



The RL6 Incident Reporting System is a web-based application that providers, staff and managers use to report and follow up on incidents that occur at Marshfield Clinic Health System (MCHS). All incidents, excluding staff injury reports, are submitted into the RL6 Incident Reporting System. Incidents reported include both risk management and patient safety events.

Background Information

Why is Incident Reporting so important?

- Enhances patient safety
- Lowers organization risk
- Provides timely assistance to patients and families
- Facilitates prompt resolution
- Protects MCHS, providers and employees
- Provides feedback to managers, providers and others

The overall goal is to prevent future occurrences and identify trends in patient safety, risk management and customer satisfaction.

What is a Reportable Incident?

In general, a reportable incident is...

- An event with actual or potential consequences for patient safety
- An event with potential medical malpractice liability to MCHS
- Disruptive, difficult, drug seeking and noncompliant patient behaviors
- An accident that occurs on MCHS premises outside of normal patient care

What is the Incident Reporting Process?

Complete these steps as soon as possible so details are fresh in your mind.

1. Recognize an incident.
2. Access RL6 Incident Reporting System through icon on your desktop or from Pulse > Reference tab > RL6 Incident Reporting > RL6 Incident Reporting link.
3. Submit an incident report file with pertinent details.



How to Login to RL6 Incident Reporting?

Login to Incident Reporting occurs automatically, unless logged into a device as a generic user. If logged in generically:

1. When prompted, type MCHS username and password.
2. Click **OK**.
 - ❖ **Note:** If logged into generic device it is important to logout



General RL6 Incident Reporting

Utilize Icon Wall

Icon Wall contains links to **Submission Forms** used to submit new incident files.



Use Table of Contents Panel

When file is open, **Table of Contents** displays form sections on left side of window.

1. To expand **Table of Contents** and show all sections, hover over any item in Table of Contents.
2. In **Table of Contents**, click on item to go directly to that section.

Table of Contents
Falls/Injuries
Person Affected Details
When and Where Incident Oc...
Involved/Notified/Witnessed
Injury Details
Follow-Up Actions
Resolution and Outcomes
Attachments
Help Topics



Use Lookup Fields

When available, using Lookup Fields on selected form fields ensures accurate data entry.

1. Click **Search**, (if available).

❖ **Note:** If search is not available patient information needs to be added manually

MHN# (if unknown, enter 00) 

2. In appropriate field, type search criteria.

3. Click **HL7 Search**.

4. Results display.

5. To select patient, to the left of appropriate record, click radio button.

6. Click **Accept**.

Patient Search ?

Account Number

Last Name

First Name

First Name	Last Name	MRN	Gender	Encounter #	DOB (mm-dd-yyyy)	Admission Date	Discharge Date	Were organizational policies followed?
<input checked="" type="radio"/>	MOLLY	ZZZCERNERTEST	1435252	F	01-09-1988			

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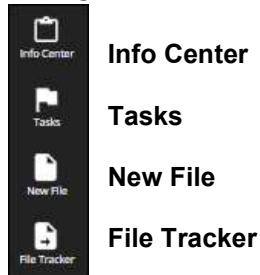


Reporter Tasks

Reporters have the ability to submit incidents. All MCHS Clinic providers and staff are reporters.

Use Navigation Toolbar

Navigation toolbar contains buttons used to navigate to various pages.



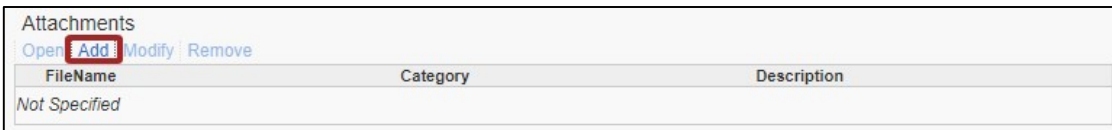
Create File

1. On navigation toolbar, click **New File**.
2. From **Icon Wall**, select appropriate **Event** icon.
3. Type incident details into **Submission Form**.
 - ❖ Required fields display green asterisk
 - ❖ **Warning:** Do not type Protected Health Information (PHI) in **Brief Factual Description**

Add Attachment

Attach PDF, Microsoft Word, or other document file to the incident report.

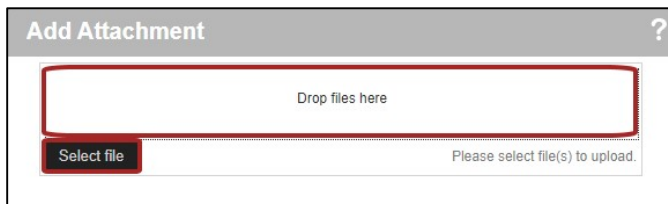
1. From main form, locate **Attachments** section.
2. Click **Add**.



3. **Add Attachment** box pops, drag file to **Drop files here**.

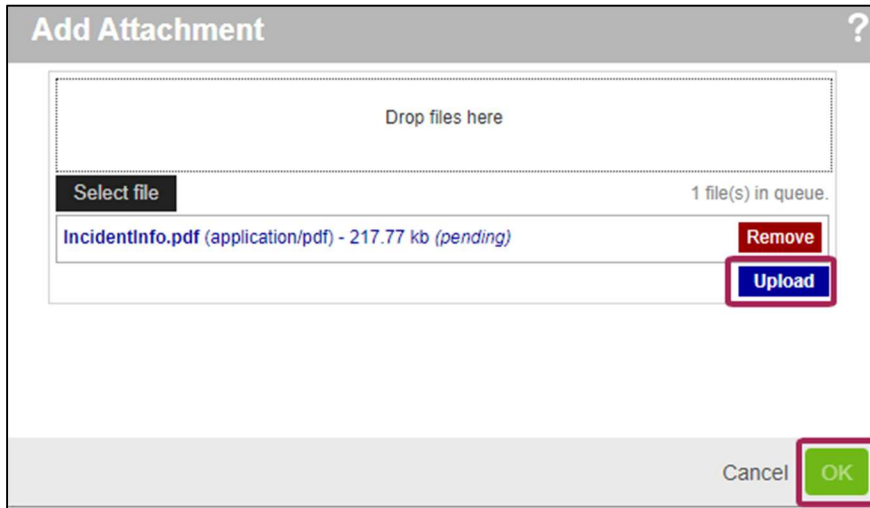
or

To locate file to attach, click **Select file**.



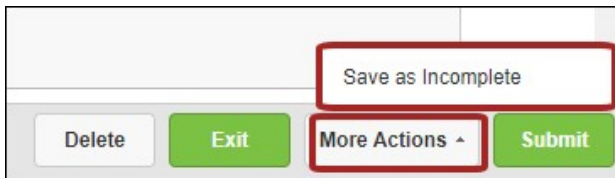


4. Verify file. Click **Upload**.
 - ❖ To edit details (e.g. Category and Description) click **Edit Details**
5. Click **OK**.

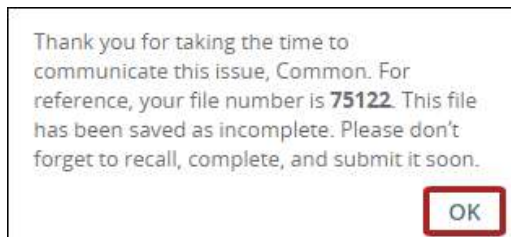


Save File as Incomplete

1. From **Submission Form**, click **More Actions**.
2. Select **Save as Incomplete**.



3. For reference, note file number.
4. Click **OK**.





Finish Incomplete File

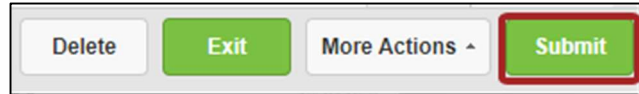
1. From navigation toolbar, click **Info Center**.
2. Locate **My Incomplete Files** section.
3. Click on appropriate **File ID** or **File Name**.

	<input type="checkbox"/>	File ID	File Name	Specific Event Type	File State	Center/Facility	MHN#
SYSTEM VIEWS	<input type="checkbox"/>						
My Incomplete Files	<input type="checkbox"/>	75119	Infection Event (751		Incomplete		
	<input type="checkbox"/>	75122	Patient Experience E		Incomplete		

4. Complete details on **Submission Form**.
 - ❖ Required fields display green asterisk
5. Click **Submit**.
6. Click **OK**.
 - ❖ **Note:** File number displays when saving incomplete file or when submitting file

Submit File

1. When form is complete, click **Submit**.
 - ❖ Confirmation message displays
2. Confirmation window displays.
 - ❖ **Note:** For reference, note file number
3. Click **OK**.
 - ❖ **Note:** File cannot be updated by reporter once it is submitted



Get Help

- ❖ Locate support materials from Pulse > Reference > RL6 Incident Reporting System
- ❖ Surface workflow issues/questions to operational leaders
- ❖ For technical issues/questions, help is available through [My Solution Center](#) on intranet
 - Search Knowledge Base articles
 - Click **Get Help** and create an incident
 - Click **Submit a Request** for IT Products and Services
 - Or call the Help Desk: 715-389-3456 or ext. 9-3456