Institute for Healthcare Improvement

OCC: RCA^2

March – May 2027

IHI Online Course with Coaching (OCC): Redesigning Event Review with Root Cause Analyses and Actions (RCA^2)

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 RCA^2
- Learn to prioritize events for RCA^2 review
- Assemble an effective RCA^2 team
- Explore strategies to engage patients in the RCA^2 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 RCA^2
- Explore creative possibilities for future applications of RCA^2

Institute *for* Healthcare Improvement

OCC: RCA^2

March – May 2027

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

Prework & Session Dates	Topics	Location
Lesson 1 Opens: March 9th **Lesson 1 Due by:** March 23rd	Review and complete the following lesson to prepare for All Learner Call 1: • Lesson 1: Identifying and Classifying Events for Review	Self-Paced
All Learner Call 1: March 23rd 11:00 AM–12:00 PM ET	Topics for All Learner Call 1: • Guidance on Risk Matrix and Risk-based Prioritization • Best Practices for Involving Patients in RCA2 process	Live-Online

Institute *for* Healthcare Improvement

OCC: RCA^2

March – May 2027

Lesson 2 Opens: March 23rd **Lesson 2 Due by:** April 7th	Review and complete the following lesson to prepare for All Learner Call 2: • Lesson 2: Determining the Team and Engaging the Patient	Self-Paced
Lesson 3 Opens: April 6th **Lesson 3 Due by:** April 20th	Review and complete the following lesson to prepare for All Learner Call 2: • Lesson 3: Finding and Mapping the Facts	Self-Paced
All Learner Call 2: April 20th 11:00 AM–12:00 PM ET	Topics for All Learner Call 2: • Content Review: RCA2 Team Membership • RCA2 Interviews • Cause and Effect Diagrams	Live-Online
Lesson 4 Opens: April 20th **Lesson 4 Due by:** May 5th	Review and complete the following lesson to prepare for All Learner Call 3: • Lesson 4: Causal Statements to Facilitate Action	Self-Paced
Lesson 5 Opens: May 4th **Lesson 5 Due by:** May 18th	Review and complete the following lesson to prepare for All Learner Call 3: • Lesson 2: Actions to Build Safer Systems	Self-Paced
All Learner Call 3: May 18th 11:00 AM–12:00 PM ET	Topics for All Learner Call 3: • Strong Actions and Measurement Plans • Follow-up after an RCA2	Live-Online