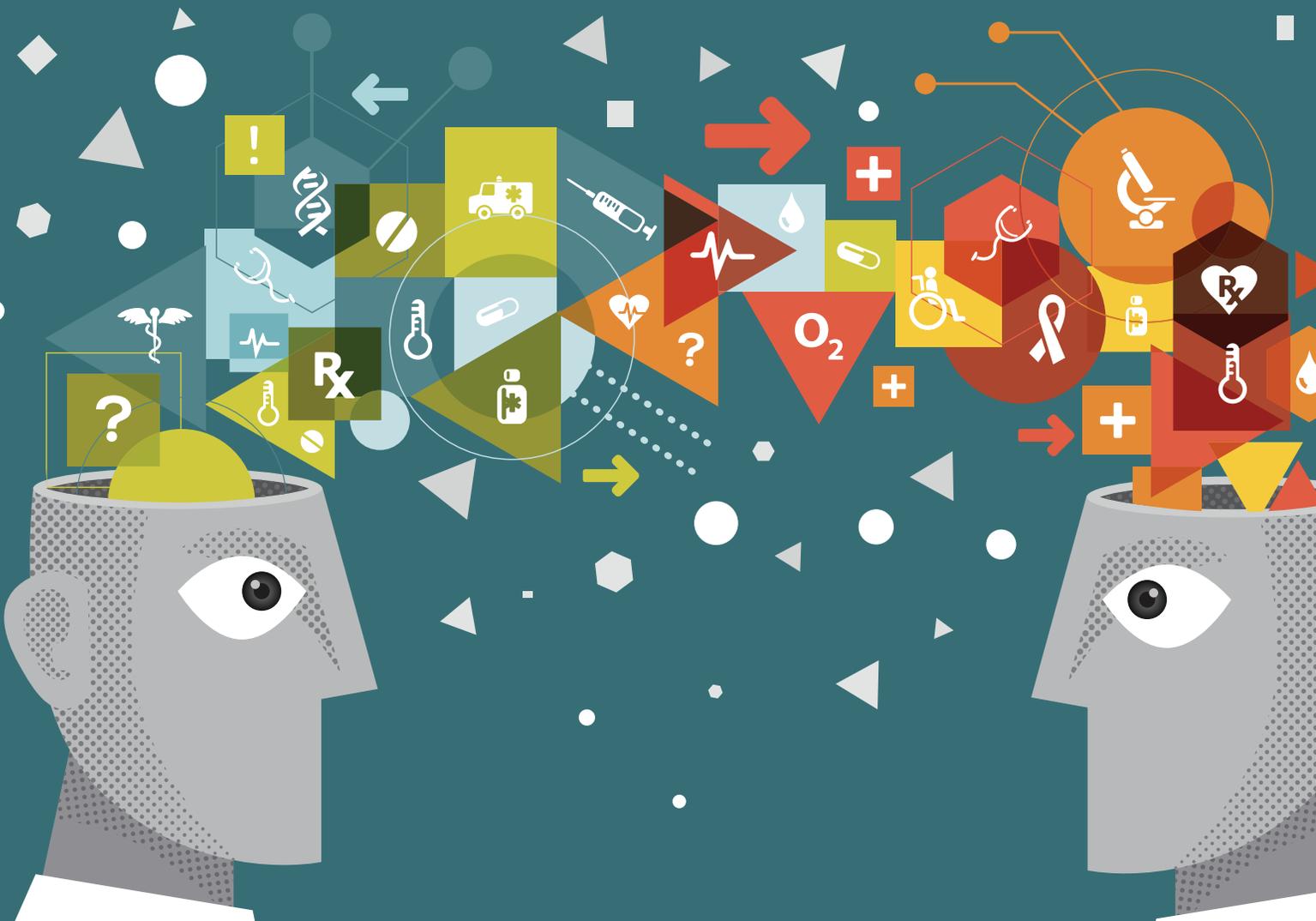




Why We Endorse:

Incident Reporting & Management from RL Solutions





The Challenge

Learning from the adverse events that inevitably occur in health care can help hospitals improve patient safety while reducing their risk and minimizing loss. When hospitals capture and analyze all of their adverse events and near misses, they can make better plans to prevent them from happening again.

An effective incident reporting and management system will streamline and improve the consistency of the data that is reported within a hospital. It will also provide hospitals with the means to truly understand what that data means in order to take the appropriate steps towards proactive improvements.

After a thorough review of solutions designed to address this issue, the American Hospital Association (AHA) has awarded its exclusive endorsement to RL Solutions' Incident Reporting & Management software. RL6:Risk is a comprehensive safety, quality and risk management solution that helps health care organizations become highly reliable. The flexible, easy-to-use software helps encourage event reporting, and ultimately reduce the severity of incidents and overall risk.

The Solution

Designed specifically for health care, RL6:Risk is a Web-based safety incident and adverse event management system. RL Solutions designed the software to allow users to easily submit critical incident information and help hospitals refine, analyze and communicate their quality improvements.

Capturing and managing incidents effectively enables hospital administrators to evaluate trends, assess high-risk areas and develop action plans to mitigate future risk. RL6:Risk provides risk and quality managers the ability to manage incidents from occurrence to resolution. With the system's powerful monitoring, alerting and drill-down reporting capabilities, organizations can streamline and eliminate most of the administrative tasks associated with adverse events, resulting in more time for patient care and quality initiatives. In addition, RL6:Risk's high level of flexibility allows it to adjust to organizations' workflows and changing needs.

A number of factors led the AHA to award its endorsement to RL Solutions for Incident Reporting & Management.

RL6:Risk makes it easy for front-line staff to report an event, while its strong reporting capabilities enable risk managers to collect actionable data. Administrators can then use that data to enhance processes and increase accountability in support of their organization's patient safety and quality improvement efforts. The solution is distinguished by:

- **Customizability** – RL6:Risk can match individual hospital's workflows and taxonomies.
- **Powerful Monitoring, Alerting and Reporting Capabilities** – Administrative tasks associated with adverse events are streamlined, affording hospitals more time to focus on care quality. Create a variety of reports, without involving the IT department, and drill down on any report for insights to drive proactive quality initiatives.
- **Flexible Integration and Exportation** – Integrating easily with other hospital systems, RL6:Risk eliminates the need to re-enter data, saving substantial time and effort. And because RL6 data can be exported in a variety of formats, risk managers can easily share de-identified information within their organization or externally with regulatory bodies, Patient Safety Organizations and insurance companies.



Key Benefits of RL Solutions' RL6:Risk Incident & Reporting Management System

HELPS HEALTH CARE ORGANIZATIONS:

- Get a complete picture of what's happening: capture more near misses, adverse events and good catches, and set customized alerts, such as for high-severity incidents
- Identify trends with comprehensive reports that help hospitals prevent incidents before they happen
- Follow up and manage files efficiently: assign tasks, track follow-ups, set alerts and more – all in one system
- Reinforce a culture of safety by closing the feedback loop on incident reporting
- Encourage staff to capture incidents with configurable, easy-to-use-forms

What Hospitals Say

"RL Solutions' software will provide us with more effective, accurate data so we can better understand where to focus our efforts and improve the patient care experience."

MARIA GRAY

Vice President, Quality and Safety
Steward Health Care System, Boston

"The software is fantastic. It will make your life easier in managing your events within your organization."

AILISH WILKIE, MS, CPHQ

Senior Project Manager
Atrius Health, Boston

"Our event reporting has increased every month since we went live and it continues to climb. And, to me, that's a testament that staff see things are changing, process improvement is happening and they feel heard – so they're reporting more."

RENEE KING

Performance Improvement Manager
Mercy Health, Cincinnati



RL6:Risk provides everything hospitals need to track, trend and report on adverse events – and even prevent them from happening.



About the AHA Endorsement

The AHA Endorsement is the result of an extensive and rigorous process that begins with the identification of hospitals' most significant market challenges and ends with the selection of the solution that best addresses them.

AHA SIGNATURE DUE DILIGENCE PROCESS™

The process begins when AHA Solutions issues a request for information open to all players in the field to submit their solution for consideration. AHA Solutions reviews all submissions to narrow the field to the top candidates for AHA Endorsement consideration.

Finalist criteria are stringent and based on a number of factors:

- The quality of the solution and its effectiveness in addressing the identified challenge
- Financial stability and long-term viability of the company
- References

After in-person presentations, extensive reference checks and a thorough review, AHA Solutions awards the Endorsement, typically for a one- to three-year term.

The AHA then works with the organization to educate member hospitals on the challenge at hand, and how the Endorsed solution can effectively address it. At the same time AHA Solutions promotes AHA Endorsed solutions to hospitals, it also works with the solutions' vendors to help them understand, and better address, hospital challenges. The organization works to bring vendors and hospitals together to overcome obstacles and deliver better, more efficient, higher quality care.

When hospitals select a product or service that has earned the AHA Endorsement, they can be confident it has met the AHA's highest standards.

About AHA Solutions

AHA Solutions is a division of Health Forum, the strategic business enterprise of the American Hospital Association (AHA) dedicated to serving member hospitals by helping them identify the optimal solutions to their most pressing market challenges. Through the AHA Endorsement, along with educational programs featuring peers and industry experts, AHA Solutions supports the decision-making process for hospitals looking for partners to help with clinical integration, information technology, talent management, cultural transformation, financial sustainability, the patient flow and other key challenges.

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1

IDENTIFY HOSPITALS' MOST PRESSING OPERATIONAL ISSUES

- Obtain input from hospital executives, policy makers, AHA advisory committees

2

CONDUCT A FULL MARKET SCAN

- Establish selection criteria
- Issue Request for Information to the market
- Review, score submitted RFIs

3

REVIEW LEAD CANDIDATES

- Leading organizations present capabilities
- Align on AHA mission and vendor expectations
- Assess, rate, request referrals

4

SELECT FINALISTS

- Conduct Visioning Session on potential partnership
- Verify references



AWARD ENDORSEMENT

To learn more about the AHA Endorsement, please visit www.aha-solutions.org or email solutions@aha.org.