RL Occurrence Reporting System:
Front Line User Guide

Contents

Logging In

- **Locate the RL Occurrence Reporting on your desktop.**
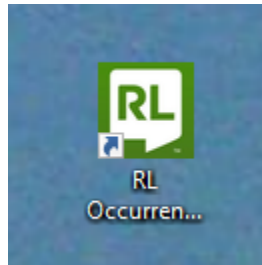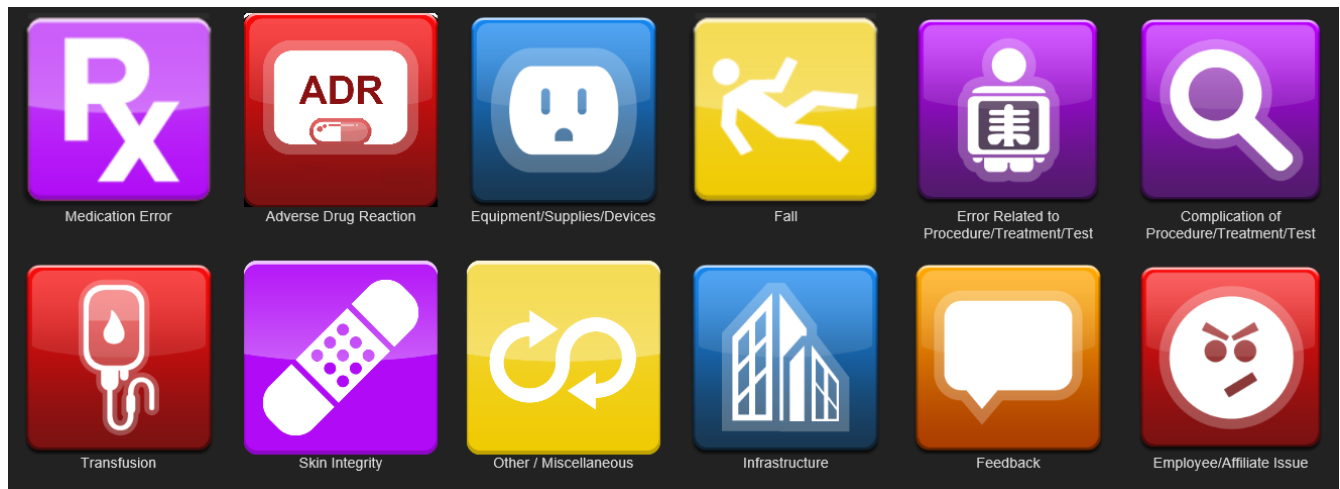

- **Sign In with your username and password.**
  - **Username is your work email before the @**
  - **Password is your system password (Same as Kronos password)**

Selection of a Category

- **Select the appropriate category for your report**

Form Completion

- **Complete all mandatory fields. Identified by a green asterisk.**

- **In the "Brief Factual Description" box, type a concise and description of the event. Do not use proper names or personal identifiers. Enter facts only, not perception or opinion. If further description of the event is needed due to character limitation, add it as a word document.**

Additional Documentation

- **Additional documentation may be uploaded to the file by clicking "Add" under "Attachment".**

Attachments

Open | Add | Modify | Remove

FileName	Category	Description
Not Specified		

- **Select the "Browse" button. A box will appear. Click on the file to be uploaded. When it appears in the "File name" box, click "Open".**

Add Attachment

File: [   ] Browse...

Choose File to Upload

- **Write a short description in the "Description" box.**
- **Select "OK" to upload attachment or select "Cancel".**

File name: | Additional RLS Document | ∨ | All Files (*.*) | ∨

Open   Cancel

Add Attachment   ?

File: [_____] Browse...

Category: [▾]

Description:

Cancel   OK

Form Submission
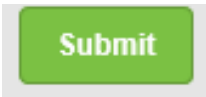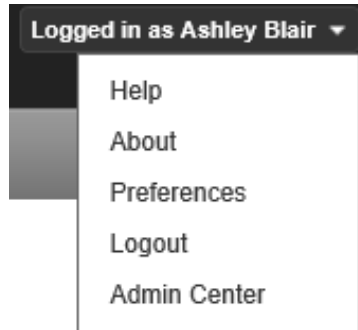
- **When all required fields and any additional fields you wish to include are complete, click on the green "Submit" button.**

Submit

- **Once you have submitted the file, a "Submit File" box will appear. There will be a message thanking you for submitting the report. The message will contain a file number. Write down the file number if you wish to follow up with your supervisor later.**

Logging Out

- **Log out of RLS by clicking on the blue bar in the upper right-hand corner. A drop-down box will appear. Select "Logout".**

Logged in as Ashley Blair ▾

Help

About

Preferences

Logout

Admin Center

Criteria for Category Selection

ADVERSE DRUG REACTION (not a medication error) Arrhythmia Dizziness Hematologic problem Hypotension Mental status changes Nephrotoxicity Skin reaction (rash, blister, itching, hives) Other (specify)	ADR
FALL Ambulating Assisted sit / fall Found on floor From stretcher Grounds of facility Hallways of facility In Exam Room/from exam table Lying in bed Sitting at side of bed Sitting in chair/wheelchair Toileting Transferring Other (specify)	
SKIN INTEGRITY Abrasion Blister Burn (electrical, chemical, thermal) Laceration/cut Pressure Injury Stage 1 / 2 / 3 / 4 / Unstageable / Deep Tissue	

Rash/hives

Skin tear

Venous stasis ulcer

Other (specify)

EQUIPMENT/SUPPLIES/DEVICES

Broken item(s)

Disconnected

Electrical problem

Equipment malfunction

Equipment misuse

Equipment not available

Equipment safety situation

Failed test of standard procedure

Preventive maintenance inadequate/not performed

Other (specify)

Equipment wrong or inadequate

Inadequate supplies

Medical device problem

Outdated item(s)

Sterilization problem

Other (specify)

TRANSFUSION

Apparent transfusion reaction

Consent missing/inadequate

Event related to blood product administration

Event related to blood product dispensing or distribution

Event related to blood product sample collection

Incomplete documentation on the transfusion record

Mismatched unit

Special product need not issued

Special product need not requested

Wrong component issued

Wrong component requested

Wrong patient requested

Wrong patient transfused

Other (specify)

COMPLICATION OF PROCEDURE/TREATMENT/TEST

Anesthesia event

Aspiration

Cardiopulmonary arrest

Death

Intubation trauma

Myocardial infarction

Stroke

Use of reversal agents

Other (specify)

Cardiopulmonary arrest outside ICU

Catheter or tube problem

Complication following spinal manipulative therapy

Complication following surgery or invasive procedure

Acute renal failure

Cardiopulmonary arrest

Death

Deep venous thrombosis (DVT)

Intravascular air embolism

Myocardial infarction

Pneumothorax

Pulmonary embolism (PE)

Removal of tube or other medical device by patient
Stroke or other neurologic deficit
Unplanned return to OR
Unplanned transfer to ICU
Wound dehiscence
Other (specify)
Emergency Department
Discrepancy between ED interpretation of X-ray/EKG and final reading
Left before visit completed
Left without being seen
Patient in 302 process eloped with injury
Unplanned return to ED within 48 hours requiring admission
Other (specify)
Extravasation of drug or radiologic contrast
Healthcare-Acquired Infection
Antibiotic-associated diarrhea
Antibiotic resistant organism
Healthcare-associated pneumonia
Intravascular catheter infection
Sepsis 48 hours post-admission
Urinary tract infection (UTI)
Wound or surgical site infection
Other (specify)
IV site complication (phlebitis, bruising, infiltration, etc.)
Maternal complication
Death
DVT (Deep Venous Thrombosis)
Infection
Intrapartum fetal death
PE (Pulmonary Embolism)
Seizure
Unanticipated blood transfusion
Unplanned transfer to ICU
Uterine rupture
Other (specify)
Neonatal complication
Apgar < 5 at 5 minutes
Birth injury or trauma
Neonatal death
Undiagnosed or untreated hyperbilirubinemia
Unplanned transfer to NICU
Other (specify)
Onset of hypoglycemia during care
Other (specify)

MEDICATION ERROR
Dose omission
Extra dose
Inadequate pain management
Medication list incorrect
Med reconciliation issue at admission
Med reconciliation issue at discharge
Monitoring error (includes contra-indicated drugs, drug/food interaction, etc.)
Clinical (lab value, vital sign)
Contaminated drug/biologic
Deteriorated drug/biologic
Documented allergy
Drug-disease interaction

Drug-drug interaction
Drug-food/nutrient interaction
Other (specify)
Prescription/refill delayed
Unauthorized drug
Wrong
Drug
Dosage form
Dose/over dosage
Dose/under dosage
Duration
Patient
Rate (IV)
Route
Strength/concentration
Technique
Time
Other (specify)

INFRASTRUCTURE FAILURE
Administration/Management
Care ordered/provided by one impersonating a licensed H
Discharge of pt. to wrong family
Elopement/AWOL - no injury
Error in patient billing/records
Failure to report Health Department reportable diseases
Incomplete/incorrect order entry information
Missing or incorrect patient ID
Receipt of a strike notice
Other (specify)
Capacity
Boarding patient > 6 hours after discharge order
Patient receiving care in area not designated for care
Use of unlicensed beds for patient care
Other (specify)
Criminal/Potentially Criminal or Illegal activity
Consensual sexual activity

Disappearance of child from pediatrics
Disappearance of infant from nursery
Drug diversion/theft
Lost/damaged patient property
Misappropriation of pt./res property
Narcotics discrepancy
Solved
Unsolved
Theft of patient/visitor property
Violence/Abuse/Neglect
Assault by patient
Assault by staff
Assault by visitor
Confrontational behavior
Malnutrition or dehydration
Patient/resident neglect
Sexual assault/rape
Suicide attempt - no injury
Threat by patient
Verbal abuse
Other (specify)

Other (specify)
Emergency Services/Response
Activation of Internal or External Emergency Plan
EMTALA violation
Hospital in divert status
Other (specify)
Physical Plant/Utilities/Service Disruption
Disruption due to adverse man-made conditions or disaster
Disruption due to adverse natural conditions or disaster
Fire Safety
Activation of fire response plan
Fire alarm or sprinkler system out of service 4 hours or more
Fire on facility grounds
Interruption of utility service/unplanned power failure
Interruption or termination of any clinical service
Unplanned EMR downtime
Other (specify)

OTHER/MISCELLANEOUS
Against Medical Advice (AMA)
Combative/violent behavior
Confidentiality
Consent problem
Contraband
Death or injury during inpatient elopement
Death or injury involving seclusion
Delay in service
Deviation from policy/procedure
Dissatisfied patient/family
Electric shock to patient
Identification of patient/site
Inappropriate discharge
Inappropriate physician conduct
Other unexpected death
Readmission within 24 hours d/c
Restraint/Seclusion
Death in restraints
Death within 24 hrs of removal
Death within 1 wk of removal
Injury in restraints
Patient Self-Harm
Anorexia/bulimia
Ingestion of foreign object or substance
Self-mutilation
Suicide attempt - Injury
Suicide - Death
Other (specify)
Unanticipated transfer to higher level of care
Intra-facility transfer to higher acuity unit
Inter-facility transfer to higher acuity facility/unit
Other (specify)
Other (specify)

ERROR RELATED TO PROCEDURE/TREATMENT/TEST
Dietary
Foreign body in food
Incorrect diet
NPO patient given food
Patient allergy to diet
Other (specify)

Laboratory test problem
Mislabeled specimen
Result missing or delayed
Specimen delivery problem
Specimen label incomplete/missing
Specimen quality problem
Test ordered, not performed
Test not ordered
Wrong patient
Wrong result
Wrong test ordered
Wrong test performed
Other (specify)
Radiology/imaging test problem
Delay in scheduling
Film unavailable/inadequate
Incorrect reading
MRI safety violation
Not completed
Not ordered
Ordered, not performed
Report unavailable/delayed
Unanticipated radiation exposure
Wrong patient
Wrong procedure
Wrong side (L vs. R)
Wrong site
Other (specify)
Referral/consult problem
Delay in scheduling
Delay in service
Report unavailable/delayed
Other (specify)
Respiratory care
Medical gas problem
Missed treatment
Self/unplanned extubation
Unplanned/emergent intubation following procedure/treatment/test
Ventilator alarms inaudible
Ventilator alarms not set properly
Ventilator settings wrong/changed without authorization
Other (specify)
Surgery/invasive procedure problem
Break in sterile technique
Consent missing/inadequate
Count incomplete/not performed
Count incorrect - Equipment
Count incorrect - Needles
Count incorrect - Sponges
Foreign body in patient
ID missing/incorrect
Preparation inadequate/wrong
Procedure cancelled/not perform
Procedure delayed
Procedure not completed
Procedure not ordered
Unintended laceration or puncture
Wrong patient

Wrong procedure
Wrong side (L vs. R)
Wrong site
Other (specify)
Other (specify)

EMPLOYEE/AFFILIATE ISSUE
Burn
Caught in/on/or in-between
Exposure to blood/body fluid
Fall/slip/trip
Illness at work
Needle stick
Other sharps issue
Overexertion
Repetitive motion injury
Skin tear/cut
Strain/sprain
Struck against/contact with
Struck by/contact by
Other (specify)

Feedback
Complaints

Compliments