RCA$^2$

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Lauren Cameron, Program Manager

Fall 2024
IHI Mission
To improve health and health care worldwide

IHI Vision
Everyone has the best care and health possible
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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?

<table>
<thead>
<tr>
<th>Many events are not reported</th>
<th>Causes of the events were not identified</th>
<th>Corrective actions to prevent recurrence:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Current system is not user friendly</td>
<td>• Event reporting data not being shared to facilitate learning</td>
<td>• Do not effectively address root causes</td>
</tr>
<tr>
<td>• Continued fear of blame</td>
<td>• Lack of consistent approach to investigation and classification</td>
<td>• Are not fully implemented</td>
</tr>
<tr>
<td>• Need to re-engage and support a high reliability culture</td>
<td></td>
<td>• Are not effective or sustained</td>
</tr>
</tbody>
</table>
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:
  o What happened?
  o Why did it happen?
  o 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Format</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>SEPTEMBER 10</td>
<td>LESSON 1</td>
<td>Self-paced</td>
</tr>
<tr>
<td>SEPTEMBER 24</td>
<td>LESSON 2</td>
<td>Self-paced</td>
</tr>
<tr>
<td>SEPTEMBER 24</td>
<td>ALL-LEANER #1</td>
<td>11 AM – 12 PM</td>
</tr>
<tr>
<td>OCTOBER 8</td>
<td>LESSON 3</td>
<td>Self-paced</td>
</tr>
<tr>
<td>OCTOBER 22</td>
<td>LESSON 4</td>
<td>Self-paced</td>
</tr>
<tr>
<td>OCTOBER 22</td>
<td>ALL-LEARNER #2</td>
<td>11 AM – 12 PM</td>
</tr>
<tr>
<td>NOVEMBER 5</td>
<td>LESSON 5</td>
<td>Self-paced</td>
</tr>
<tr>
<td>NOVEMBER 19</td>
<td>ALL-LEARNER #3</td>
<td>11 AM – 12 PM</td>
</tr>
</tbody>
</table>

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.
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.