

IHI Online Course with Coaching (OCC): Redesigning Event Review with Root Cause Analyses and Actions (RCA²)

Program Overview

Program Aim: Learn to improve your event review process with a unique approach – endorsed by leaders in patient safety across the United States and abroad – that expands upon traditional root cause analysis.

Learning Objectives:

- 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

At-a-Glance Agenda

This program consists of **3** live online All Learner Calls, each taking place from **11:00 AM–12:00 PM ET**. Please see the detailed program agenda for more information, including session topics and information about self-paced activities to be completed outside of the live online sessions.

To receive a certificate of completion and credits for this program, you must attend/review all online sessions, and complete the identified self-paced activities.

Live-Online	Self-Paced
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Pework & Session Dates	Topics	Location
Lesson 1 Opens: September 8 th Lesson 1 Due by: September 22 nd	Review and complete the following lesson to prepare for All Learner Call 1: <ul style="list-style-type: none"> Lesson 1: Identifying and Classifying Events for Review 	Self-Paced
All Learner Call 1: September 22 nd 11:00 AM–12:00 PM ET	Topics for All Learner Call 1: <ul style="list-style-type: none"> Guidance on Risk Matrix and Risk-based Prioritization Best Practices for Involving Patients in RCA2 process 	Live-Online
Lesson 2 Opens: September 22 nd Lesson 2 Due by: October 6 th	Review and complete the following lesson to prepare for All Learner Call 2: <ul style="list-style-type: none"> Lesson 2: Determining the Team and Engaging the Patient 	Self-Paced

<p>Lesson 3 Opens: October 6th Lesson 3 Due by: October 20th</p>	<p>Review and complete the following lesson to prepare for All Learner Call 2:</p> <ul style="list-style-type: none"> Lesson 3: Finding and Mapping the Facts 	<p>Self-Paced</p>
<p>All Learner Call 2: October 20th 11:00 AM–12:00 PM ET</p>	<p>Topics for All Learner Call 2:</p> <ul style="list-style-type: none"> Content Review: RCA2 Team Membership RCA2 Interviews Cause and Effect Diagrams 	<p>Live-Online</p>
<p>Lesson 4 Opens: October 20th Lesson 4 Due by: November 3rd</p>	<p>Review and complete the following lesson to prepare for All Learner Call 3:</p> <ul style="list-style-type: none"> Lesson 4: Causal Statements to Facilitate Action 	<p>Self-Paced</p>
<p>Lesson 5 Opens: November 3rd Lesson 5 Due by: November 17th</p>	<p>Review and complete the following lesson to prepare for All Learner Call 3:</p> <ul style="list-style-type: none"> Lesson 2: Actions to Build Safer Systems 	<p>Self-Paced</p>
<p>All Learner Call 3: November 17th 11:00 AM–12:00 PM ET</p>	<p>Topics for All Learner Call 3:</p> <ul style="list-style-type: none"> Strong Actions and Measurement Plans Follow-up after an RCA2 	<p>Live-Online</p>