Investigate Event
- Reviewers investigate the event and enter additional information into RO-ILS (i.e., “My Review”).

Submit Event
- User enters an event into RO-ILS (i.e., “Submit Event”) upon discovery.

Report Findings to All Staff
- Discuss case studies.
- Present national (e.g., Aggregate Report slide deck) and local findings at staff meetings.
- Engage all staff in incident learning and QI implementation.

Review Trends
- Local: Utilizing the Analysis Wizard in the RO-ILS Portal, reviewers analyze trends.
- National: Read RO-ILS Aggregate Reports and additional education.

Mitigation Strategies
- With multidisciplinary staff, develop mitigation strategies to address issues.
- Proactively assess processes and identify areas for quality improvement (QI).

Contracting
- Submit a Participation Form to Clarity PSO.
- Contract with Clarity PSO; this establishes protections afforded by the Patient Safety Act.

Onboarding
- Designate Reviewers.
- Receive portal training and customize portal.
- Review PSO training.
- Develop/update PSES Policy.

Implementation
- Share RO-ILS access with all staff and empower staff to report.
- Develop a detailed process and workflow for incident learning.

RO-ILS® ENROLLMENT

INCIDENT LEARNING