



RCA²

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Fall 2024

IHI Mission

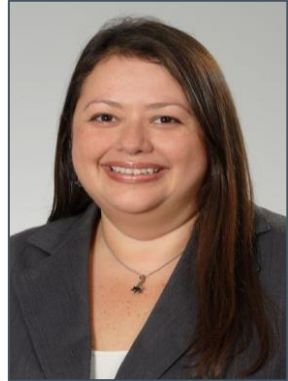
To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



Core Faculty/Staff



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Faculty



Lauren Cameron
Program Manager



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Senior Project Manager



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MD, MS, CPPS
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Faculty



Lauge Sokol-Hessner,
MD, CPPS
Faculty



Richard D. Guthrie, Jr.,
MD, CPE
Faculty



Fall 2024/Spring 2025

- Program continues to evolve based on the needs of the participants
- Multidisciplinary in approach
- Offered in the Spring and Fall
- Next offering September 10th



Aim of the RCA² Program

**The actionable strategies, skills,
and practical tools participants
need for successful RCA2
implementation**





**THE MOST
DANGEROUS
PHRASE IN OUR
LANGUAGE IS
"WE'VE ALWAYS
DONE IT THIS
WAY."**

- GRACE HOPPER



Why do Adverse Events Keep Happening?

Many events are not reported

- Current system is not user friendly
- Continued fear of blame
- Need to re-engage and support a high reliability culture

Causes of the events were not identified

- Event reporting data not being shared to facilitate learning
- Lack of consistent approach to investigation and classification

Corrective actions to prevent recurrence:

- Do not effectively address root causes
- Are not fully implemented
- Are not effective or sustained



RCA²

- Stands for **Root Cause Analysis and Action**
- Published by the National Patient Safety Foundation in June 2015
- Purpose: To improve the effectiveness and utility of root cause analysis work with a focus on the ultimate objective, which is preventing future harm.
- Methodologies and techniques to best answer the questions of:
 - What happened?
 - Why did it happen?
 - What can we do to prevent it from happening again?



Topics Covered Include...

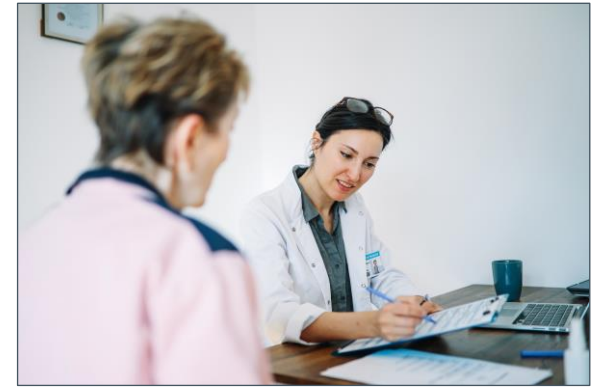
- Explore the type of culture it takes to support RCA2
- Learn to prioritize events for RCA2 review
- Assemble an effective RCA2 team
- Explore strategies to engage patients in the RCA2 process
- Gain tools and techniques for conducting interviews after an adverse event occurs
- Use flowcharting after an adverse event to understand what happened and why
- Learn to identify actions that will protect patients and staff from future harm
- Apply goal-setting and measurement techniques to facilitate sustained improvement
- Implement approaches for evaluating the success of RCA2
- Explore creative possibilities for future applications of RCA2



Who Attends?

- Patient Safety Officers
- Quality Leaders/Quality Staff
- Risk Managers
- Infection Prevention Specialists

- Nurses
- Managers/Directors
- Administrators
- Pharmacists
- Physicians



Value of different views and perspectives providing well-rounded discussions and multiple ideas



Program Agenda – 11 weeks

Virtual Sessions

Date	Format	Time
SEPTEMBER 10	LESSON 1	Self-paced
SEPTEMBER 24	LESSON 2	Self-paced
SEPTEMBER 24	ALL-LEARNER #1	11 AM – 12 PM
OCTOBER 8	LESSON 3	Self-paced
OCTOBER 22	LESSON 4	Self-paced
OCTOBER 22	ALL-LEARNER #2	11 AM – 12 PM
NOVEMBER 5	LESSON 5	Self-paced
NOVEMBER 19	ALL-LEARNER #3	11 AM – 12 PM

Optional Office Hours

- 3 All-Learner Live Online Sessions
- Self-paced activities to be completed outside of the live sessions.
- Self-paced activities between sessions are required and should take no longer than one hour to complete per session.



Continuing Education

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This activity is approved to provide credit for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.



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What's Next?

Register

September 10th – November 19th Offering:

<https://www.ihi.org/education/training/redesigning-event-review-root-cause-analyses-and-actions-rca2>

Have additional questions?

Please email rca2@ihi.org with any questions related to registration, course and content.



**THANK
YOU**

