

Root Cause Analysis

Subtitle

Root Cause Analysis

- Definition
- A process for identifying the basic or casual factors that underlie a variation in performance
- The understanding of the concepts ranges from the description of a single quality tool to application of a full problem solving cycle of improvement

What is RCA

- A style and way of thinking and processing EVERYTHING around you.
- A way to problem solve.
- Culture change.
- Resident Centered Care.
- Just Culture

Just Culture

- What is a “JUST CULTURE”
- What's is it important ?
- What's its role in RCA?

Just culture

- It is a culture of sharing openness honesty
- It is culture of involvement
- Everyone has an equal voice
- Everyone's opinion is respected equally.

How are we going to use RCA?

- We are going try and change the normal though process and dig to find the absolute solution.
- We are going to solve problems
- We are going to be able to answer questions
- We are going to LEARN...

RCA the process

- 1. Define the event
- 2. Find causes
- 3. Find the root cause
- 4. Find Solutions
- Take Action
- Measure and Assess

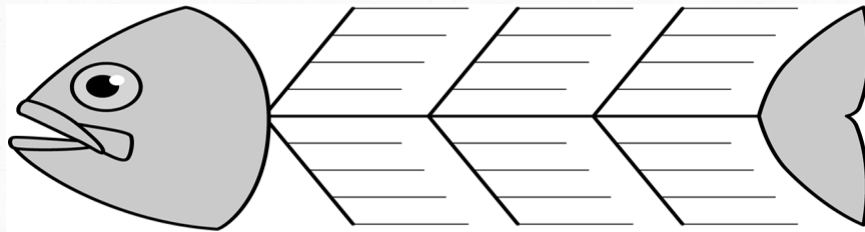
RCA by any other name

- DOH POC
 - 4 steps
 - What did you do for the resident
 - What did you do for all "like" residents
 - How are going to make sure it doesn't happen again
 - How are you going to evaluate
- PDSA
 - Plan Do Study Act
- Nursing process
 - ADPIE
 - Assess Diagnose Plan Intervention Evaluate

Review the Steps RCA

- 1. Define the event
- 2. Find causes
- 3. Find the root cause
- 4. Find Solutions
- 5. Take Action
- 6. Measure and Assess

Fish bone



More tools

- 5 whys
- Fault tree
- Problem concentration diagram

5 WHYS

- Ask why. Why did the root cause occur. If the answer surfaces as itself, you did not find the root cause.
- There is no limit to how many times to ask why.

Concentration diagram

- Analysis of location of falls



Find solutions

- Once actual root cause is identified its time to find a solution to the event or problem.
- How to be successful in finding solutions
 - Keep up the momentum, after the cause is found people think the work is done
 - Involving as many people as you can to discuss the solutions
 - Involve those affected by the solution

Benchmarking

- Performance
 - Scorecard we compare to state and national averages
- Process
 - Is the plan working consistently (QAPI)
- Strategic
 - What issues do we need to address for the future.

So why complete a RCA

- Potassium (K⁺)
 - The substance used in the LEATHAL injection.
 - Normal K levels (3.0)- (5.0)

R.C.A

- Day 1 (2.9) increased to 20 TID
- Day 2 (2.9) increased to 40 TID
- Day 3 (3.0) increased to 80 TID
- Day 4 (3.5) no change
- Day 5 (4.0) no change
- Day 6 (4.5) no change
- Day 7 (5.0) no change
- Day 8 (5.5) no change

R.C.A.

- Day 9 (6.5) Critic high
- 10:17 AM Lab calls to the nursing home (RN Doe received the call)
- 11:55 Nurse calls physician leaves message.
- 2 PM (80 MEQ) of K dispensed by the LPN
- 3:10 Cardiac arrest, CPR sent to Washington Hospital ER.
- 3:58 PM pronounced dead. C.O.D. Potassium over dose

R.C.A.

- QUESTIONS ????
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