

# ROOT CAUSE ANALYSIS: THE SCIENCE AND THE ART

The Risk Management and Patient Safety Institute is proud to offer our expertise in root cause analysis educational programs and facilitation training. We have found that organizations conducting RCAs typically need assistance with not only the “science” (methods/processes) required, but also the “art” (facilitation skills) of conducting an RCAs. For example, how do you handle difficult behaviors (finger-pointing, distraught team members, etc.)? How do you keep the meeting on track? How do you ensure action plans are implemented and evaluated in a timely manner?

Learning the art of RCA requires insights into different behaviors and strategies for diminishing the impact of these behaviors as well as practice. The RM&PSI consultants have found that exercises and simulation activities provide excellent opportunities to learn both the science and art of conducting a thorough and credible RCA.

For more information on Root Cause Analysis: The Science and the Art, contact:

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## ON-SITE ROOT CAUSE ANALYSIS EDUCATIONAL WORKSHOP

The RM&PSI will conduct a six-hour educational workshop for the facility’s RCA team to teach the core process for analyzing sentinel events and facilitating team meetings. The session will also include a real-world scenario and simulation exercises. Workshop objectives and outcomes include:

- ★ the ability to conduct a “thorough and credible” RCA
- ★ the skills to develop an action plan including identification of responsible persons, timeline, measurable indicators and compliance expectations
- ★ an understanding of the process for implementation and follow-up on the action plan
- ★ the ability to handle difficult behaviors
- ★ methods for keeping meetings on track and accomplishing team goals

## ON-SITE PERFORMANCE OF ROOT CAUSE ANALYSIS AND FACILITATION JUST IN TIME

The RM&PSI RCA consultant joins the facility’s selected RCA team on-site to assist in performing the RCA process using an event or near miss selected by the health care organization. The RCA consultant functions as the educator and facilitator in the process. Telephone consultations will be conducted with the team leader to prepare for the team meeting(s).



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