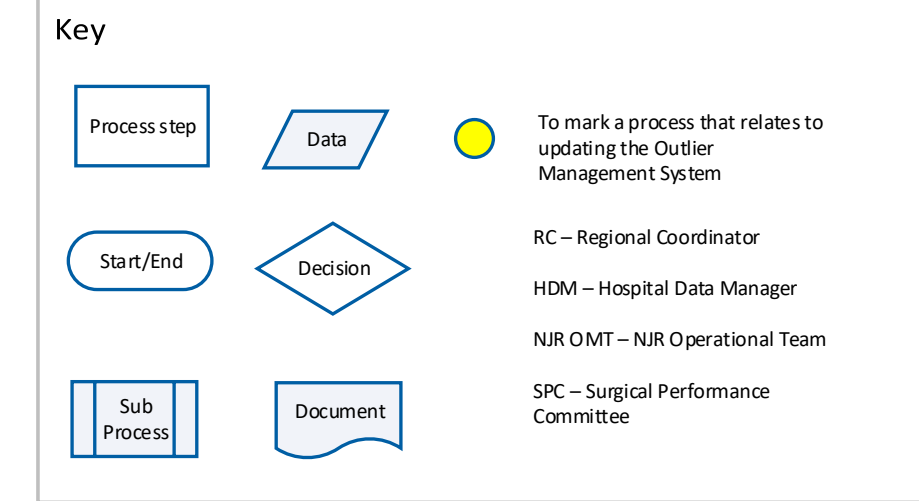
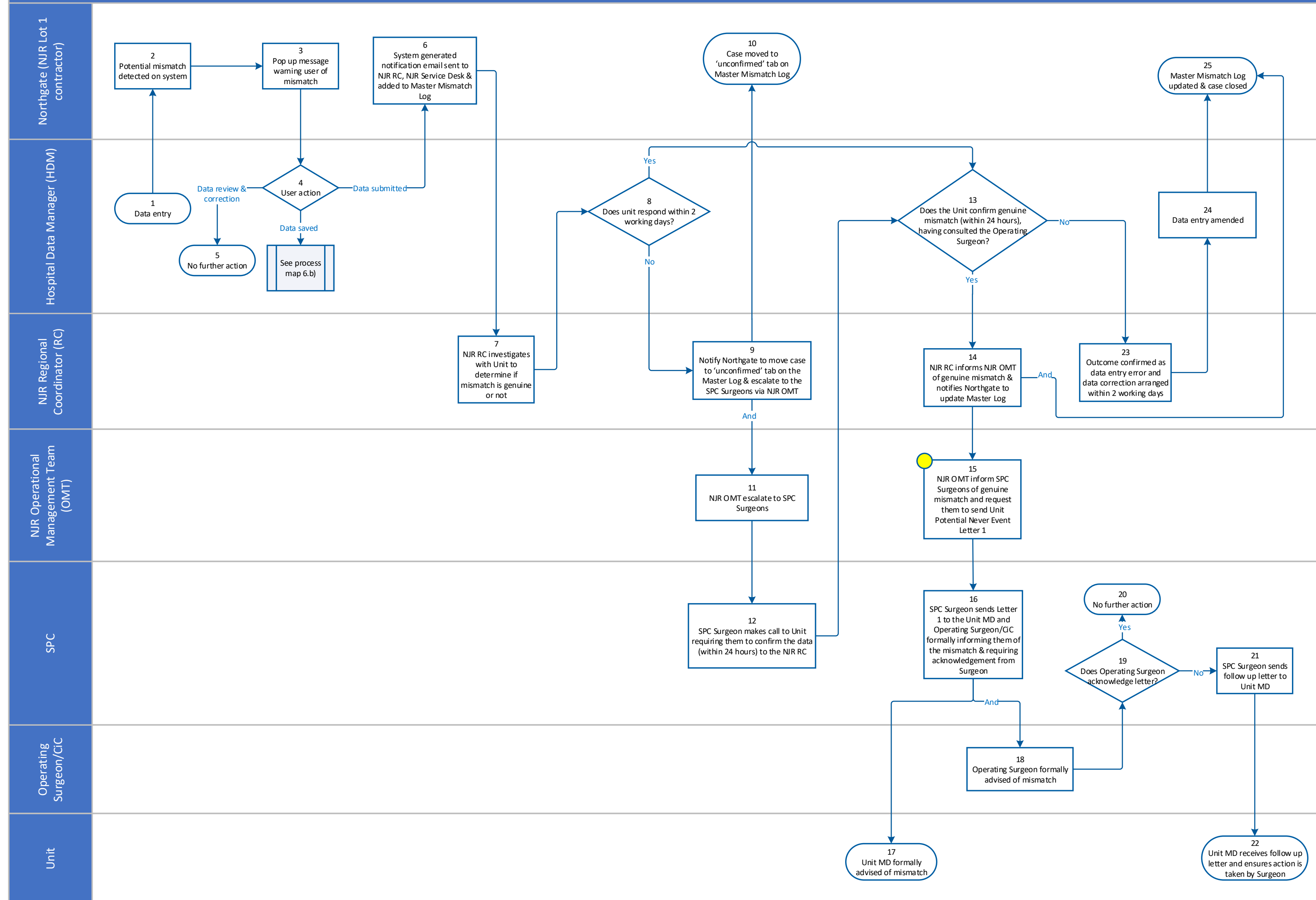


6.a) Implant Mismatch Notification Process – Data Submitted

Version 1.0



**Note:**

**Step 3 pop up wording:**

**Hips:** 'There is a mismatch between the size of head and the liner/cup size. Please check that the correct components have been entered. If the details are correct it is vital the Consultant or Clinical Director in their absence is alerted immediately -THIS IS A POTENTIAL NEVER EVENT.'

This record can still be submitted using the manual override facility. By doing so, you acknowledge that the Consultant or Clinical Director must be made aware of this issue. Please click on the 'I acknowledge' button below to continue.'

**Knees:** 'There is a mismatch between the side of operation selected in the 'Procedure Details' screen and the side that the implant is designed to be used on. If the details are correct it is vital the Consultant or Clinical Director in their absence is alerted immediately – THIS IS A POTENTIAL NEVER EVENT.'

This record can still be submitted using the manual override facility. By doing so, you acknowledge that the Consultant must be made aware of this issue. Please click on the 'I acknowledge' button below to continue.'

**Note:**

- Northgate capture and record process and any associated correspondence within the Master Mismatch Log

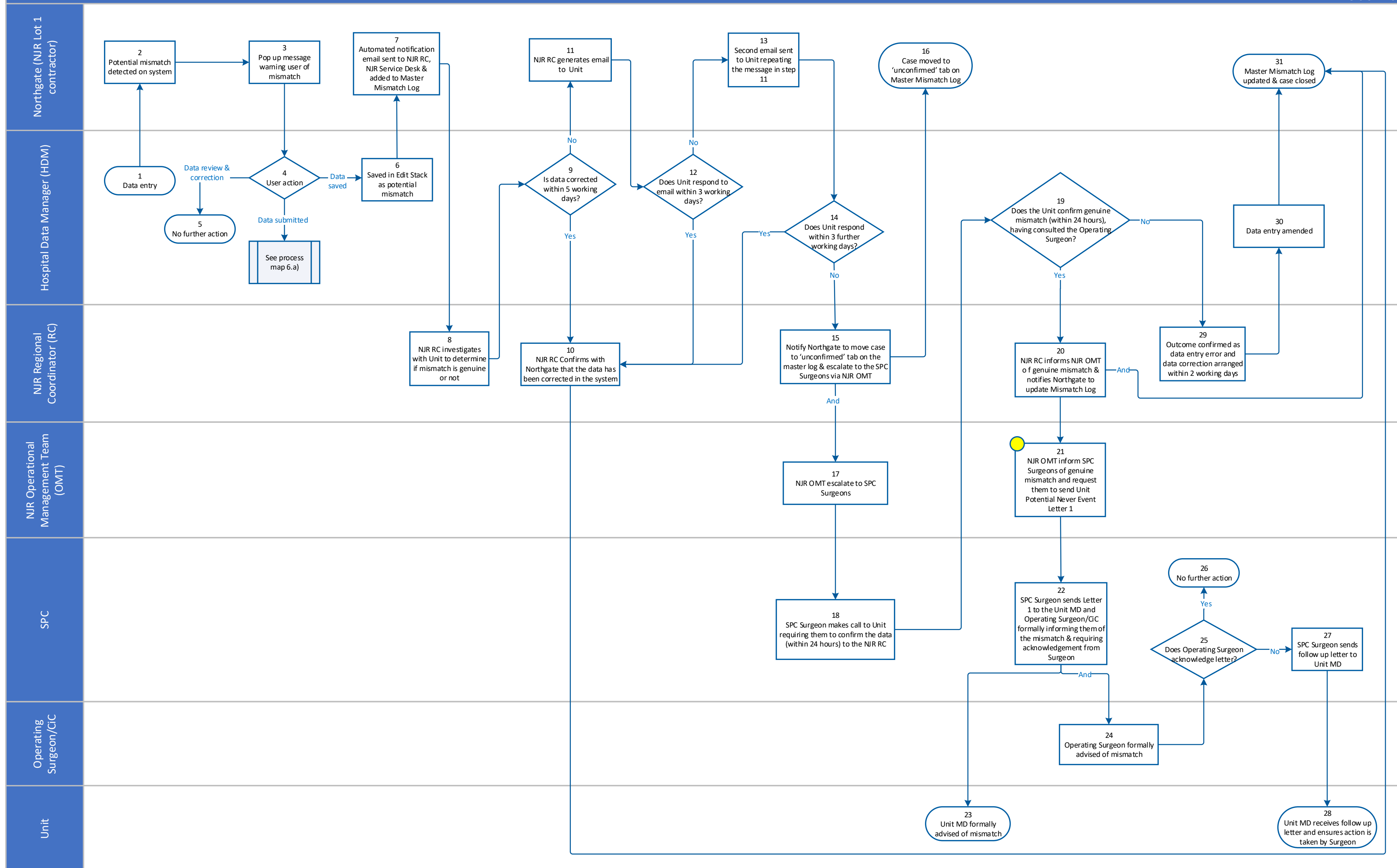
- Northgate share the Master Mismatch Log with the NJR OMT on a weekly basis

**Master Mismatch Log should include, as a minimum:**

- NJR Index Reference
- Surgeon details
- Date automated email released
- Dates of all stages in the process
- Category of mismatch
- Action taken
- Copies of correspondence sent to Unit & replies

6. b) Implant Mismatch Notification Process – Data Saved

Version 1.0



**Key**

- Process step (rectangle)
- Data (parallelogram)
- Start/End (oval)
- Decision (diamond)
- Sub Process (document icon)
- Document (document icon)
- To mark a process that relates to updating the Outlier Management System (yellow circle)
- RC – Regional Coordinator
- HDM – Hospital Data Manager
- NJR OMT – NJR Operational Team
- SPC – Surgical Performance Committee

**Note:**

Step 3 pop up wording:

**Hips:** 'There is a mismatch between the size of head and the liner/cup size. Please check that the correct components have been entered. If the details are correct it is vital the Consultant or Clinical Director in their absence is alerted immediately -THIS IS A POTENTIAL NEVER EVENT.

This record can still be submitted using the manual override facility. By doing so, you acknowledge that the Consultant or Clinical Director must be made aware of this issue. Please click on the 'I acknowledge' button below to continue.'

**Knees:** 'There is a mismatch between the side of operation selected in the 'Procedure Details' screen and the side that the implant is designed to be used on. If the details are correct it is vital the Consultant or Clinical Director in their absence is alerted immediately – THIS IS A POTENTIAL NEVER EVENT.

This record can still be submitted using the manual override facility. By doing so, you acknowledge that the Consultant must be made aware of this issue. Please click on the 'I acknowledge' button below to continue.'

Step 11 email wording: 'A record with a potential implant mismatch has been placed in the edit stack for submission to the NJR. In the event that this record remains uncorrected in the Edit stack for longer than ten working days or if a revised entry is not submitted, it will be treated as a genuine mismatch and you will be contacted by the NJR to establish if this has been fully investigated as a potential NEVER EVENT. Please take urgent steps to establish the validity of this potential submission.'

- Note:**
- Northgate capture and record process and any associated correspondence within the Master Mismatch Log
  - Northgate share the Master Mismatch Log with the NJR OMT on a weekly basis
- Master Mismatch Log should include, as a minimum:
- NJR Index Reference
  - Surgeon details
  - Date automated email released
  - Dates of all stages in the process
  - Category of mismatch
  - Action taken
  - Copies of correspondence sent to Unit & replies