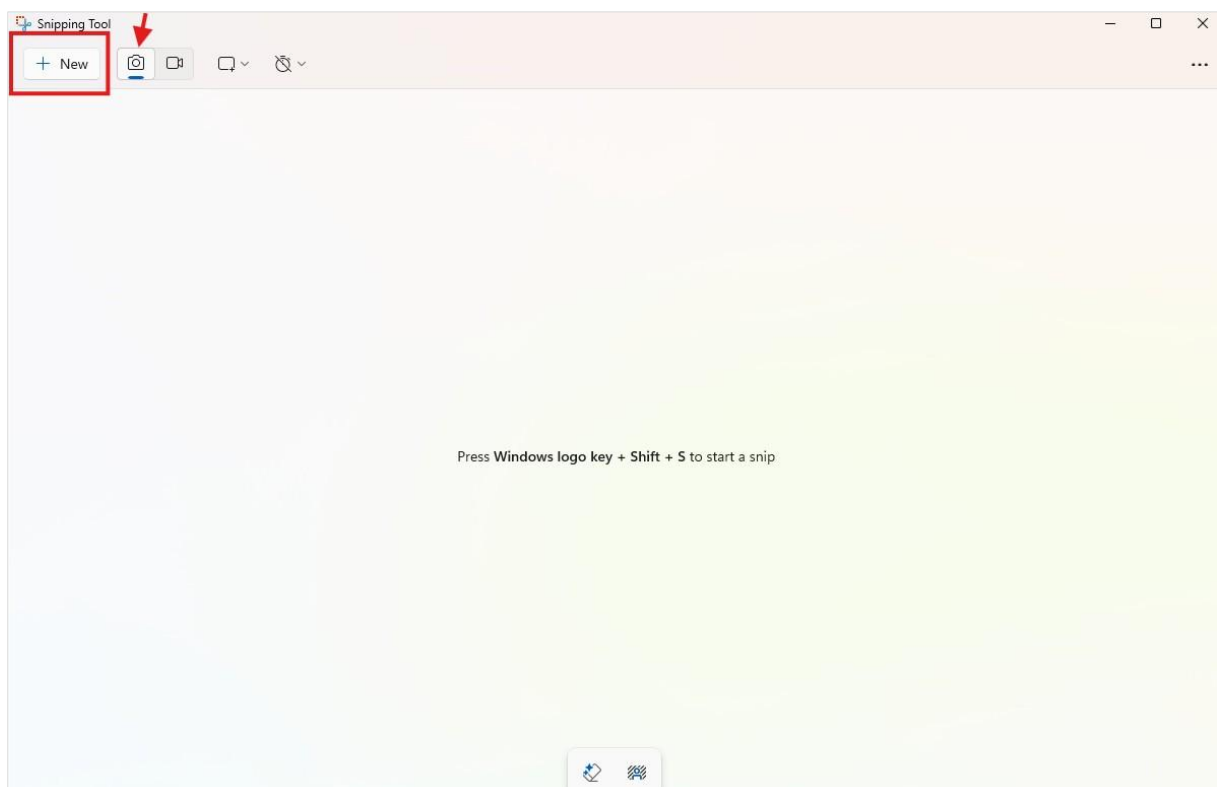
Select as shown.



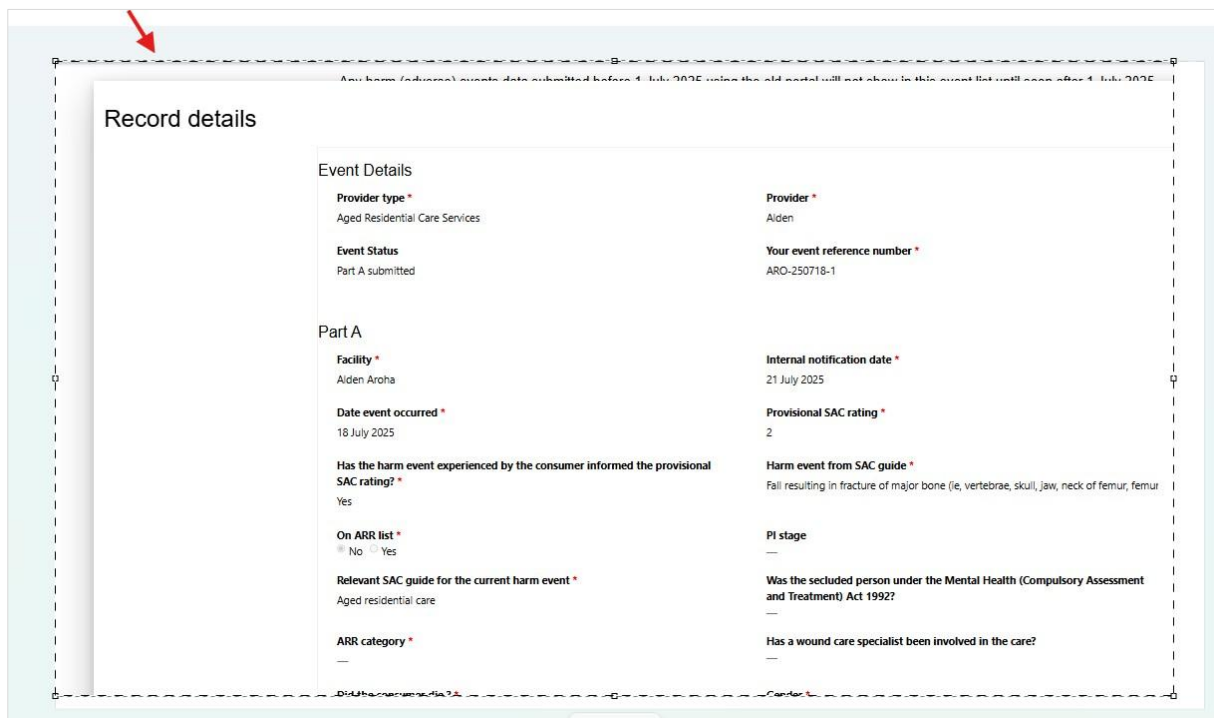
The Snipping Tool will open.



Click 'New'



To capture the screen, use your mouse to drag and select the area you want to capture, such as 'Record details'.

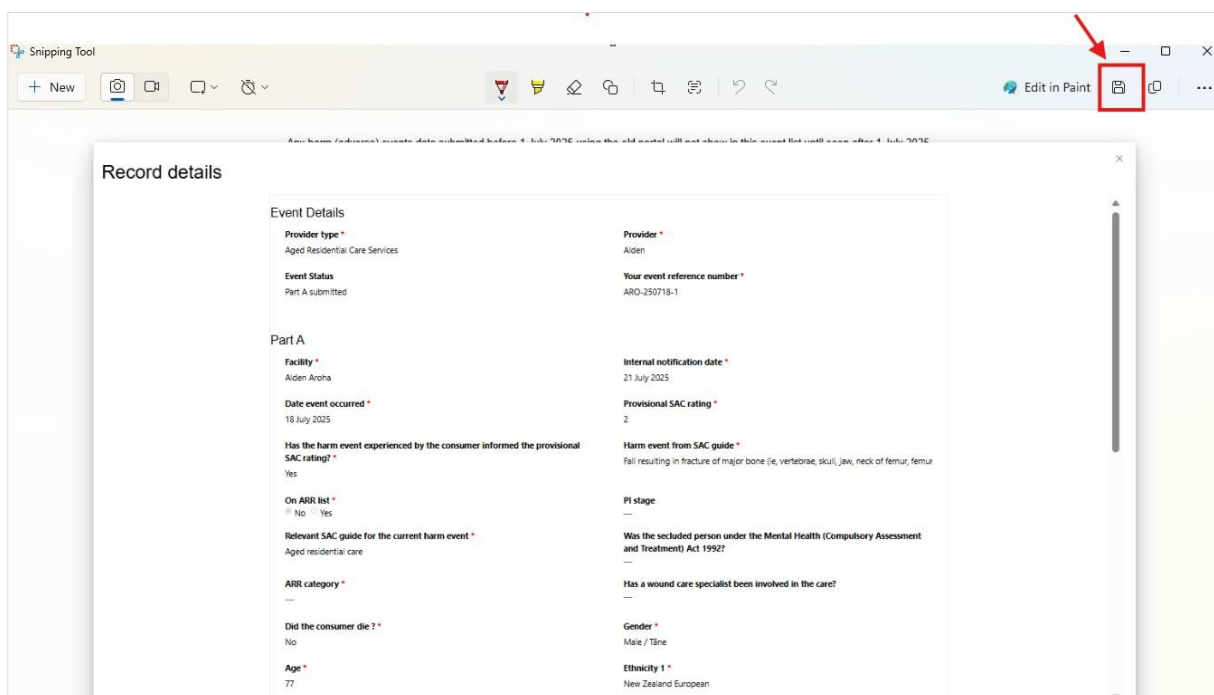


Any harm (adverse) events date submitted before 4 July 2025 will not show in this event list until after 4 July 2025

### Record details

|                                                                                                     |                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Event Details</b>                                                                                |                                                                                                                                 |
| <b>Provider type *</b><br>Aged Residential Care Services                                            | <b>Provider *</b><br>Aiden                                                                                                      |
| <b>Event Status</b><br>Part A submitted                                                             | <b>Your event reference number *</b><br>ARO-250718-1                                                                            |
| <b>Part A</b>                                                                                       |                                                                                                                                 |
| <b>Facility *</b><br>Aiden Aroha                                                                    | <b>Internal notification date *</b><br>21 July 2025                                                                             |
| <b>Date event occurred *</b><br>18 July 2025                                                        | <b>Provisional SAC rating *</b><br>2                                                                                            |
| <b>Has the harm event experienced by the consumer informed the provisional SAC rating? *</b><br>Yes | <b>Harm event from SAC guide *</b><br>Fall resulting in fracture of major bone (ie, vertebrae, skull, jaw, neck of femur, femur |
| <b>On ARR list *</b><br><input type="radio"/> No <input type="radio"/> Yes                          | <b>PI stage</b><br>—                                                                                                            |
| <b>Relevant SAC guide for the current harm event *</b><br>Aged residential care                     | <b>Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992?</b><br>—                     |
| <b>ARR category *</b><br>—                                                                          | <b>Has a wound care specialist been involved in the care?</b><br>—                                                              |

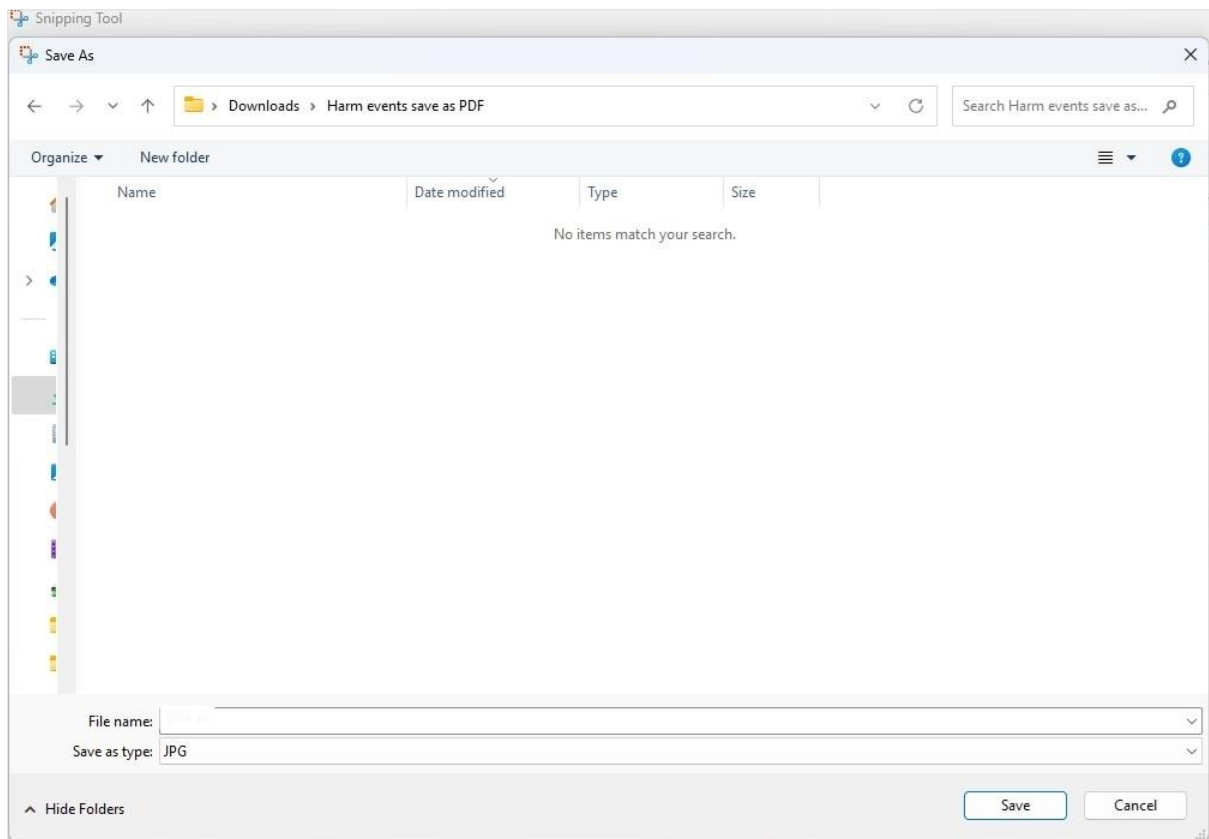
Click 'Save As' icon to save the screenshot.



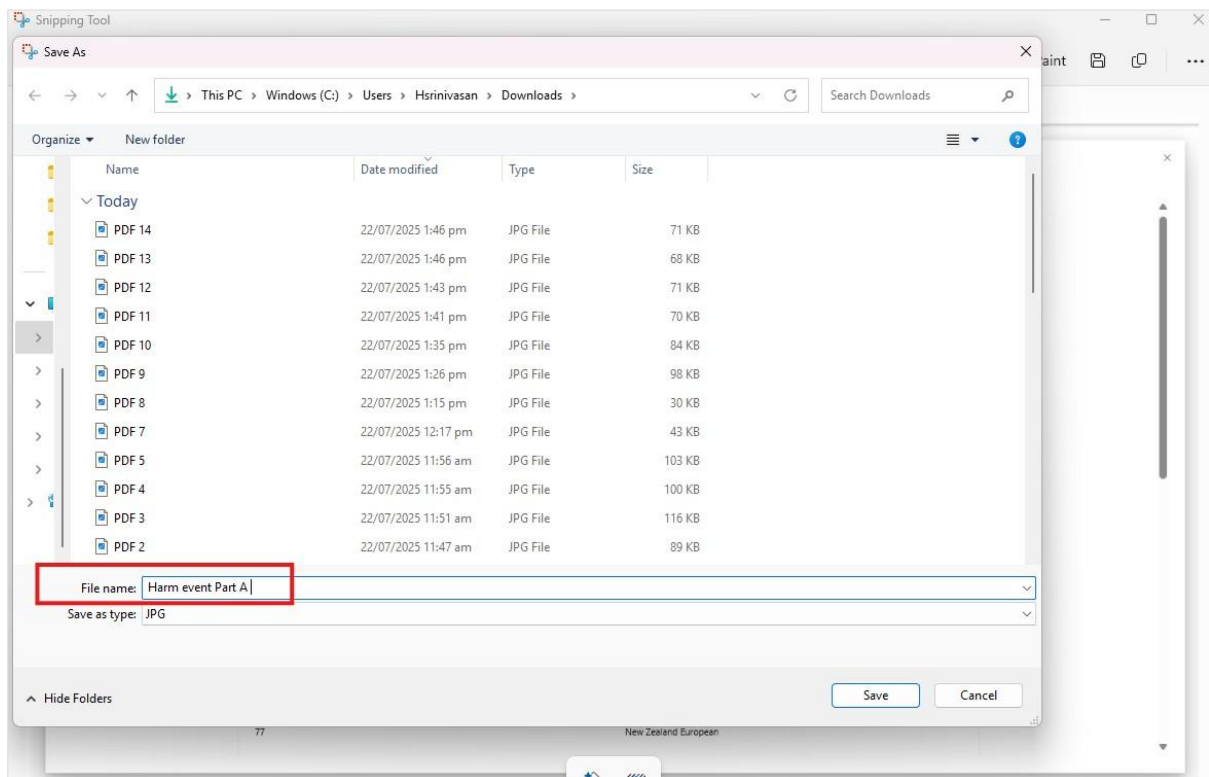
Snipping Tool

Record details

|                                                                                                     |                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Event Details</b>                                                                                |                                                                                                                                 |
| <b>Provider type *</b><br>Aged Residential Care Services                                            | <b>Provider *</b><br>Aiden                                                                                                      |
| <b>Event Status</b><br>Part A submitted                                                             | <b>Your event reference number *</b><br>ARO-250718-1                                                                            |
| <b>Part A</b>                                                                                       |                                                                                                                                 |
| <b>Facility *</b><br>Aiden Aroha                                                                    | <b>Internal notification date *</b><br>21 July 2025                                                                             |
| <b>Date event occurred *</b><br>18 July 2025                                                        | <b>Provisional SAC rating *</b><br>2                                                                                            |
| <b>Has the harm event experienced by the consumer informed the provisional SAC rating? *</b><br>Yes | <b>Harm event from SAC guide *</b><br>Fall resulting in fracture of major bone (ie, vertebrae, skull, jaw, neck of femur, femur |
| <b>On ARR list *</b><br><input type="radio"/> No <input type="radio"/> Yes                          | <b>PI stage</b><br>—                                                                                                            |
| <b>Relevant SAC guide for the current harm event *</b><br>Aged residential care                     | <b>Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992?</b><br>—                     |
| <b>ARR category *</b><br>—                                                                          | <b>Has a wound care specialist been involved in the care?</b><br>—                                                              |
| <b>Did the consumer die? *</b><br>No                                                                | <b>Gender *</b><br>Male / Tāne                                                                                                  |
| <b>Age *</b><br>77                                                                                  | <b>Ethnicity 1 *</b><br>New Zealand European                                                                                    |



Save the 'File name' as shown below



Now to save for Part B, scroll down

Record details

Event Details

|                                                          |                                                      |
|----------------------------------------------------------|------------------------------------------------------|
| <b>Provider type *</b><br>Aged Residential Care Services | <b>Provider *</b><br>Aiden                           |
| <b>Event Status</b><br>Part A submitted                  | <b>Your event reference number *</b><br>ARO-250718-1 |

Part A

|                                                                                                                                                               |                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Facility *</b><br>Aiden Aroha                                                                                                                              | <b>Internal notification date *</b><br>21 July 2025                                                                              |
| <b>Date event occurred *</b><br>18 July 2025                                                                                                                  | <b>Provisional SAC rating *</b><br>2                                                                                             |
| <b>Has the harm event experienced by the consumer informed the provisional SAC rating? *</b><br><input checked="" type="radio"/> Yes <input type="radio"/> No | <b>Harm event from SAC guide *</b><br>Fall resulting in fracture of major bone (ie, vertebrae, skull, jaw, neck of femur, femur) |
| <b>On ARR list *</b><br><input checked="" type="radio"/> No <input type="radio"/> Yes                                                                         | <b>PI stage</b><br>—                                                                                                             |
| <b>Relevant SAC guide for the current harm event *</b><br>Aged residential care                                                                               | <b>Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992?</b><br>—                      |
| <b>ARR category *</b><br>—                                                                                                                                    | <b>Has a wound care specialist been involved in the care?</b><br>—                                                               |
| <b>Did the consumer die? *</b><br><input checked="" type="radio"/> No <input type="radio"/> Yes                                                               | <b>Gender *</b><br>Male / Tāne                                                                                                   |
| <b>Age *</b><br>77                                                                                                                                            | <b>Ethnicity 1 *</b><br>New Zealand European                                                                                     |

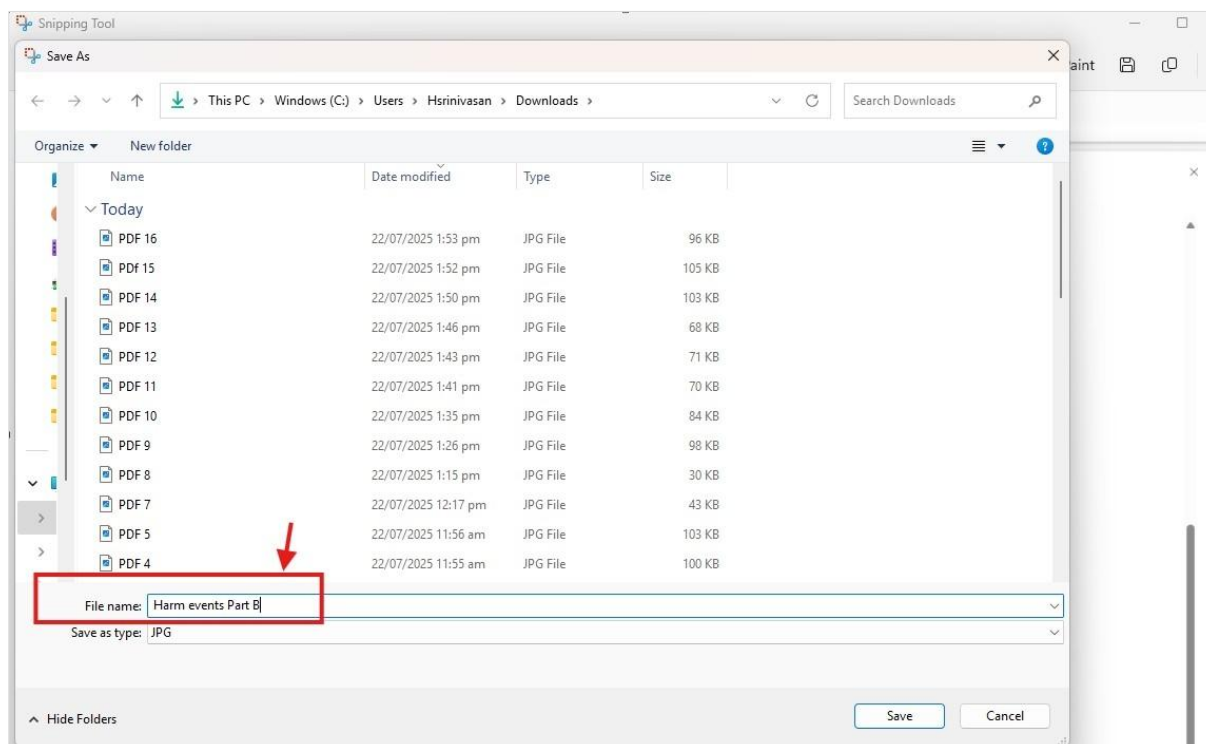


Record details

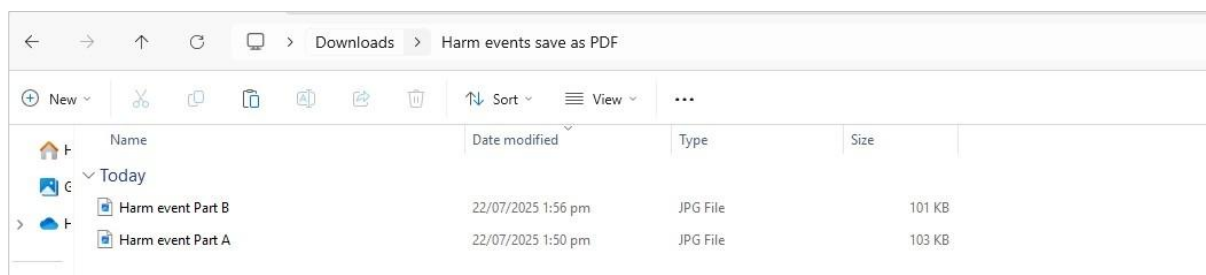
Part B

|                                                                                                                                                                                   |                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Final SAC rating</b><br>—                                                                                                                                                      | <b>Date review completed</b><br>—                                                   |
| <b>Would you like to de-notify the event?</b><br><input checked="" type="radio"/> No <input type="radio"/> Yes                                                                    | <b>De-notification reason</b><br>—                                                  |
| <b>Anonymised report submitted</b><br><input checked="" type="radio"/> No <input type="radio"/> Yes                                                                               | <b>Review methodology used</b><br>—                                                 |
| <b>Is this a seclusion event?</b><br><input checked="" type="radio"/> No <input type="radio"/> Yes                                                                                | <b>Was the seclusion event longer than 24 hours cumulative within 28 days?</b><br>— |
| <b>Did the event comply with the Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992?</b><br>— | <b>Did the review include consumer and/or whānau participation?</b><br>—            |
| <b>What influencing factors contributed to the seclusion event?</b><br>—                                                                                                          | <b>Learning opportunities 1</b><br>—                                                |
| <b>Learning opportunities 2</b><br>—                                                                                                                                              | <b>Learning opportunities 3</b><br>—                                                |
| <b>Learning opportunities 4</b><br>—                                                                                                                                              | <b>Learning opportunities 5</b><br>—                                                |
| <b>Learning opportunities 6</b><br>—                                                                                                                                              |                                                                                     |

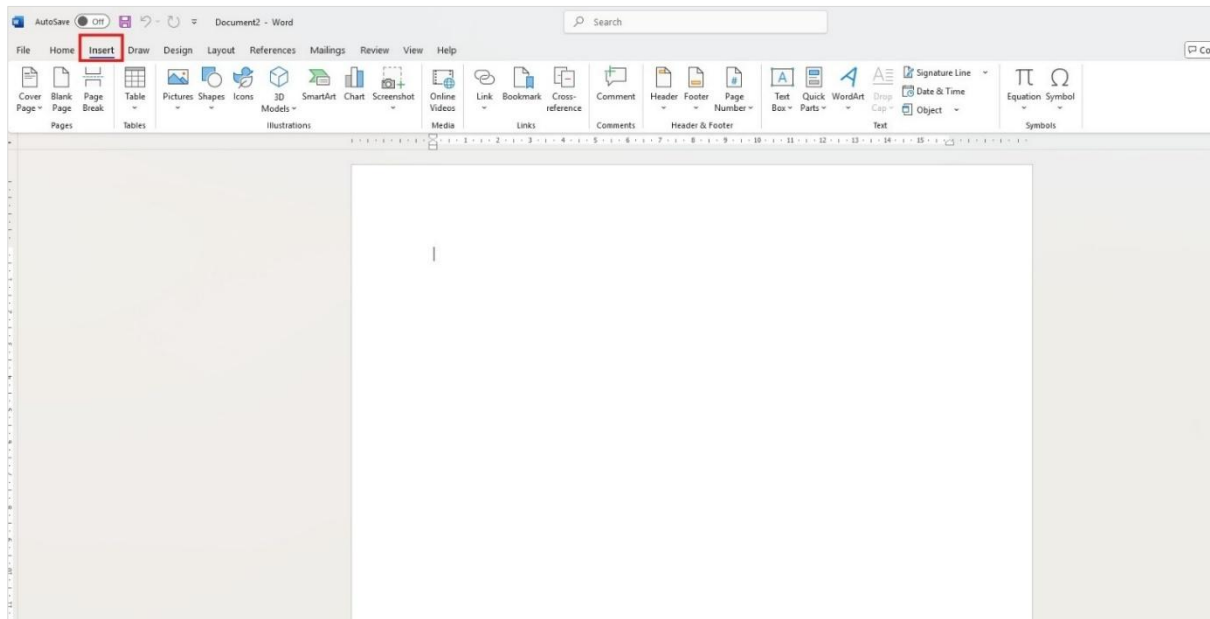
To take the screenshots, follow the same steps you used for Part A, except save the file with the new name shown below.



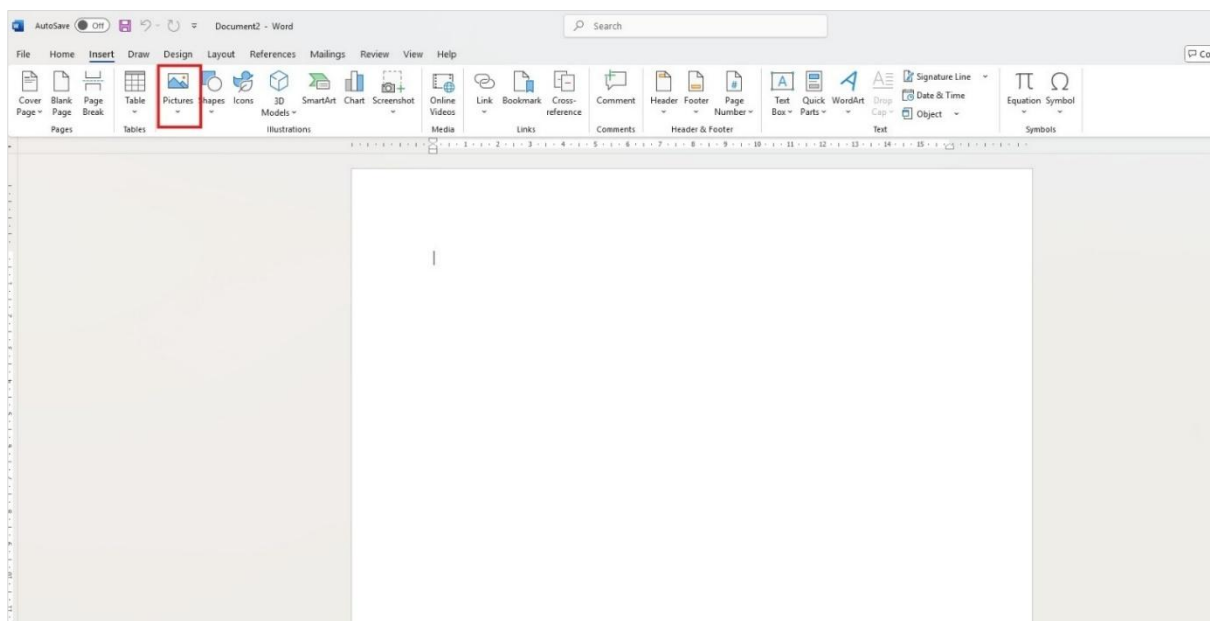
Now, the files will be saved in the folder where you chose to save them.

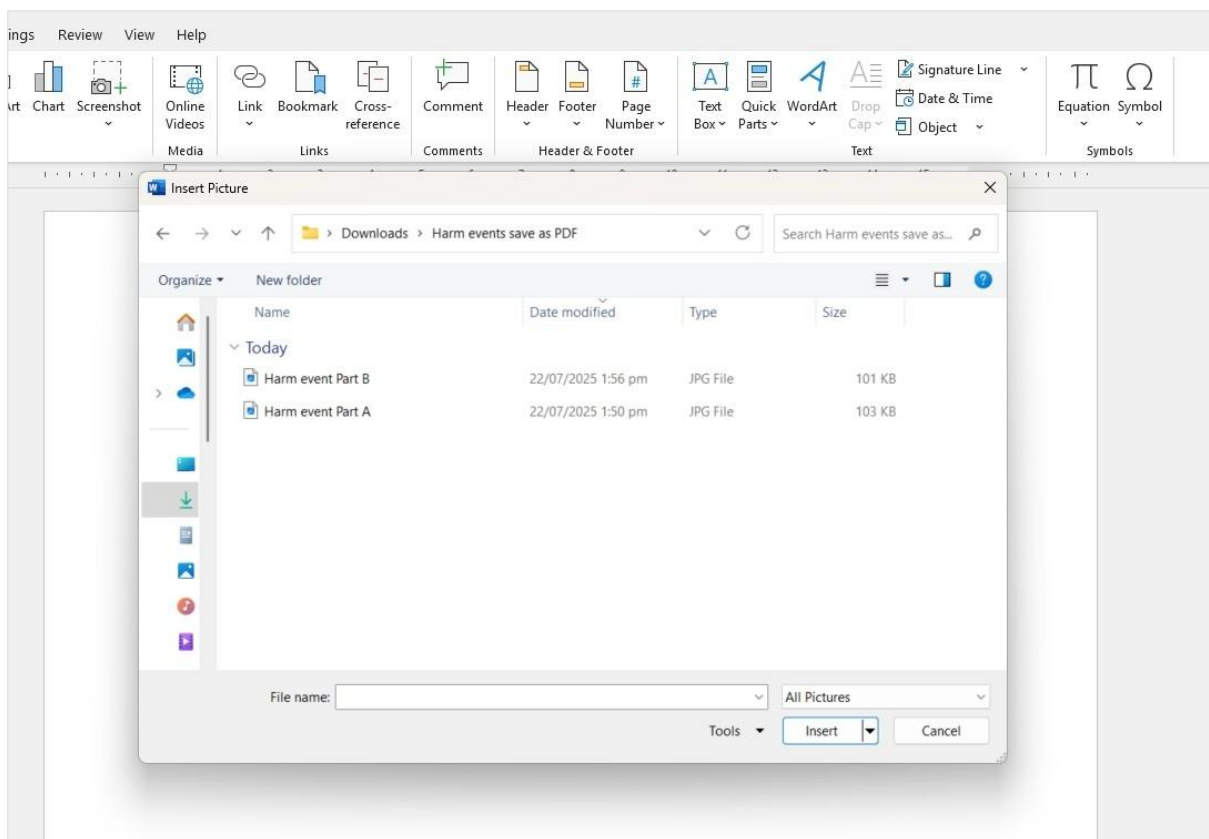
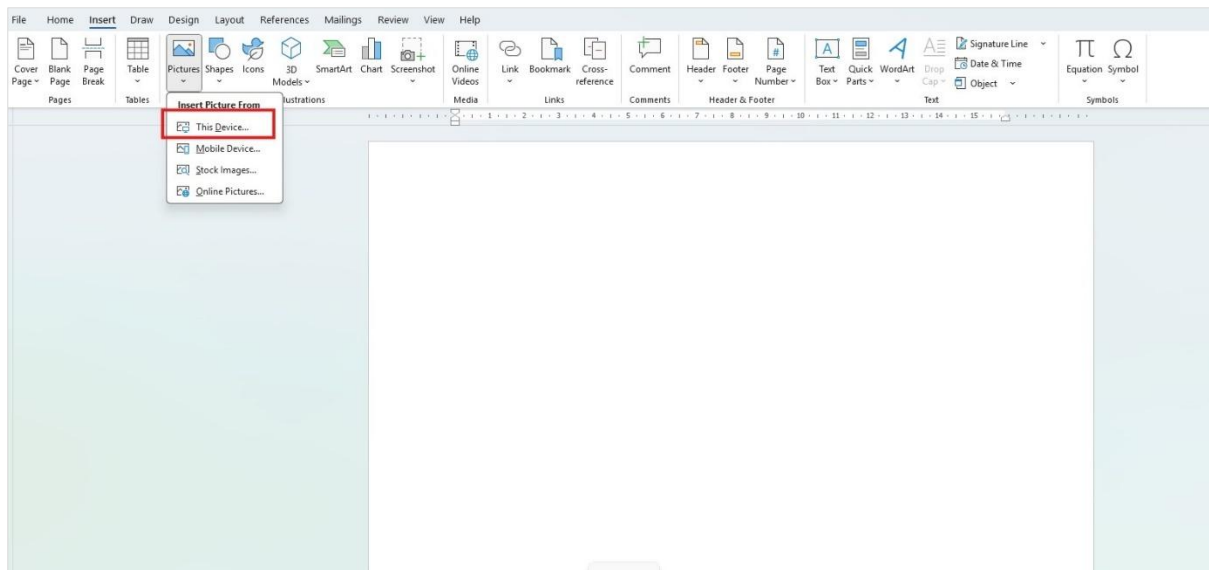


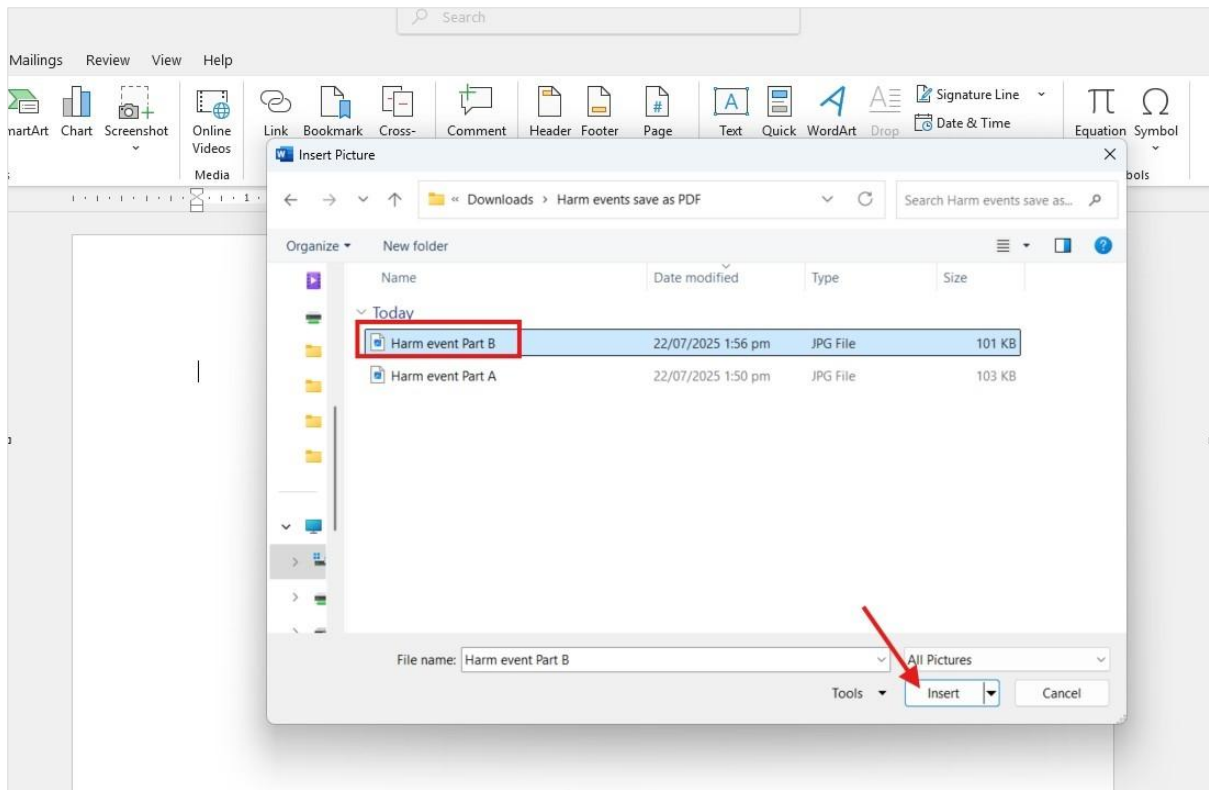
If you prefer to have the files as a PDF instead of JPG, open a Word document. Click 'Insert' as shown.



Select and click 'Pictures'







Document2 - Word

Layout References Mailings Review View Help

Paragraph Styles Editing Voice

Record details

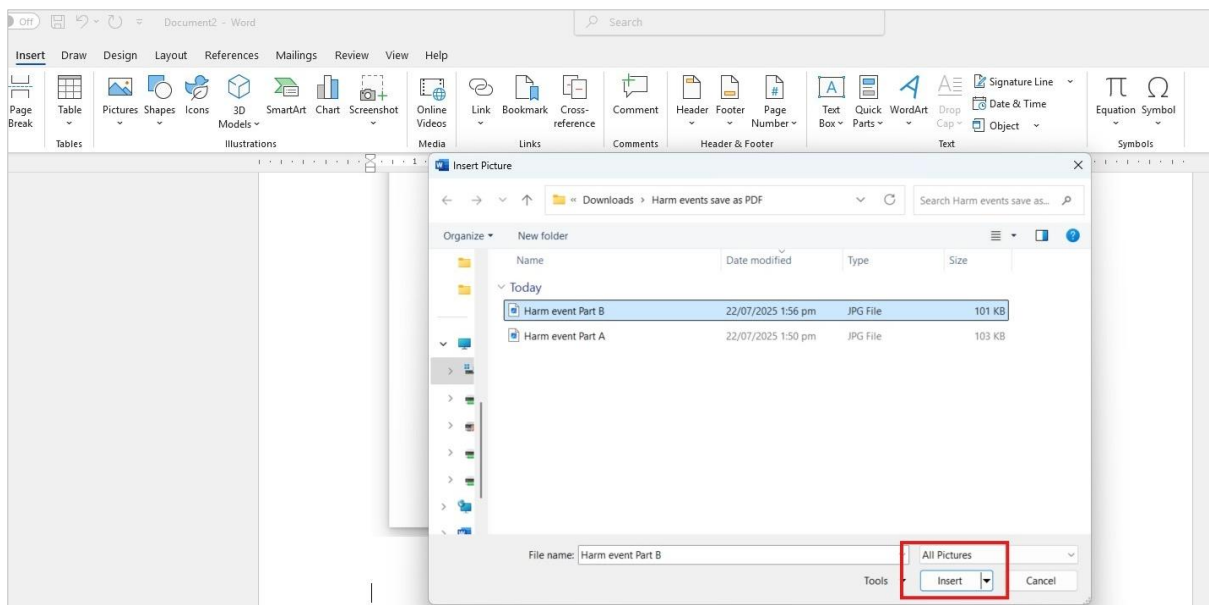
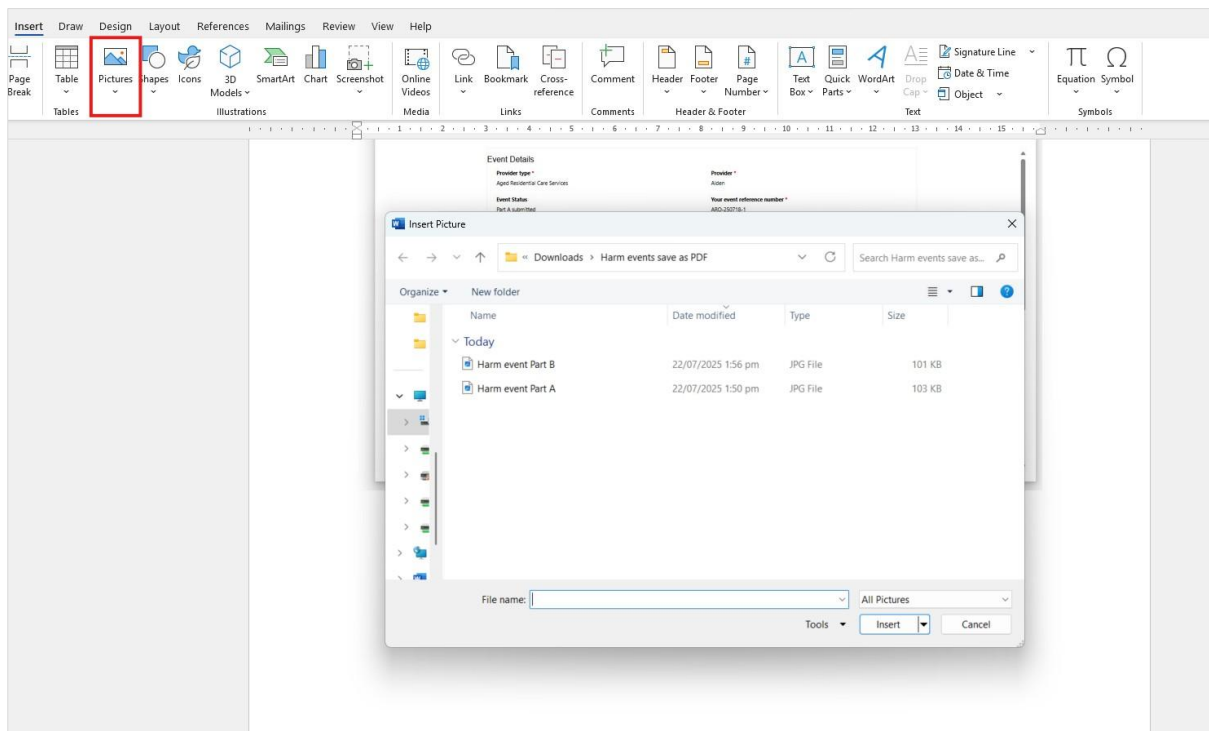
Event Details

|                                |                               |
|--------------------------------|-------------------------------|
| Provider type *                | Provider *                    |
| Aged Residential Care Services | Aiden                         |
| Event Status                   | Your event reference number * |
| Part A submitted               | ARO-250718-1                  |

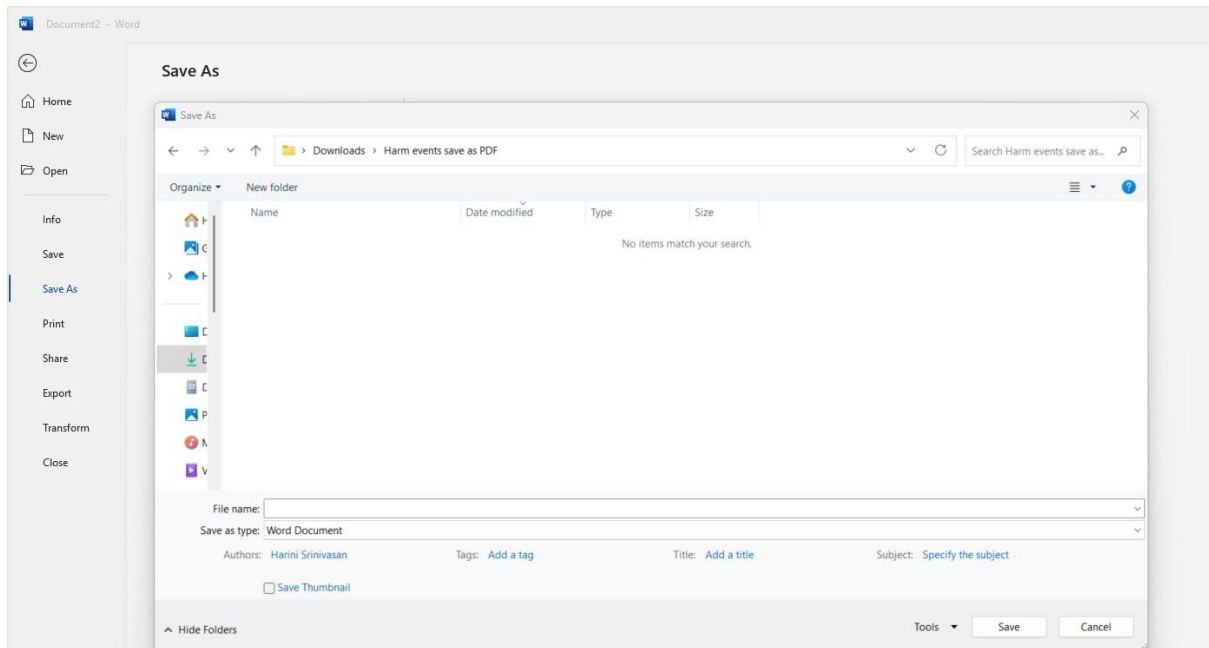
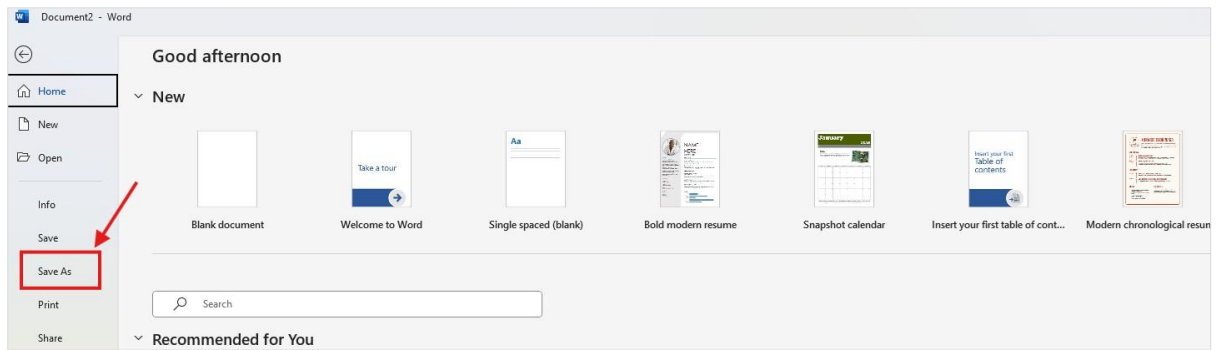
Part A

|                                                                                       |                                                                                                 |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Facility *                                                                            | Internal notification date *                                                                    |
| Aiden Aroha                                                                           | 21 July 2025                                                                                    |
| Date event occurred *                                                                 | Provisional SAC rating *                                                                        |
| 18 July 2025                                                                          | 2                                                                                               |
| Has the harm event experienced by the consumer informed the provisional SAC rating? * | Harm event from SAC guide *                                                                     |
| Yes                                                                                   | Fall resulting in fracture of major bone (ie, vertebrae, skull, jaw, neck of femur, femur)      |
| On ASR list *                                                                         | PI stage                                                                                        |
| No Yes                                                                                | ---                                                                                             |
| Relevant SAC guide for the current harm event *                                       | Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992? |
| Aged residential care                                                                 | ---                                                                                             |
| ASR category *                                                                        | Has a wound care specialist been involved in the care?                                          |
| ---                                                                                   | ---                                                                                             |
| Did the consumer die? *                                                               | Gender *                                                                                        |
| No                                                                                    | Male / Female                                                                                   |
| Age *                                                                                 | Ethnicity 1 *                                                                                   |
| 77                                                                                    | New Zealand European                                                                            |

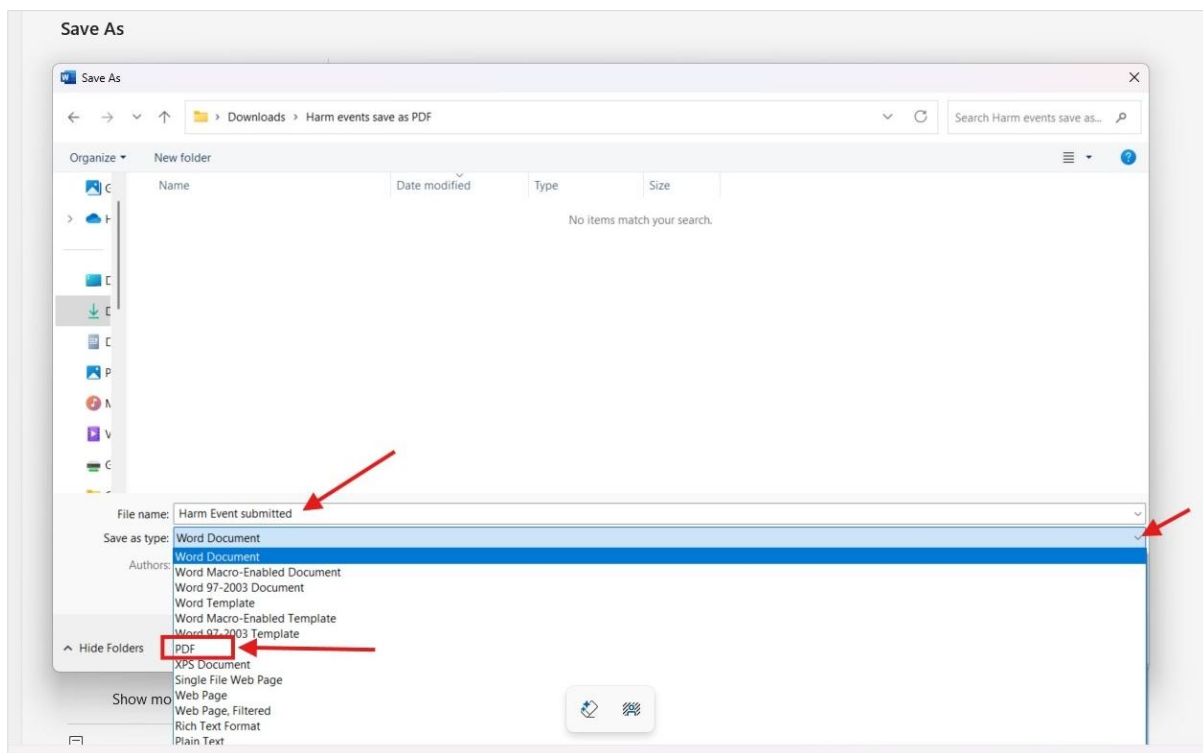
Next, go to 'Insert' and click on 'Picture'



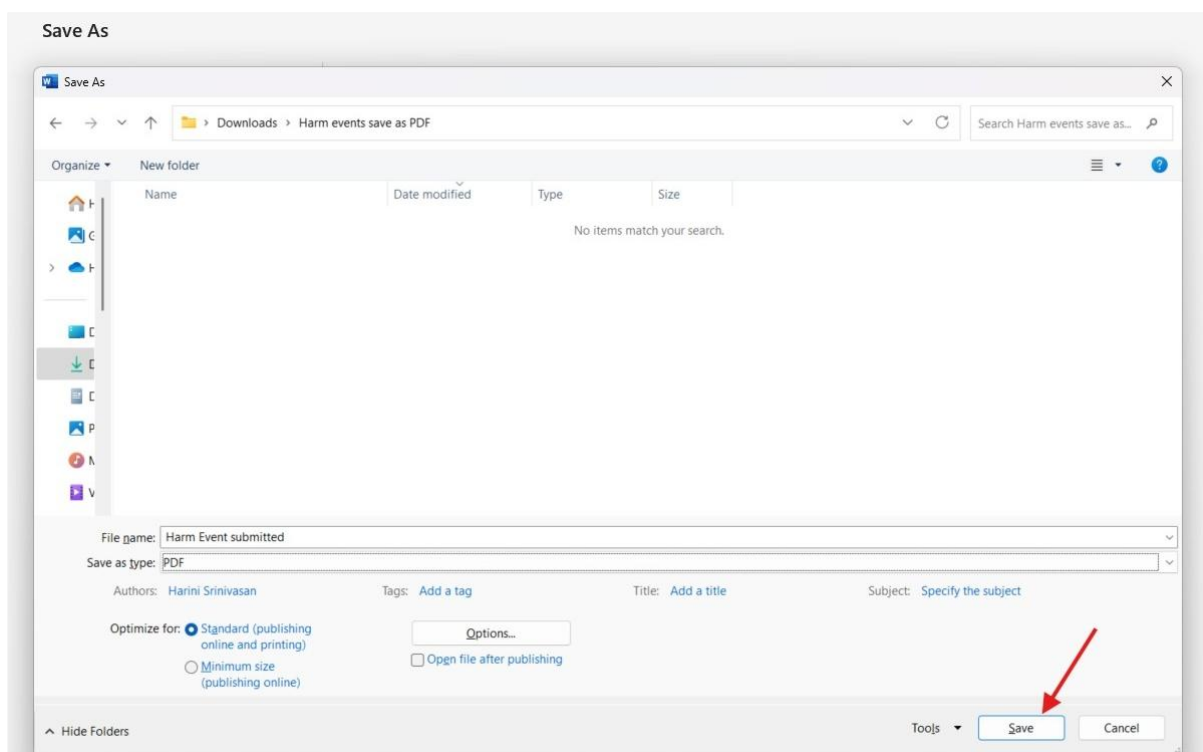




Enter the file name and select 'PDF' from the 'Save as type' dropdown



Click 'Save'



The PDF file will be created and saved in the location as shown

