RL6 – Feedback Reference Manual

RL6 Feedback Process Support – (204) 926-7825 clientrelations@wrha.mb.ca
RL6 Feedback Software Support – (204) 926-1070 RL_upport@wrha.mb.ca

WRHA Quality, Patient Safety & Accreditation
Version: 6.19, Nov, 2022

GETTING STARTED WITH RL6 FEEDBACK

Feedback (RL FBK) is a module within the RL6 Software application. The WRHA began using RL FBK in 2011 to capture and manage feedback such as complaints, compliments, suggestions, and requests. Staff within the WRHA that have a user license can input, manage, and close these file types. Staff with user licenses can also produce and receive reports dependent on their user scope.

Staff that have user licenses may also be assigned tasks, or file ownership dependent on their user scope. When feedback is received at WRHA Client Relations, tasks or file ownership will be assigned to licensed users with the expectation that they will follow up as appropriate according to their site/program processes, and in conjunction with the WRHA Complaint Management and Reporting – Health Care Experience (Policy # 10.50.010).

RL FBK Training is offered on an as-needed basis. If you feel you require a user license and training, please contact RL Support.

If at any time you have questions regarding the FBK Process, contact WRHA Client Relations at **204-926-7825** or by email to clientrelations@wrha.mb.ca; if you are having software issues while using RL6, please contact RL Support at **204-926-1070** or email rl_support@wrha.mb.ca

LOGGING IN

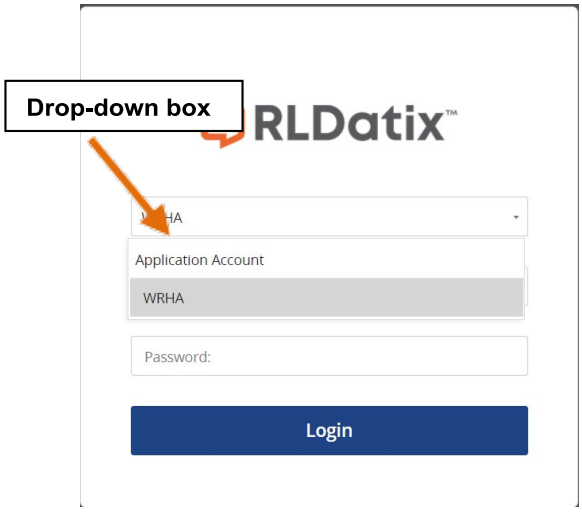
1. Double- click on the RL6 Management icon 

on your desktop

   Note *: If there is no RL6 icon on the Desktop go to* ***https://rl6.rlsolutions.com/WRHA_Prod*** *and contact Service Desk to have it installed.*

2. Ensure **WRHA** is selected from the drop-down box if you are within the (WRHA Global email address NTDWRHA domain). If you are not part of the WRHA network then you would need to select **APPLICATION ACCOUNT**. *(image 1)*

3. Type in your username and password that you use to access your work computer for WRHA. For application account users your username and temporary password will be assigned to you from the RL Team. *(image 2)*



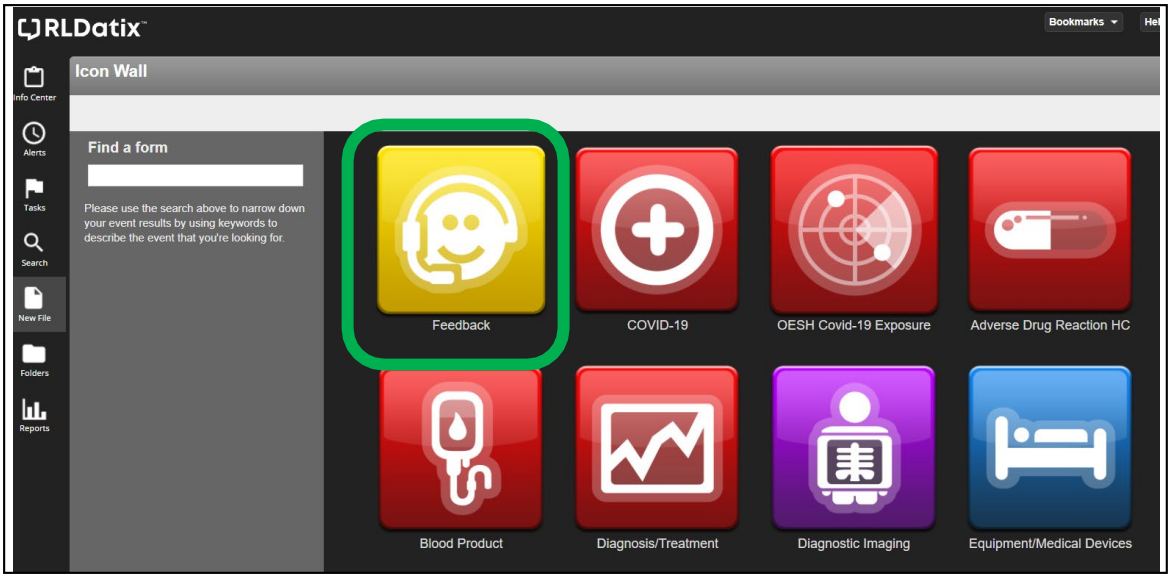
(image 1)

(image 2)

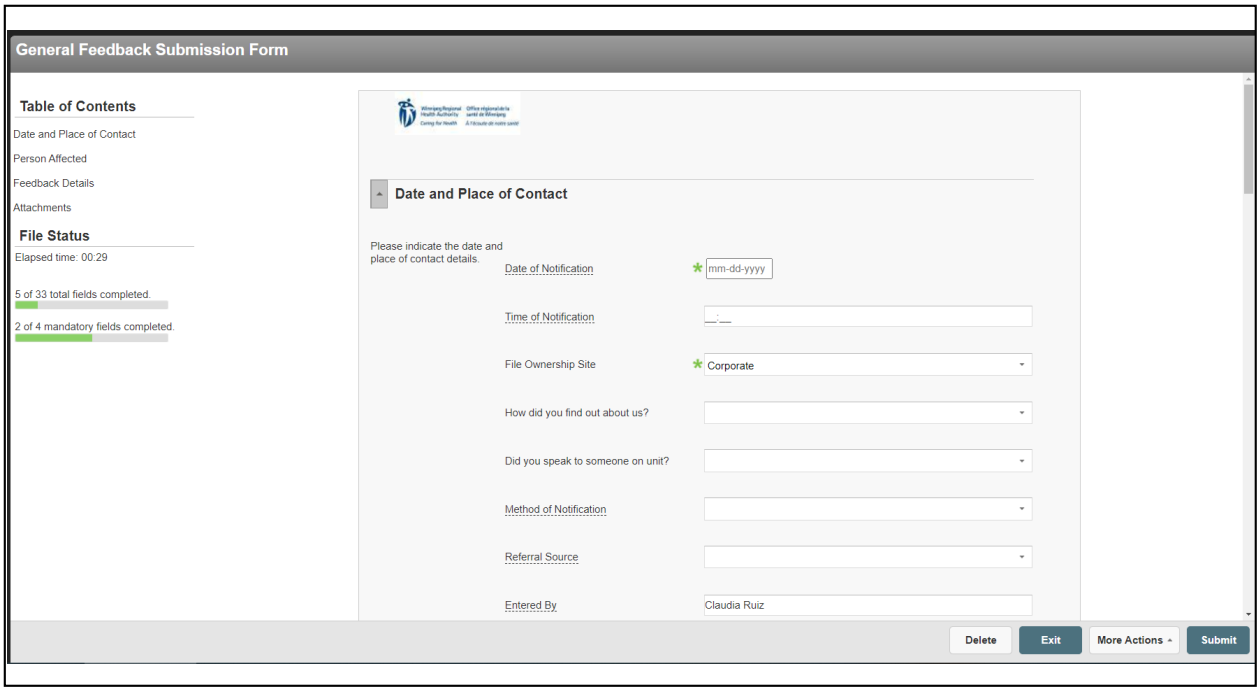
Note : If you are part of the NTDWRHA domain (part of WRHA Outlook listings) your password is synced to your logon. If you are not part of the NTDWRHA domain, and forget your password, contact RL_Support@wrha.mb.ca to have it reset.

4. Click **Login**.

5. Click on the **Feedback**  icon on the *Icon Wall*.

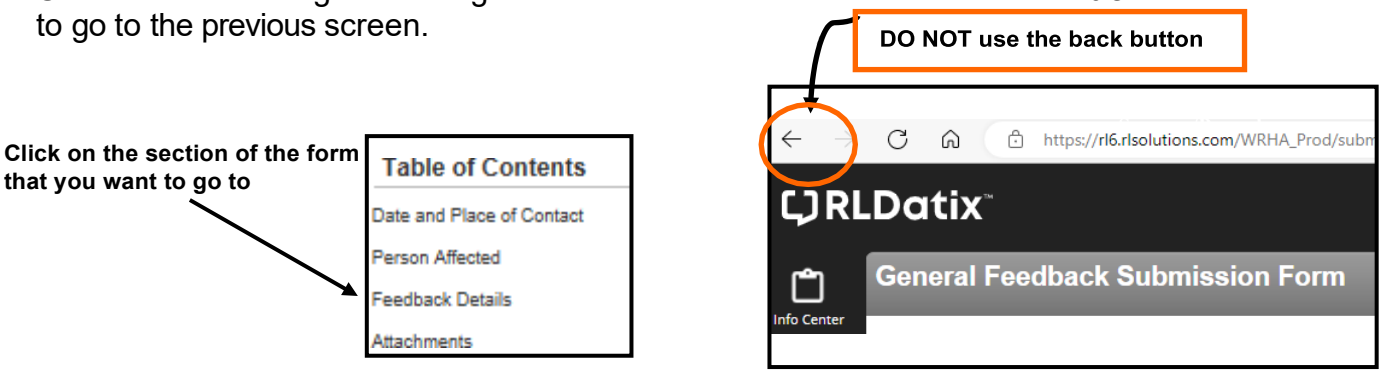


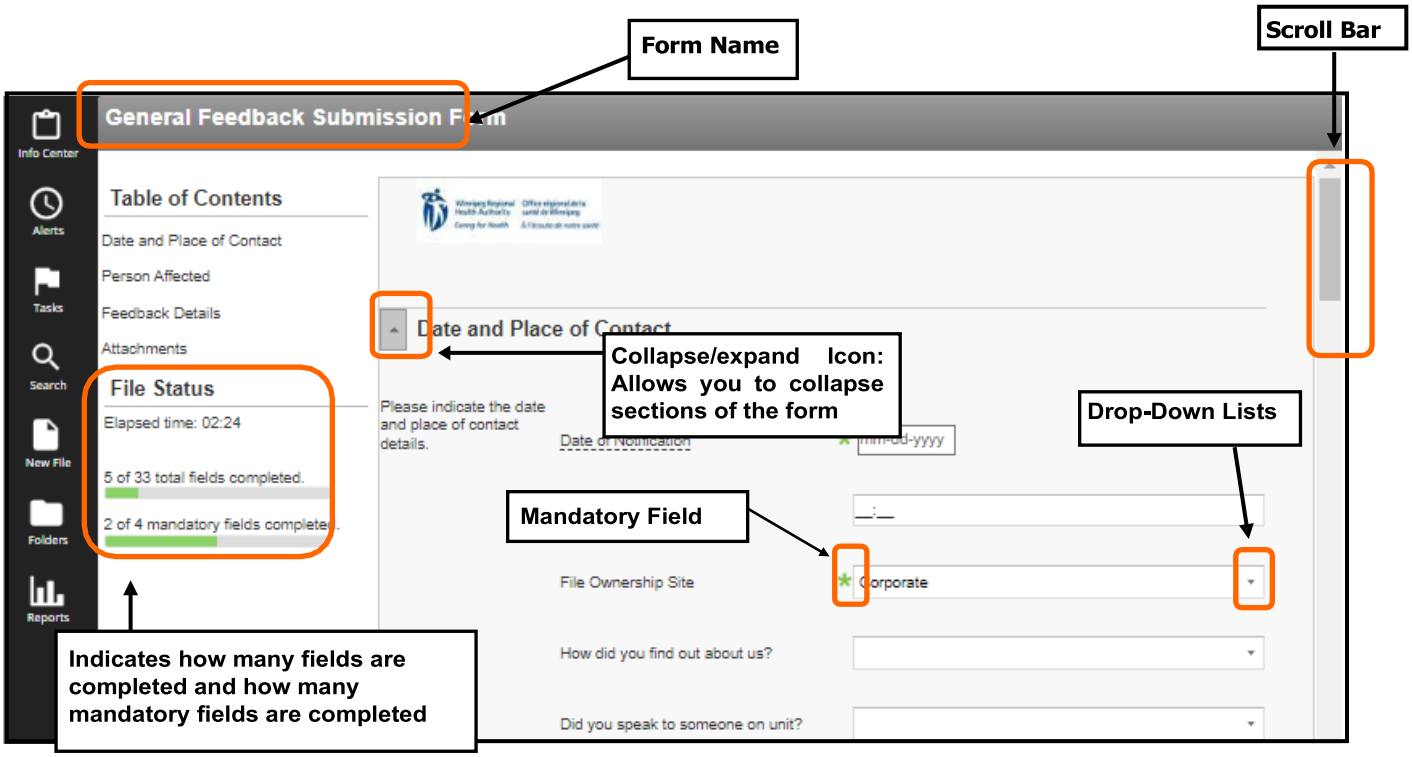
The General Feedback Submission Form opens.



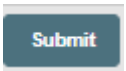
NAVIGATING RL6

Use the left-side widgets to navigate within the event form. Do not use the **Back** button to go to the previous screen.





1. Complete the form ensuring all mandatory fields are entered (fields with a green asterisk *). Please provide as much information as possible in non-mandatory fields.

2. Click the 

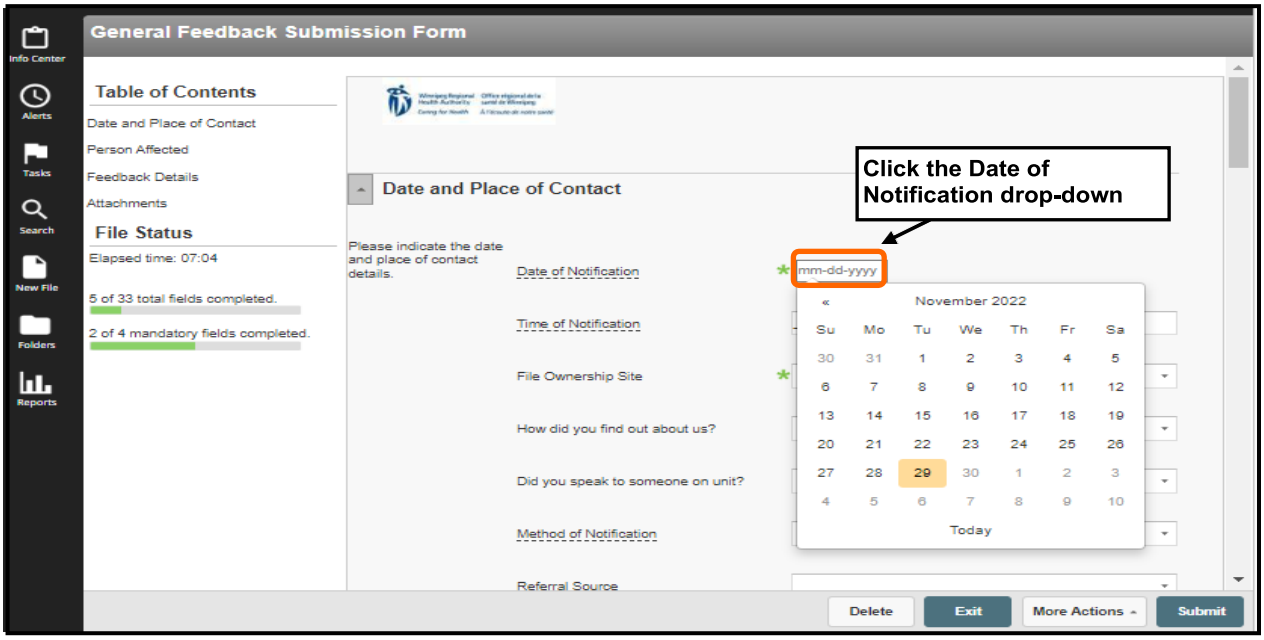
button.

INITIAL INPUT

Feedback is received in a variety of ways. All feedback is valuable as it offers opportunities to improve the services we provide and should be captured in the RL FBK module. Feedback can be in the form of letters, faxes, emails, phone calls, and in person. Feedback can be received directly from patients/clients/residents or it can be received via a family member, friend, another staff person, WRHA Client Relations, or another source. Anyone with a RL FBK User license can submit feedback.

1. Log into RL6.

2. Click on the **Feedback** icon on the *Icon Wall.*
   The General Feedback Submission Form opens.



Date and Place of Contact

3. Click in the *Date of Notification* drop-down box and select the appropriate date. For our example select **March 1930 2020**.

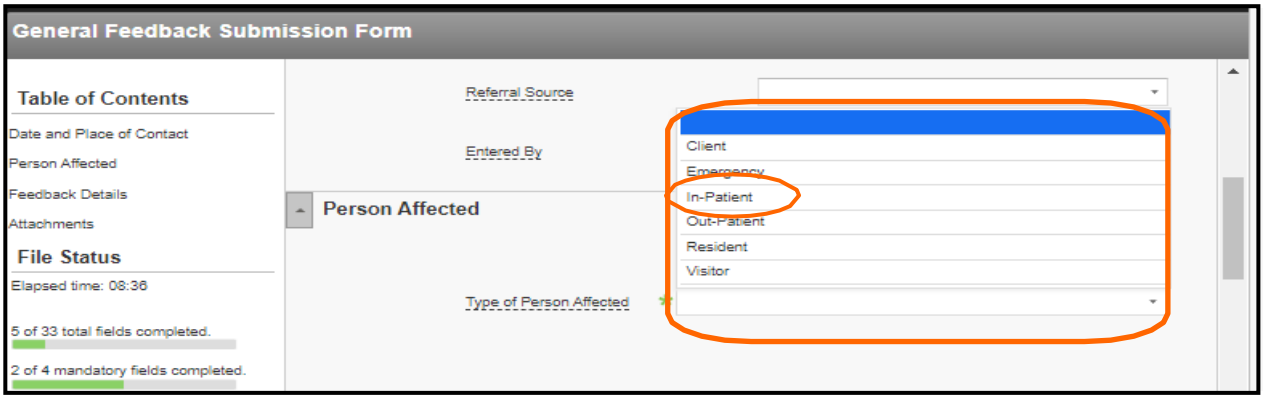
4. Click the *File Ownership Site* drop-down and select the appropriate option. For our example select **Grace Hospital**.
   Note: the File Ownership Sites defaults to the site of the user who is logged into RL and completing the Feedback form.

5. Click the *Method of Notification* drop-down and select the appropriate option. For our example select **E-mail**.

6. The *Entered By* text box defaults to the username who is logged into RL.

Person Affected

7. Click the *Type of Person Affected* drop-down and select the appropriate option. For our example select **In-Patient**.

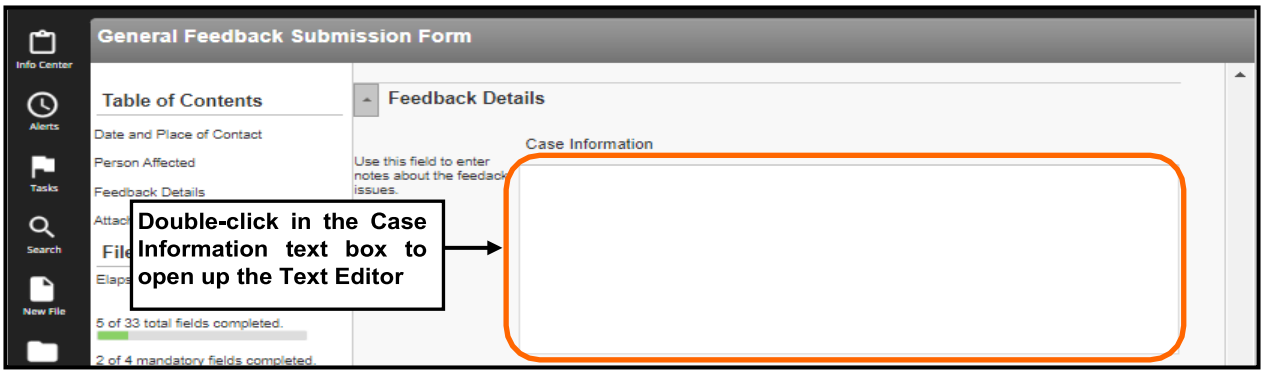


8. For this example, make up and enter in a complainant's name, DOB, address, phone, email, etc.

9. Click the *Communicated By* drop-down and select the appropriate option. In this example select **Self**; we assume the complainant reported feedback himself/herself.

Feedback Details

10. Double-click in the **Case Information** text box to open up the Text Editor.



The Text Editor opens.

Within the Text Editor screen, you can use various formatting functions such as bold, font style, colour and spell check.

Note: Always use the copy and paste functions within the Text Editor. If you copy and paste directly within the form (not opening the Text Editor) the text may be overwritten. Ensure to first double-click in the form to open up the Text Editor and then use the copy and paste functions if desired. While working in the Text Editor ensure to click OK and Save every 10-15 minutes.

11. Summarize the feedback details, from the complainant's perspective, within the Text Editor's *Case Information* dialog box.

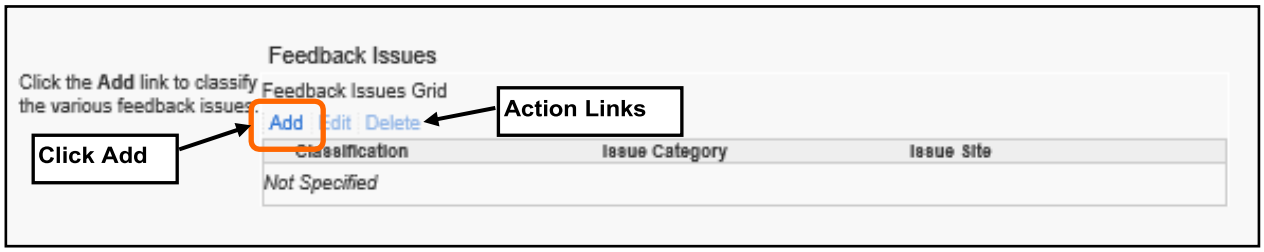
Use words like: "according to the complainant…"

12. Click **OK** to close the Text Editor.
The dialog box closes and you return to the Feedback form.

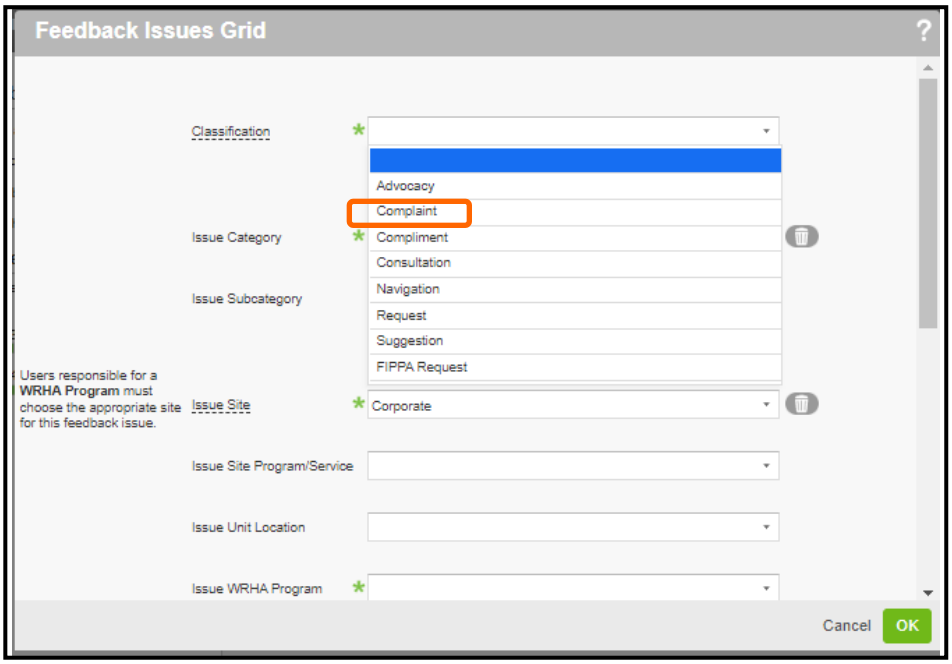
13. Click in the *When did this happen?* text box and type in the details.
Do not double-click as the text editor does not open in this field.

14. Click in the *Special Confidentially Instructions* text box to open up the Text Editor and add the appropriate information. Click **OK** to close the Text Editor.

15. In the *Feedback Issues* section click the **Add** action link.



The Feedback Issues Grid opens.



16. In the *Classification* drop-down select the appropriate classification. For our example select **Complaint**.

17. In the *Issue Category* drop-down select the appropriate category. For our example select **Environment**.

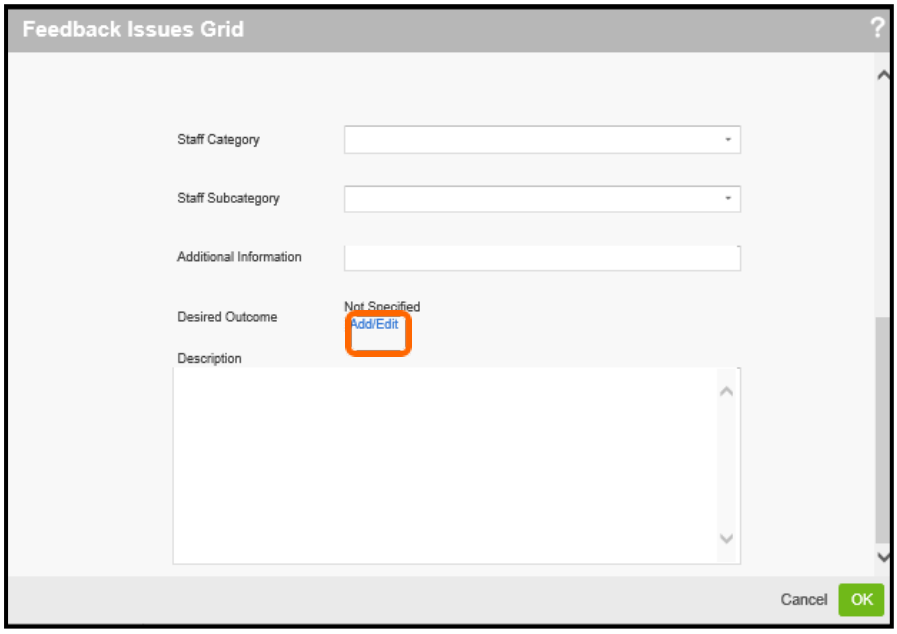
18. In the *Issue Site* drop-down select the appropriate location. For our example select **Holy Family**.
    Note: The Issue Site defaults to the site of the user that is logged into RL and completing the Feedback form.

19. If appropriate select an *Issue Site Program/Service and Issue Unit Location.*

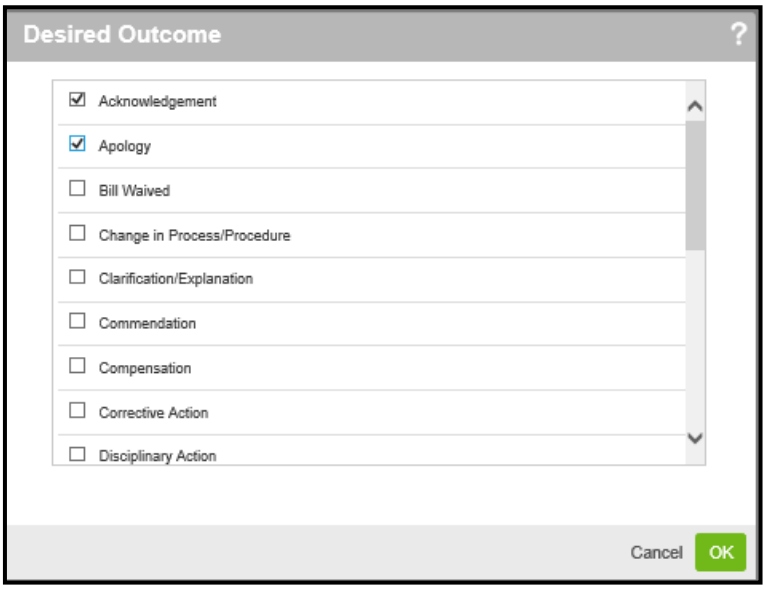
20. In the *Issue WRHA Program* drop-down select the appropriate program. For our example select **Facility Management**.

21. Continue filling out relevant information within the text boxes.

22. In the *Desired Outcome* section click the **Add** action link.



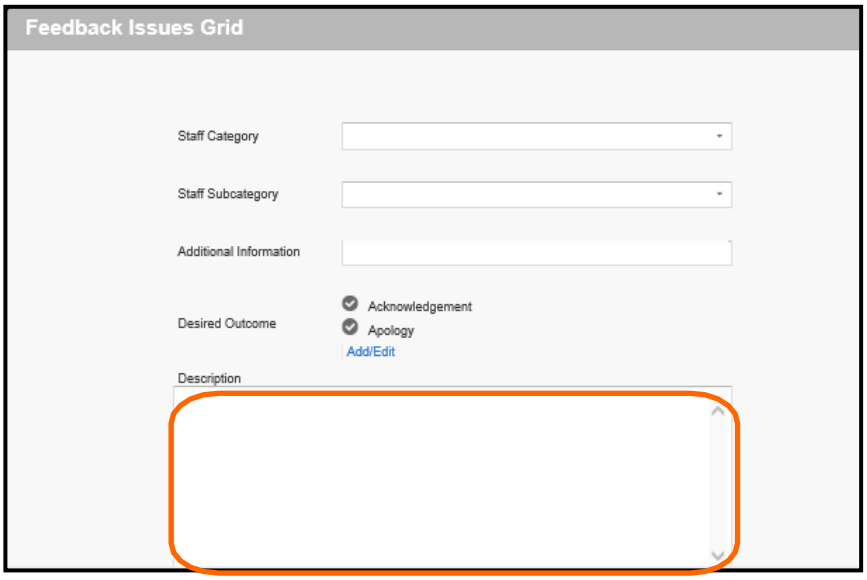
The Desired Outcome dialog box opens.



23. Click the appropriate boxes to select the desired outcomes. You can select as many that applies.

24. Click **OK** to close the *Desired Outcome* dialog box.

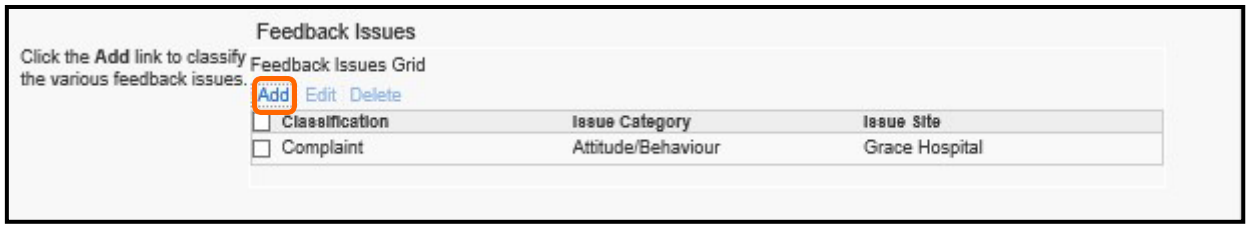
25. Double-click in the *Description* text box to open the Text Editor. Enter in details of what the complainant would like as a resolution to the issue.



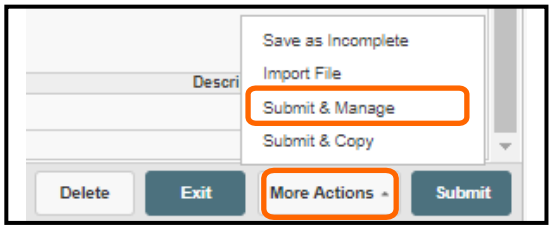
26. Click **OK** to close the Text Editor.

27. Click **OK** to close the *Feedback Issues Grid*.

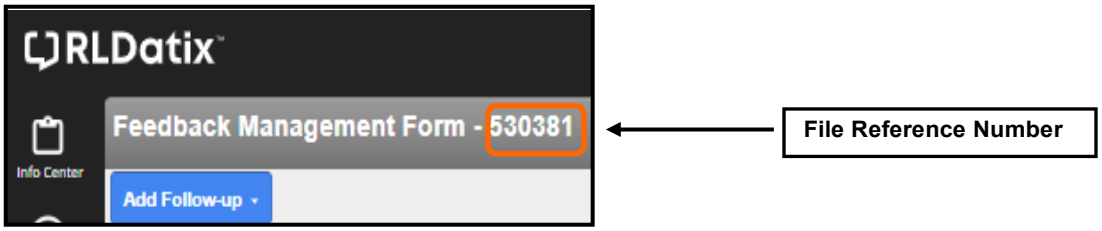
28. If the complainant has another feedback issue click the **Add** action link to add another issue.



29. Click the **More Actions** button and select **Submit and Manage**.
The file is submitted.

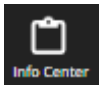


Notice the top-left corner has the file reference number.



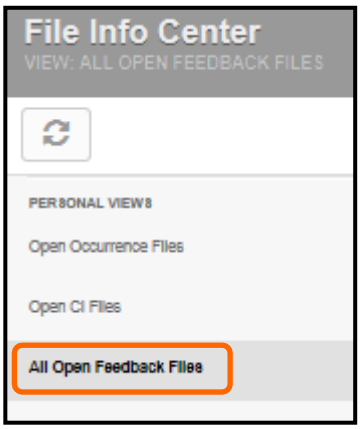
ADDING FOLLOW-UP

Once the form is submitted follow-up can be added to the file as it is being worked on.

1. Click the **File Info Center** 

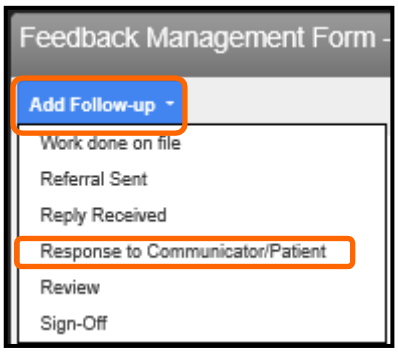
icon.

2. Select **All Open Feedback Files** from the *Personal Views* menu.



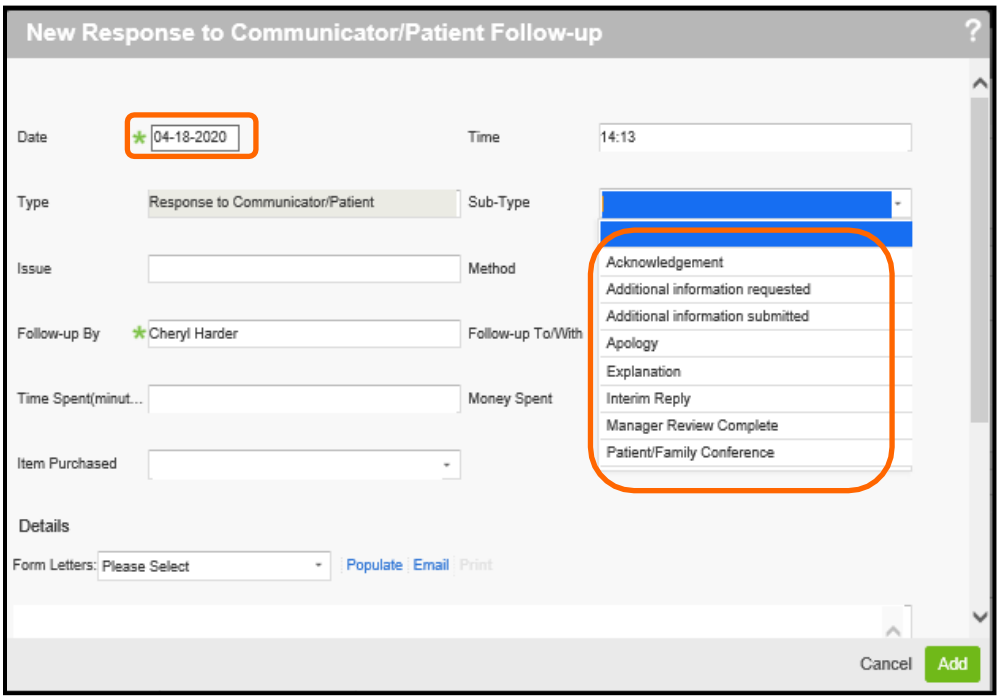
3. Select the desired file to open by clicking on the File ID link before the file name.

4. Click the **Add Follow-up** button at the top-left screen.



5. Select the appropriate follow up action. For our example select **Response to Communicator/Patient**.

The New Response to Communicator/Patient Follow-up dialog box opens.



6. Select the date of this follow-up (today's date).

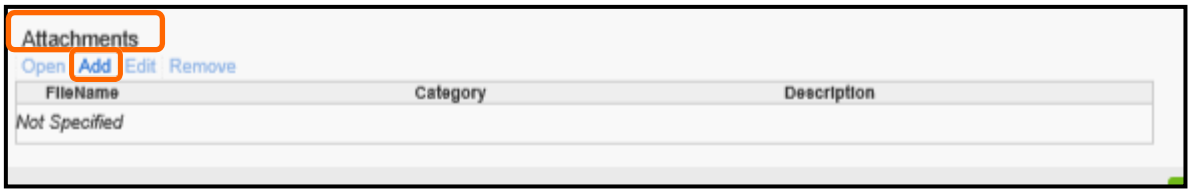
7. In the *Sub-Type* drop-down select the appropriate type of feedback response. In our example select **Acknowledgement**.

8. Scroll down to the *Details* section.

9. Double-click in the *Details* section to open up the *Description* text box within the Text Editor. Type the text "Called complainant to acknowledge complaint".

10. Click **OK** to close the Text Editor.
    The dialog box closes and you return to the New Response to Communicator/Patient Follow- up form.

11. Scroll down to the *Attachment* section in the *Follow-up* form.



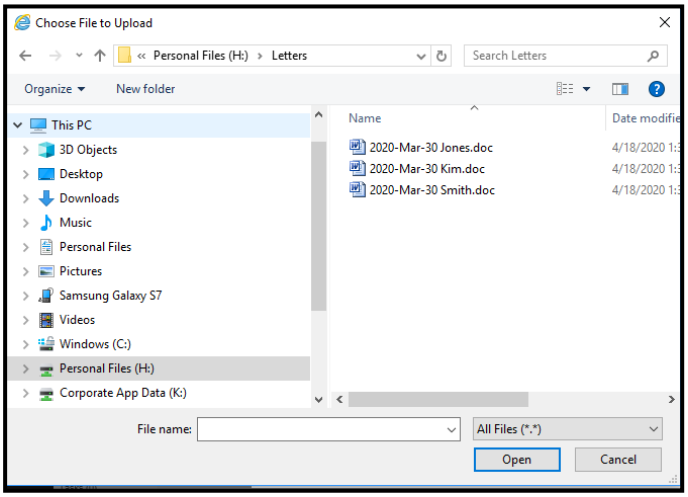
12. To attach a file to the form for reference, such as the follow-up letter that was sent to the complainant, click the **Add** action link in the *Attachments* section.

    The Add Attachment dialog box opens.

13. Drag the file(s) you want to attach to the **"Drop files here"** box.

    OR

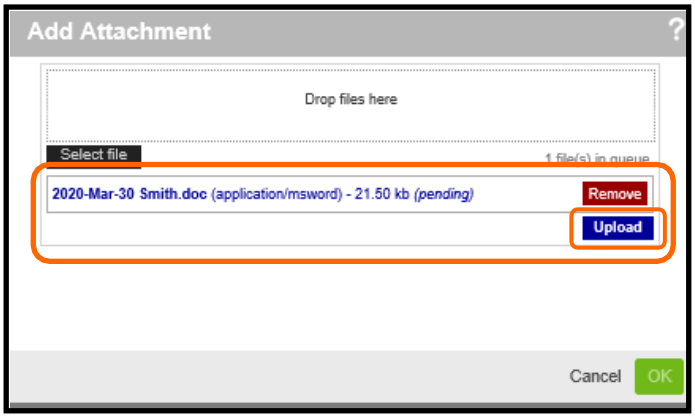
    Click on the **Select file** box.
    The Choose File to Upload dialog box opens.



Select the desired file and click **Open** to attach the file.

The attached file is shown in the Add Attachment dialog box.

14. Click the **Upload** button to attach the file and click **OK** to close the *Add Attachment* dialog box.



The New Response to Communicator/Patient Follow-up dialog box reappears.

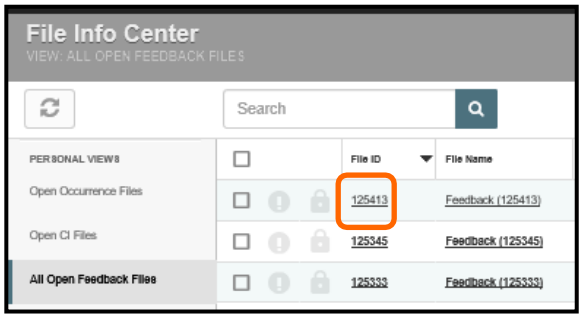
15. Click **Add** to close the *New Response to Communicator/Patient Follow-up* dialog box.

ADDING RESOLUTION & OUTCOMES

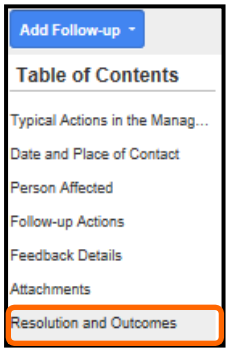
The Resolution & Outcomes section is used to add information regarding the resolution and outcomes to a file and to close the file.

1. To open up the file.

   a) Click the **File Info Center**  icon.
   b) Select the desired file to open by clicking on the File ID link before the file name.



2. Select **Resolution and Outcomes** from the *Table of Contents* (left-hand side of screen).



Note: If you do not see the **Resolutions and Outcomes** option place your mouse above the 3 dots in the Table of Contents section to expand the selection list.

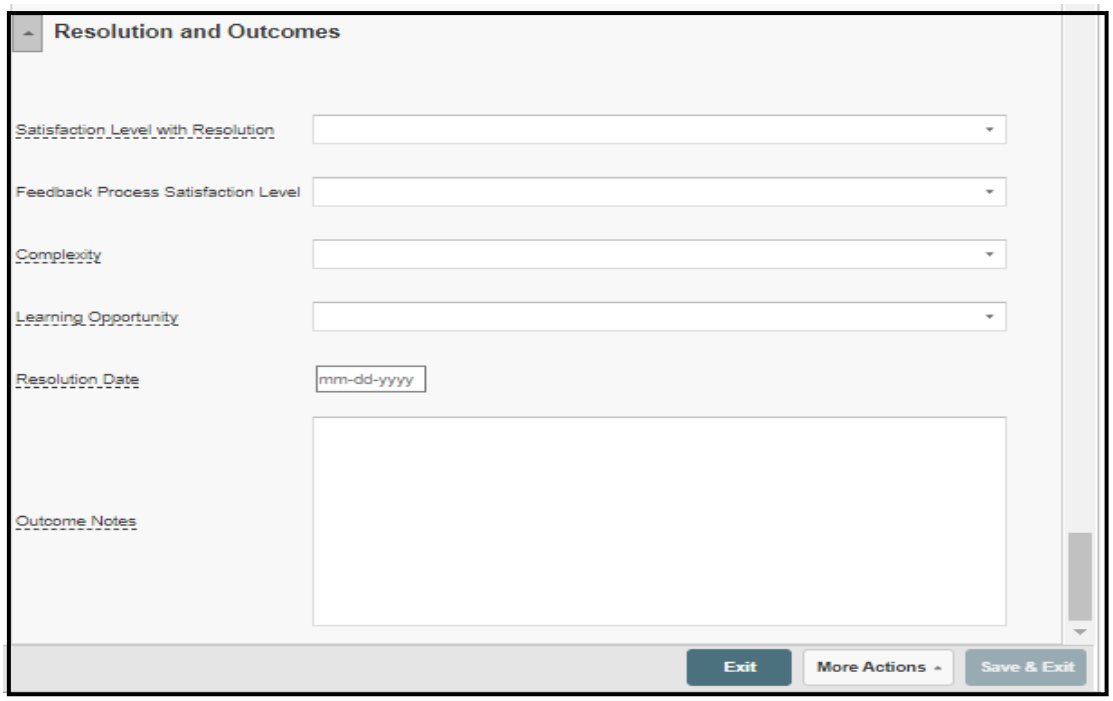
3. In the *Satisfaction Level with Resolution* drop-down select the appropriate option.

4. In the *Feedback Process Satisfaction Level* drop-down select the appropriate option.

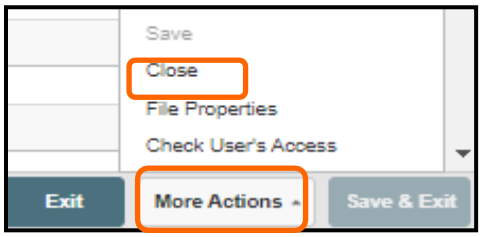
5. In the *Learning Opportunity* drop-down select the appropriate option.
   If you select *Yes*, the *Specify Learning Summary* text box appears where you can enter in the learning opportunity from your perspective.

6. In the *Resolution Date* drop-down select the appropriate date.

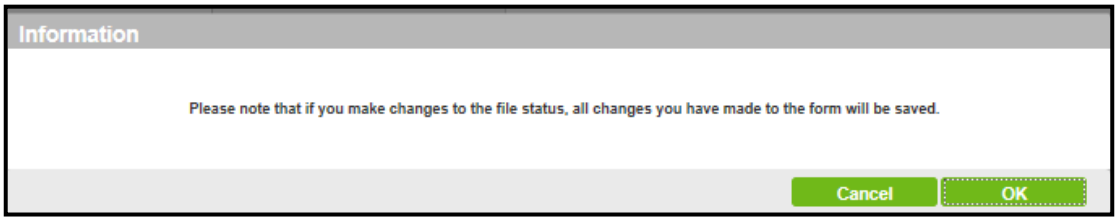
7. In the *Outcome Notes* text box enter in the appropriate notes. In our example, type "Letter was sent and complainant is satisfied with outcome".



8. When you are ready to close the file and all issues click the **More Actions** button and select **Close**.



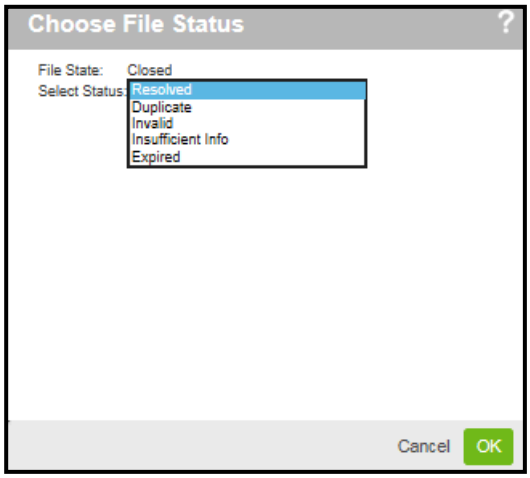
The *Information* dialog box opens.



9. Click **OK** to close the *Information* dialog box.

10. The *Choose File Status* dialog box opens.

11. In the *Select Status* drop-down select the appropriate status. In our example select **Resolved**.



12. Select **OK** to close the *Choose File Status* dialog box.

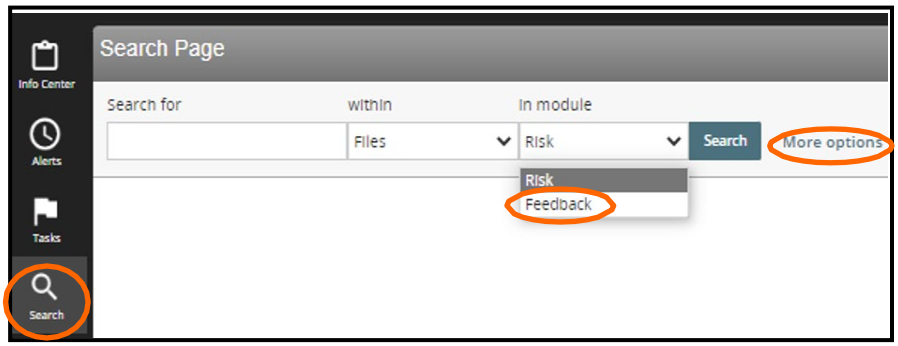
Status Type	Descriptio n
Resolved	The issue has been looked after.
Duplicate	The issue is a duplicate of one already entered into RL.
Invalid	The issue is not Feedback related.
Insufficient Info	Complainant did not leave adequate contact information so they cannot be contacted to find out details of the issue.
Expired	Attempted contact with complainant but no response so the issue is terminated.

Note: After the file is closed it is no longer visible in the *Open Feedback Files* list. It you would like to view it you can do a Search to find it and then open it.

SEARCHING FOR FILES

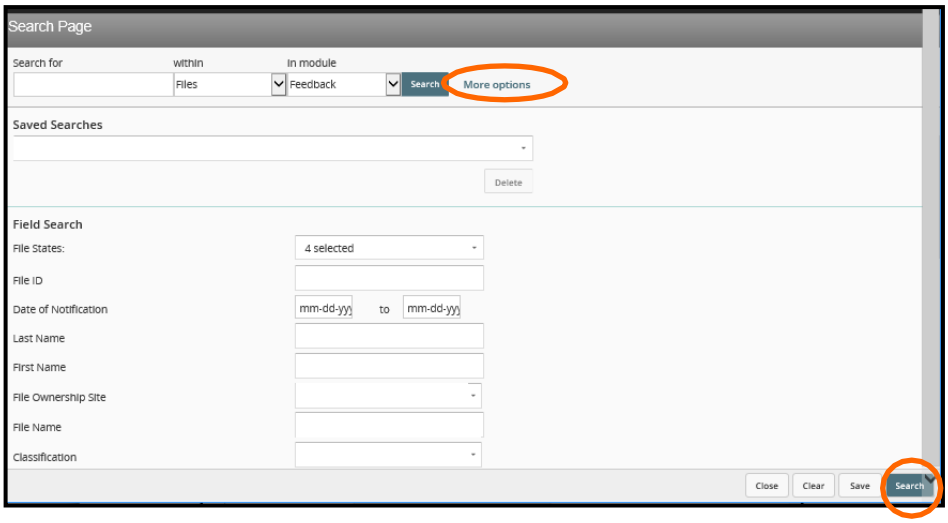
You can use the Search feature to search for file by specific search criteria.

1. Click the **Search** icon on the *Navigation* toolbar.



2. Click the **Feedback** option.

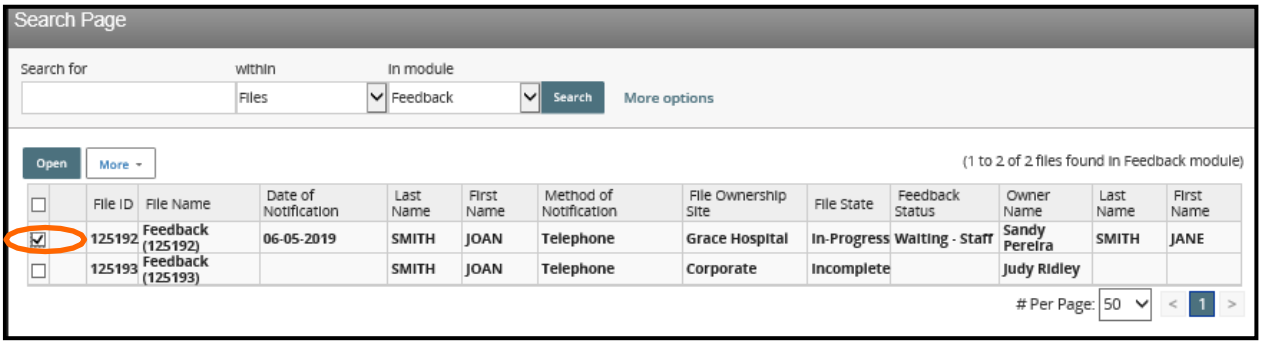
3. Click the **More options** button expand the search criteria window.



4. Select the desired criteria (e.g. First Name, Last Name, and Classification) from the *Search Page* window.
   Use the scroll bar to access additional search fields, if necessary.

5. Click the **Search** button.
   Files matching your search criteria are displayed in the *Search Results* section.

6. Select the desired file by clicking in the selection bubble before the file name.



QUICK SEARCH

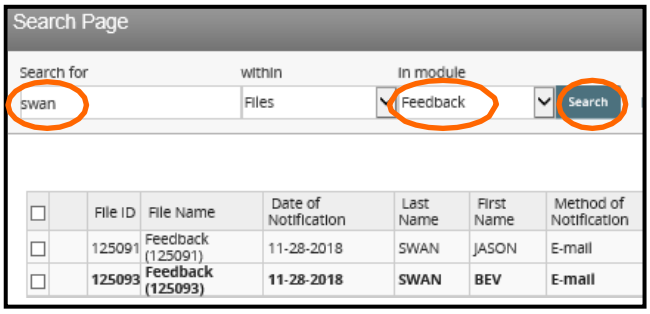
With a Quick Search you can enter search criteria without clicking the search arrow and entering the criteria in the search criteria window.

1. Click the **Search** icon on the *Navigation* toolbar.

2. Enter the criteria you are search for in the text box, for example, “Swan”.

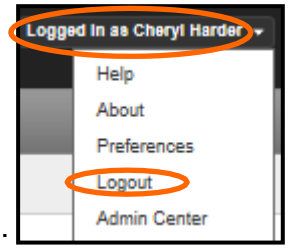
3. Select **Feedback** from the *“In module”* option.

4. Click the **Search** button.



Note: The Quick Search method will search for your criteria through all fields

LOGGING OUT



Click the **Logout** link on the *Info Center* toolbar (right-hand side).
Do not click the X (Close) on the RL6 menu bar to exit because this is not the proper way to exit and may lock up your file for up to 30 minutes.
If your file is locked call RL_Support at 204-926-1070 to have it unlocked.