MEMO

Thunder Bay Regional Health Sciences Centre

To: All Staff and Professional Staff

From: Quality and Risk Management

Date: March 9, 2026

RE: **Updated Policy: QM-60 – Incident Learning System (ILS) Reporting, Investigation and Trending of Incidents and Near Misses**

For circulation to All Staff and Professional Staff.

Please be advised, we have revised the Hospital's policy QM-60 *Incident Learning System (ILS) Reporting, Investigation and Trending of Incidents and Near Misses*.

Actions Required

- **Managers –** Review this memo and the attached poster with your staff during Safety/Quality Huddles and post in your department. The updated policy will be circulated once approved.

Key Policy Changes

- **Purpose Change:**
  Detail added to principles of a 'Just Culture'.
- **Policy Statement Change:**
  Clarification that incidents involve patients and visitors.
- **Scope Change:**
  Categories updated.
- **New Definitions Added:**
  After hours: 1600 - 0800 hours Monday to Friday; 24 hours on weekends and recognized holidays.
  Incident Triage Team (ITT): A group of leadership who will meet within 48-72 hours of a critical incident to determine if a Quality of Care (QOC) Review is required, and if so, what type of review.
- **Procedural Updates:**
  Procedure 5.2 Updated: To clarify who staff should contact when incident occurs.
  Procedure 5.3 Updated: To add references to new appendices and to ILS downtime procedure.
  Procedure 5.6: Explanation of incident classifications.
  Procedure 7: References updated.

Key Process Reminders

- Please see the attached poster.
- To report incidents causing harm to employees, please refer to OHS-os-207 *Accident/Incident Reporting and Investigation – Employee*.
- Please also refer to the *Incident Reporting Pathways Flowchart* on the iNtranet.

If you have any questions, please email: TBRHSC.QualityandRiskManagement@tbh.net