

Just Culture

Alberta Health Services emphasizes learning and reporting to enhance safe care for patients and healthy work environments for staff and medical staff. 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. A Just Culture is an environment where everyone feels safe, encouraged, and enabled to discuss quality and safety concerns.

While all RLS Reports will be shared with the manager of the area involved, the Reporter has the option to report in confidence.

How is data used?

The RLS system can be accessed by designated leaders to:

- Identify areas of concern and areas requiring new processes or adjustments to existing processes that will prevent future events;
- Inform recommendations, or evaluate success following implementation of new processes; and
- Identify trends and common issues across sites

For more information

AHS Insite:

Visit the Insite homepage and look for the RLS banner located on the lower right hand side. RLS is accessed behind the AHS firewall, and therefore network access is required.

Report Safety Problems



Patient Event

Report >

Reporting & Learning System
for Patient Safety
[Reviewer Login](#) | [Education & Training](#)



Worker Incident

Report >

MySafetyNet



Reporting & Learning System for Patient Safety (RLS)

What is it?

Delivering high quality and safe care to Albertans is the foundation of all activities undertaken by Alberta Health Services.

The Reporting & Learning System for Patient Safety is in place to track hazards, close calls, and adverse events; identify patterns, generate reports, and communicate information for system leaders and staff to take action to reduce harm.

Why your report matters

Every report matters. The benefit of being a large organization like AHS is that we are able to see patterns emerge when we review reports from the RLS.

The more reports submitted, the more we as an organization can learn and improve patient safety and the quality of care.

How do I submit a report?

You can 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. If you don't have network access, you can call 1-877-338-3854 and an operator will enter the information on your behalf.

Roles

Reporters are responsible for:

- Voluntarily reporting patient safety hazards, close calls, and adverse events, ideally within 72 hours of discovery;
- Notifying the appropriate clinical or administrative leader;
- Documenting adverse events in the health record

Administrative leaders are responsible for:

- Responding to reports on a case by case basis;
- Ensuring reports are read, advanced, and shared as appropriate;
- Analyzing data for trends and to identify improvements;
- Providing feedback to staff and medical staff about how reports are contributing to patient safety

Medical leaders are responsible for:

- Analyzing RLS data for trends and to identify improvements

Patient Safety Reporting & Analysis is responsible for:

- Maintaining the system
- Classifying RLS reports
- Analyzing RLS data for the purposes of making recommendations for improvement
- Providing communication and education for RLS users

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 happens when a report is submitted?

It only takes a few minutes to submit a report, but each one is critical to reducing errors and potential hazards. Reports are reviewed by a unit-level manager to determine the cause of the event, and what can be done to prevent it from happening again in the future. Multiple reports about the same event can help the unit-level manager act by providing different viewpoints and perspectives.

Patient Safety Reporting & Analysis is here to help! Analysts are available to help reporters submit RLS reports, and help Report Reviewers with any part of their RLS report review and analysis. Education and Training resources are available on Insite, and expert-led training sessions are available either by individual request, or in group sessions on MyLearningLink.