

# Root Cause Analysis

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Yep its FUN

## Root Cause Analysis

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- 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

## Root Cause Analysis

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- What is Root Cause Analysis? (RCA)
- How are we going to use it?
- Why is it important ?
- The RCA Process.

## What is RCA

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- 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

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

## Just culture

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

## Huddles

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- The Huddle process is a means of investigating and resolving a concern by immediately initiating direct dialogue
- This process is meant to empower all involved care partners and can be initiated by any staff member. (Just culture)

## How Huddles Work

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- An “event” occurs.
- A facilitator starts the process.
  - The process can begin over the phone (conference call) or in person depending on the identified need and the immediate availability of involved staff members.
  - Through open discussion, the team will determine the immediate concern and possible root cause(s) for the issue.
  - The team will identify the task(s) needed to resolve the concern, the person assigned to complete / oversee that task(s) and a completion date for the action item(s).
  - Team members will discuss and note the planned objective(s) of the action items and a realistic time frame for completion.

## Huddles/PIPS

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- The facilitator will initiate follow-up discussions until all tasks are completed and the issue is resolved.
- The issue / event is evaluated and the need for a PIP is defined.

## think

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- <https://www.youtube.com/watch?v=ICqPGkto3Yo>

## How are we going to use RCA?

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- We are going try and change the normal thought 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...

## Why is RCA it important ?

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- Safety
- Quality
- Drives everything we do
- Simply put it identifies the opportunities for failures.

## RCA the process

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

## Defining the EVENT

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- Why
  - Discover the scope of the problem
  - Provides a starting point to the EVENT
  - Defines who needs to be a part of the investigation
  - Creates a realistic project plan

## Finding Causes

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- Purpose
  - Understand the problem
  - Creates a broad overview
  - Ensures everyone involved is heard.

## Finding the Root Cause

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- Purpose
  - Uncover the true root cause of the event/problem that occurred.

Latent root cause



## Find solution(s)

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- Purpose
  - To define WORKABLE solutions that eliminate root cause.
- Goal Describe to solution(s)

## Take ACTION

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- Purpose
  - To implement the solutions.

## Measure and Assess

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- Purpose
  - To measure the effectiveness of the implemented solutions
  - Review if further work is needed
  - Close the RCA

## RCA by any other name

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- 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

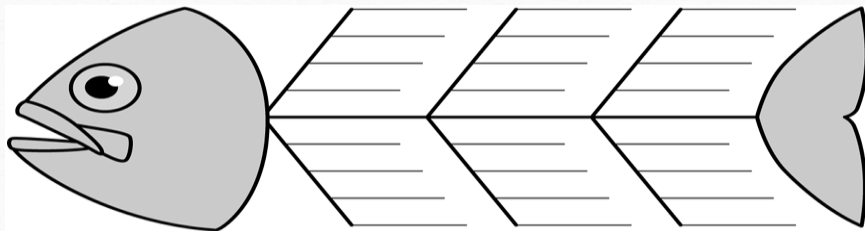
## Review the Steps RCA

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

## Fish bone

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## Find the Root Cause

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- 4 STEPS
  - Categorizing and grouping of the possibilities
  - Constructing cause and event tree
  - Analyzing the possible causes
  - Collating the findings

## More tools

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- 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



## Examples Solutions

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- A new process
- A new piece of equipment
- A new skill or competency
- A quality system
- A fool proofing device
- Increased accountability

## Steps in taking action

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- Analysis of the implementation setting or evaluate the climate for change.
- Organize the implementation effort.
- Make a plan that covers responsibilities, activities, deadlines, and have it accepted by the RCA team.
- Communicate, Communicate, Communicate Communicate, and create ownership of the changes by those affected and those required to implement the change.
- Implement the solution.

## Evaluate

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- Might seem like an after thought but this is “closing the loop”
- Be critical
- Be patient and don't rush or push to close the project.
- The evaluation may lead to an over all implementation or a revisit to the 1<sup>st</sup> step Analysis

## R.C.A.

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- QUESTIONS ????
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