

Emergency Department Guide to RL-6



The Emergency Department (ED) recently has developed its own unique RL-6 icon (shown left) to order to report, track, and monitor issues unique to the ED. If you are unsure if an issue should be an RL-6 or a shift report, you can always file the shift report and the RL-6 will be placed later, if appropriate.

Below are the event types, with their definitions, that are listed under the ED RL-6 icon.

- Delay in response to return call to admit.
 - UH administration wanted to monitor how often these events are occurring and why.
 - There is no official definition for the time required to call back for an admission. If there has not been a call returned for 15 minutes, consider this as a delay. Please denote the time the page was placed by placing the Consult request for admission order in Cerner.
- Hallway trauma/stroke code/cardiac arrest (code 1).
 - UH administration wanted to monitor how often these events are occurring and why.
 - A trauma activation is managed in the hallway, alpha or bravo trauma activation.
 - A stroke code or cardiac arrest is managed in the hallway.
- Hallway ICU patient/STEMI.
 - A patient requiring ICU level of care is managed in a hallway.
 - A cardiac stat patient is managed in the hallway.
- Lack of monitor or telemetry.
 - A patient requiring a monitor or telemetry is without necessary monitoring equipment available in the ED.
- Lack of stretcher.
 - A patient requiring a stretcher is without a stretcher available in the ED.
- Sepsis fall out.
 - A patient falls out of sepsis metrics. Please describe the situation leading to the sepsis fall out. For example, "Sepsis was identified, and appropriate orders were placed on a patient. However, due to hospital boarding the patient remained in the lobby and there was no room available for blood cultures and antibiotics to be administered."
- Consultation delay.
 - Consultants, or a designee, are required to call back within 15 minutes from time of page. Please denote the time the page was placed by placing an order in Cerner.
 - Consultants are required to be at the bedside of a patient within 45 minutes from time of discussion of consultation.
- Radiology imaging overread that changes management

- You are contacted by radiology regarding an imaging study overread. This includes incidental findings that require outpatient follow up.
- The RL-6 needs to be placed *in addition* to appropriate documentation in the patient chart.
- Lack of sitter or using MA/RN for sitter.
 - There is no sitter for a patient who requires “Close Observation” or “1:1 Observation.”
 - A medical assistant or nurse is sitting on a patient due to a lack of sitter.
- Multiple CVL attempts.
 - More than one stick is required for central line placement, this includes if the initial attempt site is abandoned for an alternative site.
- Procedural issues or complications.
 - Procedural complications even if anticipated. For example, “chest tube placed but required repositioning” or “pneumothorax after thoracentesis.”
- Delay in case management/social work.
 - Delay in disposition due to case management/social work issue, due to a lack of resources or inability to involve case management/social work at the expected time.
 - Delay in disposition due to PT/OT issue.
- Delay in repeat vital signs/assessments.
 - Delay in nursing reassessments or vital signs on the patient.

There are multiple other non-ED specific events that impact patient care in the ED. These issues can be reported as an RL-6 but not within the ED specific icon. Please see some common situations listed below and where to report these issues within the RL-6 system.



- Lab issue listed as “Lab/Specimen” icon
 - Lab lost, listed as “Encounter issue”
 - Delay in lab resulting, listed as “Reporting Issue”
 - Delay in obtaining labs, listed as “Collection issue”



- Radiology issue listed as “Diagnostic Imaging” icon
 - Delaying in obtaining imaging, listed as “Process Issue”
 - Delay in radiology read, listed as “Process Issue”



- Medication issue listed as “Medication/Fluid” icon
 - Medication shortage, listed as “Medication Unavailable”
 - Delay in administering medication, listed as “Administration issue”