

Redesigning Event Review with Root Cause Analyses and Actions RCA²

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July 22, 2025

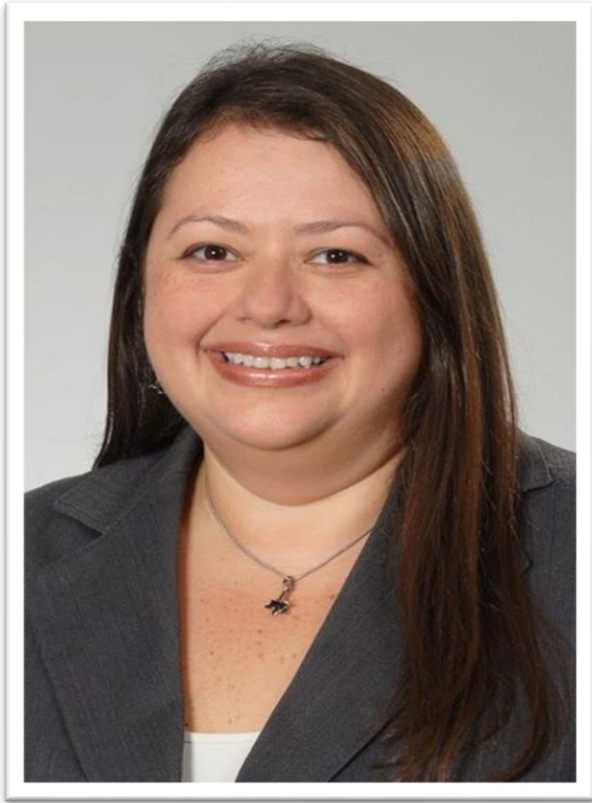
Welcome!

While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent



Quick Introductions: IHI RCA² Info Call Hosts



Jessica Behrhorst, MPH, CPPS, CPHQ, CPHRM

RCA² Lead Faculty



Catherine Warchal

Program Manager
RCA² Program Lead



RCA² Faculty



**Rollin J. "Terry"
Fairbanks MD, MS, CPPS**
Faculty



**Lauge Sokol-Hessner,
MD, CPPS**
Faculty



**Tejal K. Gandhi, MD,
MPH, CPPS**
Faculty

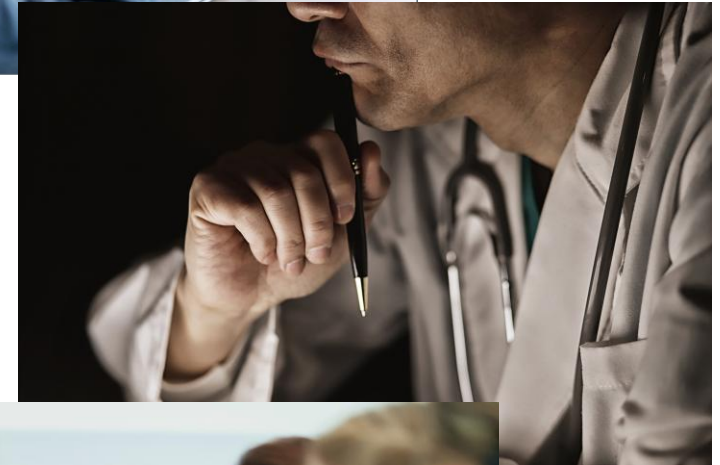


**Richard D. Guthrie, Jr.,
MD, CPE**
Faculty



Future RCA² Offerings

- Program continues to evolve based on the needs of the participants
- Multidisciplinary in approach
- Offered in the March and September
- Next offering **March 10, 2026**



Let's Hear from You

- What are you hoping to get out of this program?
- What would make a course like this most valuable to you?



IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



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 **R**oot **C**ause **A**nalysis and **A**ction
- 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...

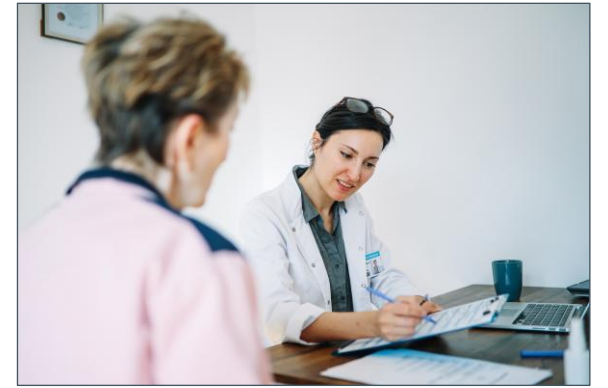
- Explore the type of culture it takes to support RCA2
- Learn to prioritize events for RCA2 review
- Assemble an effective RCA2 team
- Explore strategies to engage patients in the RCA2 process
- Gain tools and techniques for conducting interviews after an adverse event occurs
- Use flowcharting after 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

- 3 All-Learner Live Online Sessions
- Self-paced activities to be completed between sessions
 - The lessons are required and should take no longer than one hour to complete per session.
- Optional faculty office hours

Agenda Item	Date	Time
Lesson 1	September 9	Self-paced
Lesson 2	September 23	Self-paced
All-Learner Call #1	September 23	11:00AM-12:00PM
Lesson 3	October 7	Self-paced
Lesson 4	October 21	Self-paced
All-Learner Call #2	October 21	11:00AM-12:00PM
Lesson 5	November 4	Self-paced
All-Learner Call #3	November 18	11:00AM-12:00PM



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 ***pending approval*** to provide 8 credits for physicians, nurses, pharmacists, and Certified Professional in Patient Safety (CPPS) recertification.



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What's Next?

If you're interested in joining:

- [Enroll as an individual here](#)
- [Enroll as a group here](#)
- [Apply for a needs-based scholarship here](#)
[by August 22, 2025](#)

If you still have questions...

You can send any questions to Catherine

Warchal cwarchal@ihi.org



**THANK
YOU**

