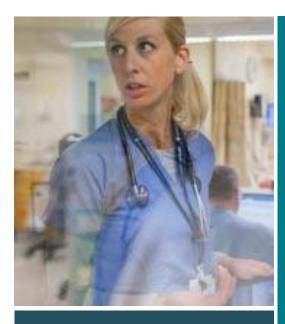


Shifting Patient Safety into High Gear

Boston, MA, November 16, 2012



Shifting Patient Safety into High Gear

Root Cause Analysis Information Exchange

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What is an RCA?

RCA Overview

Root Cause Analysis—a structured approach to identify the underlying causes of adverse events and "near miss" events. The ultimate goal is to prevent future harm by eliminating these causative factors.

- Begin with event reconstruction through record review and interviews.
- Multidisciplinary teams analyze sequence of events to identify *how* and *why* the event occurred.
- Focus is primarily on systems and processes, not on individual performance.
- Action Plans with improvements are developed.
- Improvements must be implemented and their effectiveness monitored.

RCA Information Exchange Benefits at the individual organizational level

- Aggregation and analysis at the local level
- Examine data before and after a specific initiative
- Manage Action Step completion
- Secure submission of RCA information, including attachments, to the AMC|PSO
- Compare organizational RCAIE to entire AMC|PSO database
- Produce compelling, actionable reports

RCA Information Exchange Benefits across the AMC|PSO

- Comparative analysis—small "n" events, trend spotting
- Predictive modeling—identify emerging risks before they appear in malpractice data
- Measure Action Step impact
- Reporting capabilities

RCA Information Exchange Development

Gathered experienced PS and RM leaders and standardized:

- Event Types
- Contributing Factors
- Action Steps

Tool Design

- Structured data fields
- Selected free text fields
- Reporting capabilities
- Iterative approach v1 . . .

Balancing Act

RCA Information Exchange Tool Demonstration