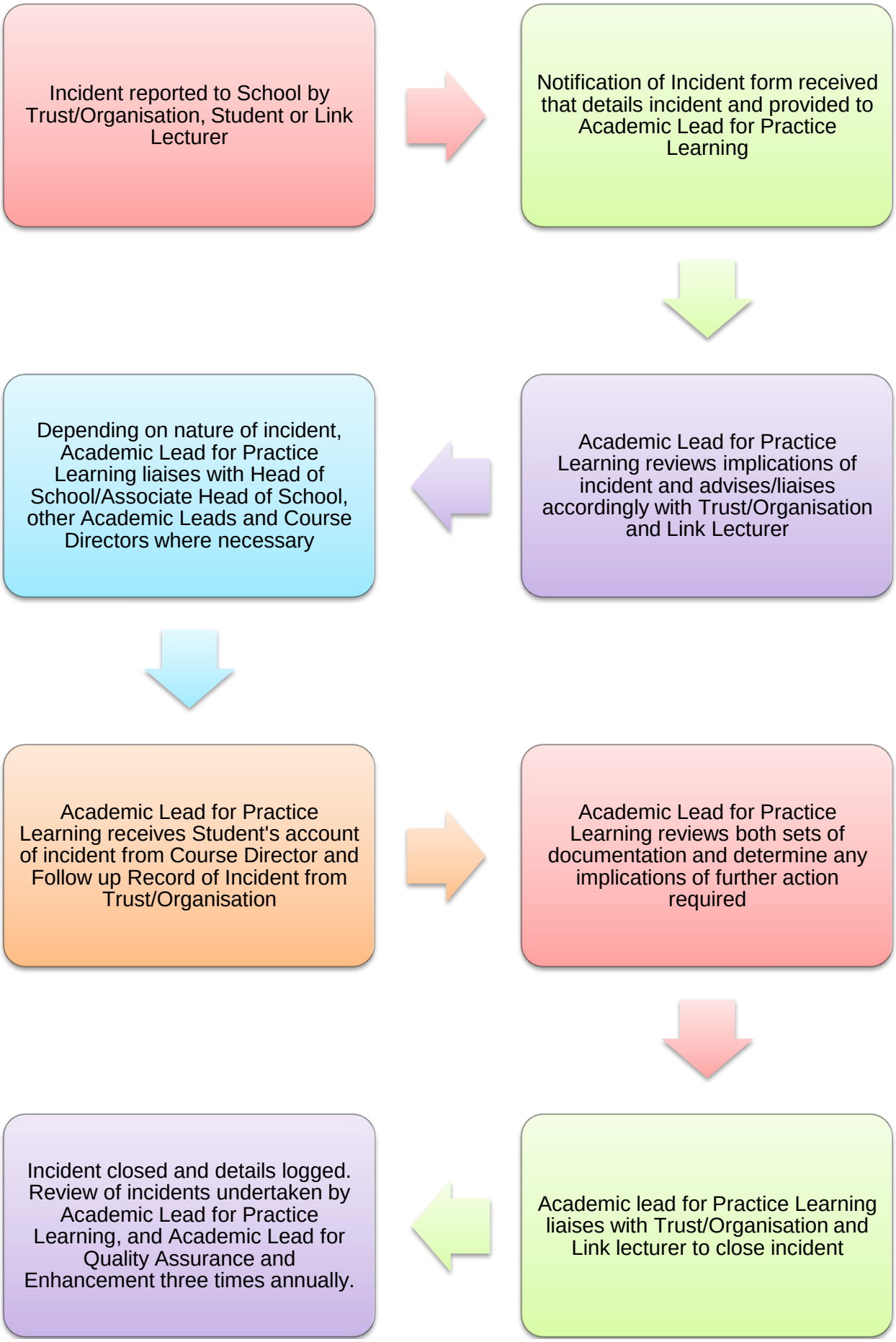MANAGEMENT OF INCIDENTS BY PRACTICE LEARNING TEAM