



UnityPoint Health

# RL Solutions Event Reporting Guide

*Laboratory*

# What is RL Solutions?

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software for  
safer healthcare

Preventing adverse events starts with learning from incidents that are already happening. Only by effectively collecting, managing and reporting events and near misses can we effectively drive change.

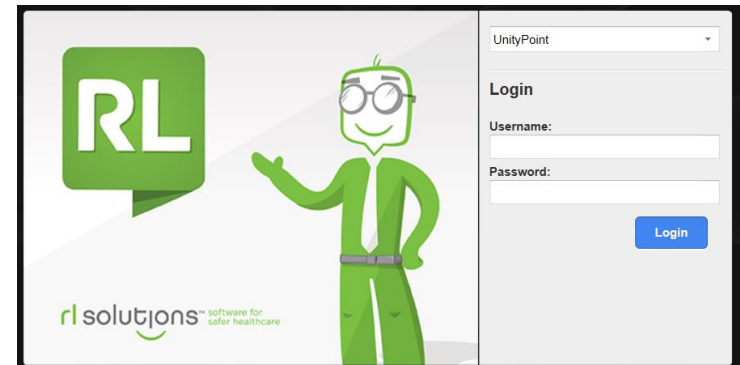
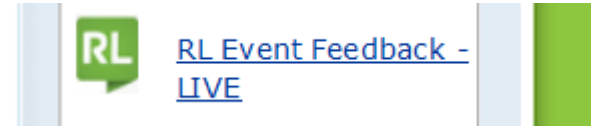
RL Solutions is an incident management system that makes it easy to submit, analyze and communicate adverse events to help reduce incident severity and overall risk.

# Reporting an Event

- The person making the error, the person detecting it, and the team leader/coordinator/manager notified of it are equally responsible for seeing that the necessary steps are taken to correct it.
- Enter the event into RL Solutions by the end of the shift during which the problem was detected.

1. Access RL event reporting by clicking on the icon located on the lower right hand side of the intranet home page.

2. Use your email username and password to login.



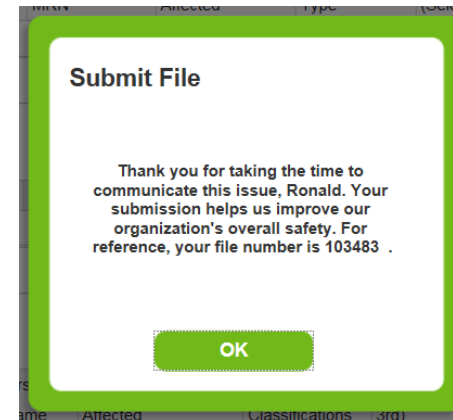
# Reporting an Event

3. Select an event type from the Icon Wall.  
( ex: Lab/Specimen, Blood/Tissue Product)

*Do not enter rude events into RL Solutions.  
These should be reported to your manager.*



4. Complete the event Submission Form
  - all events have a similar format which include
    - when and where event occurred
    - event specific general info
    - person affected details
    - parties involved/notified/witnesses
    - attachments
5. Enter as much information as possible.
6. Click on Submit on bottom of page.
7. Once submitted, you will be assigned a file number for future reference.
8. Notify your Lead, Coordinator or Manager of the event as soon as possible.



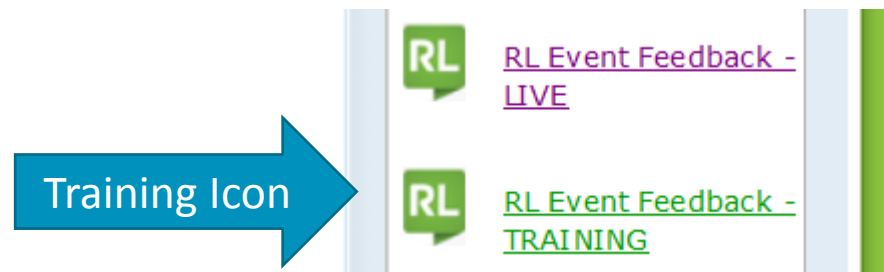
# Additional Info

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- Clicking the Home icon will take you to your Info Center where you will find info about your events and feedback.



- You may practice entering an RL Event by clicking on the training icon located below the live icon. (see screenshot)



# Thank You

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