Alberta Health Services
Integrated Quality Management - EZ

RLS

SEPTEMBER 2020

Goal: To optimize understanding, utilization and learnings related to the Reporting and Learning System (RLS).

WHAT IS RLS?

The Reporting & Learning System (RLS) tracks hazards, close calls, and adverse events; identifies patterns, generates reports, and communicates information for system leaders and staff to take action to reduce harm.

WHAT TO REPORT

- Adverse Events: events that reach the patient, such as falls, medication errors, pressure injuries, etc.
- Close Calls: events that almost reach the patient, such as a diagnostic test almost performed on the wrong patient
- Hazards: events waiting to happen, such as look-alike medication labels

WHAT NOT TO REPORT

- Workplace Health & Safety issues
- Lost Property
- Narcotic ***count*** discrepancies-*with no patient involvement*
- Performance –related issues (should be taken to your supervisor)
- Privacy Breaches **without** a *patient safety component*.
- Family or Visitor behaviour **without** a *patient safety component*.

WHY REPORT?

A *Just Culture* is an environment where everyone feels safe, encouraged, and enabled to discuss quality and safety concerns. While we will never prevent all mistakes from happening, when hazards and close calls or actual adverse events are identified through the RLS, we are able to initiate efforts to support continuous quality and safety improvement.

WHO IS INVOLVED?

Administrative Leaders	Review and respond to RLS reports, ensure RLS reports are read and shared as appropriate. Provide feedback to staff and prescribers how events are contributing to patient safety.
Advanced Users	Respond to reports in a Just manner, provide feedback to reporters; read, process and share reports; generate and share data summaries.
Clinical Safety Leaders	Review RLS reports; support and assist Advanced Users, Designates and Participant Reviewers in using RLS.
Medical Leaders	Analyze RLS data for trends and to identify improvements.
Reporters	Voluntarily Report patient safety hazards, close calls and adverse events within 72 hours of discovery.
Reviewers	The Advanced User, Designates and Participants are all reviewers.

HOW TO SUBMIT?

Submit online via AHS Insite. Click on the Report icon on the RLS banner on the Insite homepage and select the form that best describes what you are reporting.

Additional Information: **RLS website**

WHEN TO UTILIZE RLS?

All Reporters have a responsibility to voluntarily submit an RLS report regarding clinical adverse events, hazards or close calls that they are aware of, either as an involved party or discoverer.

RESOURCES

- **Policy**: Recognizing and responding to hazards, close calls and clinical adverse events
- **Procedure**: Reporting of clinical adverse events, close calls and hazards.