RCA^2

BETSY LEHMAN CENTER
for Patient Safety and Medical Error Reduction

RCA-squared

RCA²

Improving Root Cause Analyses and Actions

NPSF
National Patient Safety Foundation®

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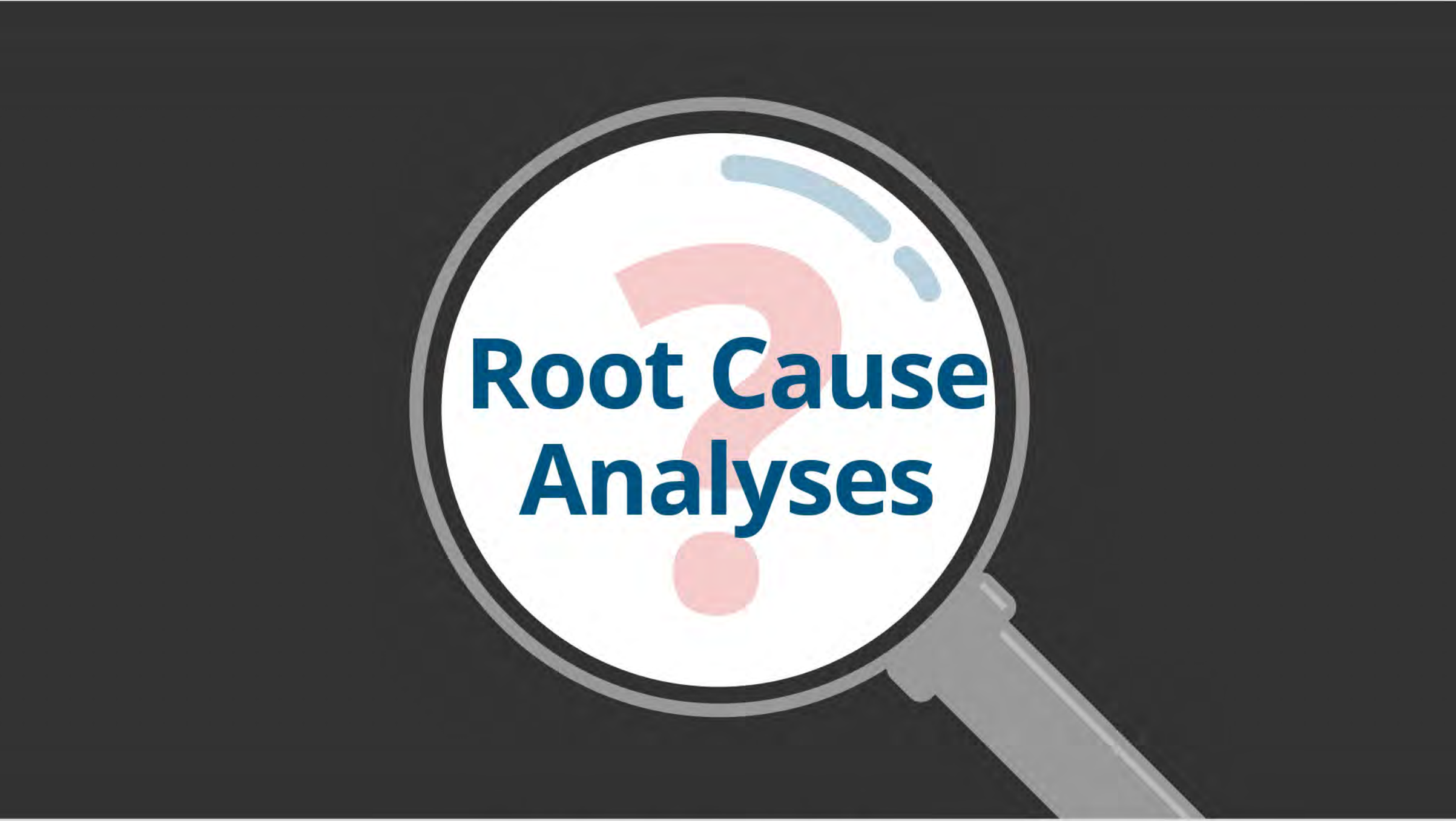

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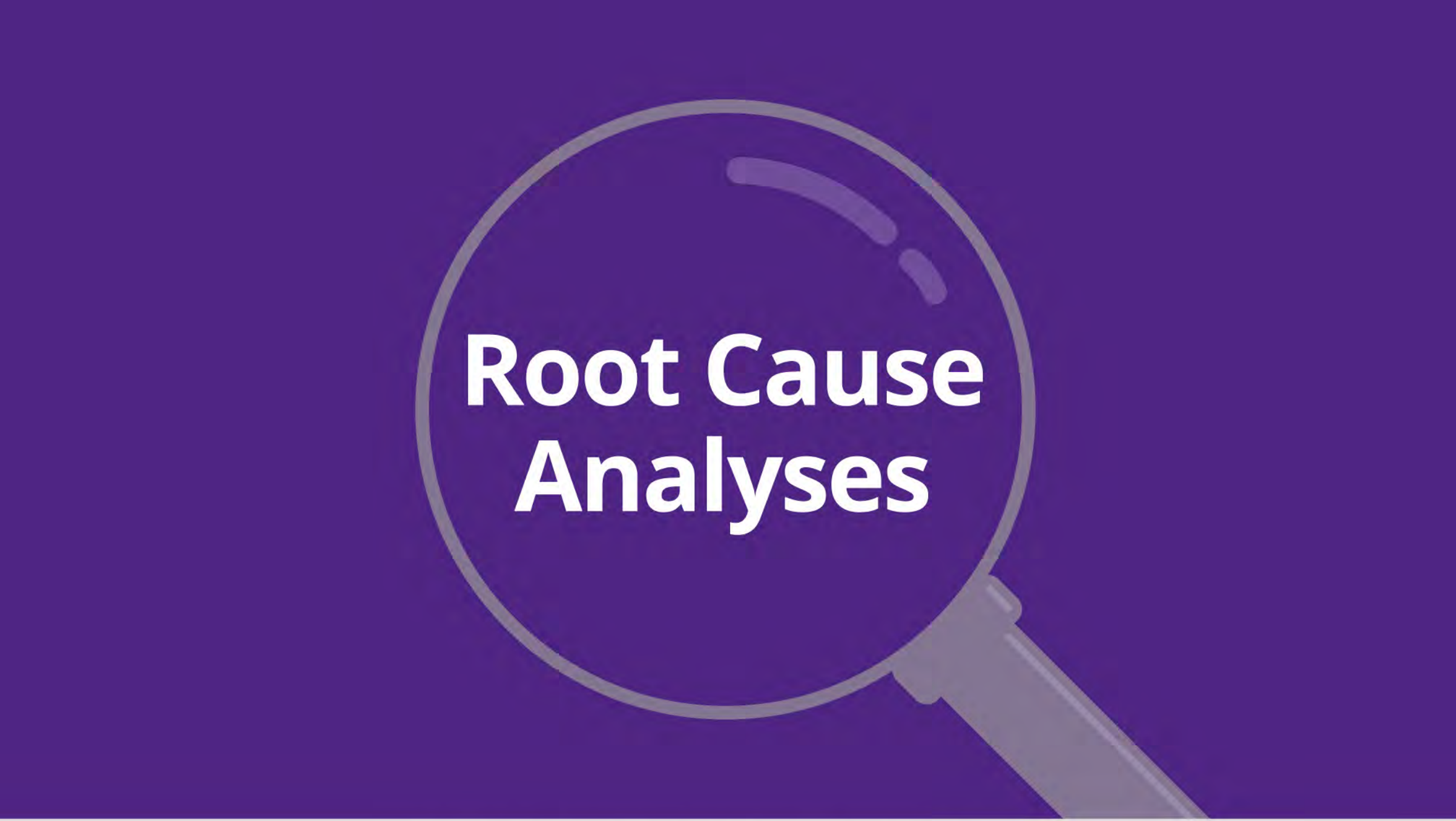
That’s why the National Patient Safety Foundation created RCA-squared.



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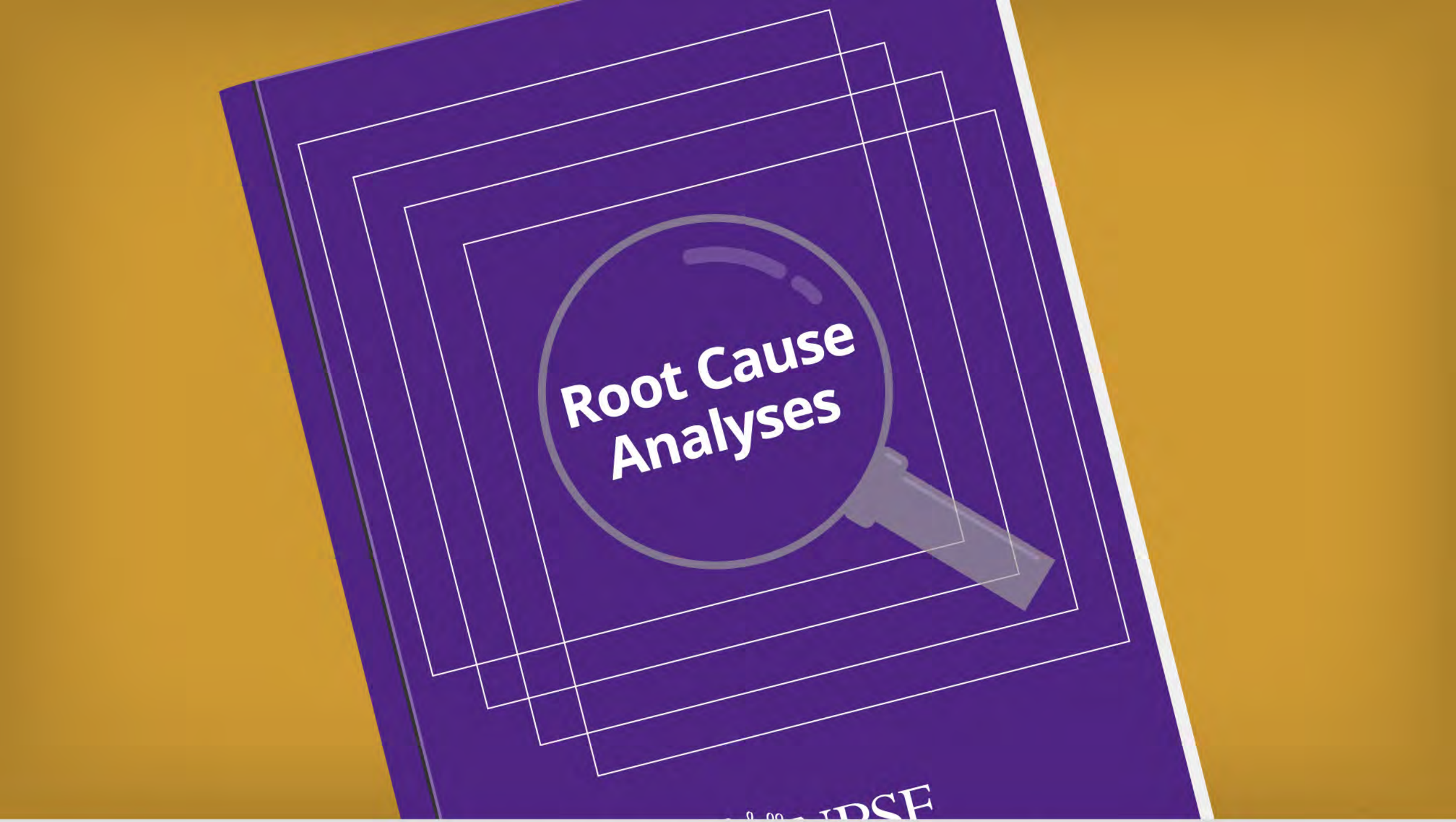

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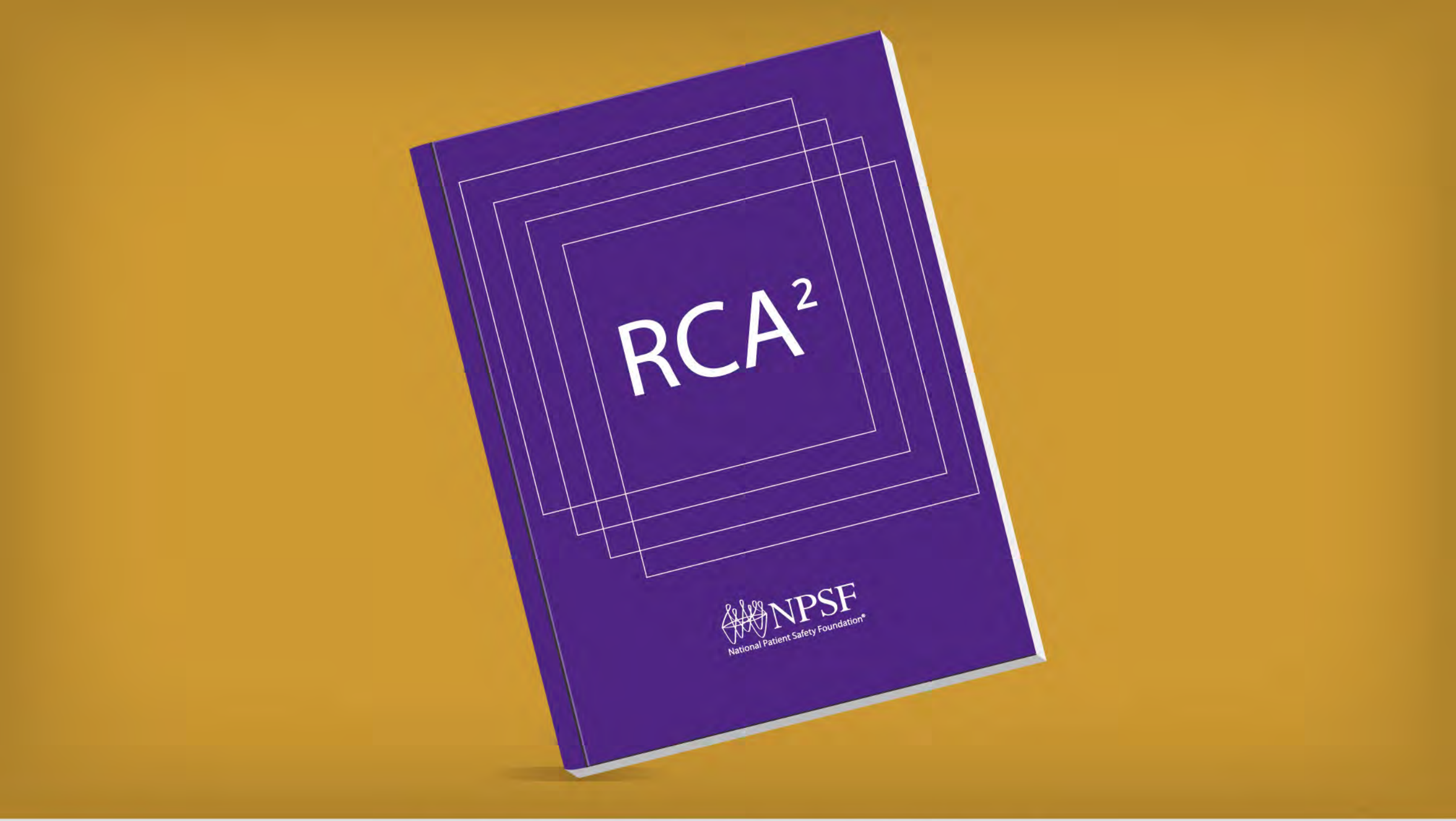

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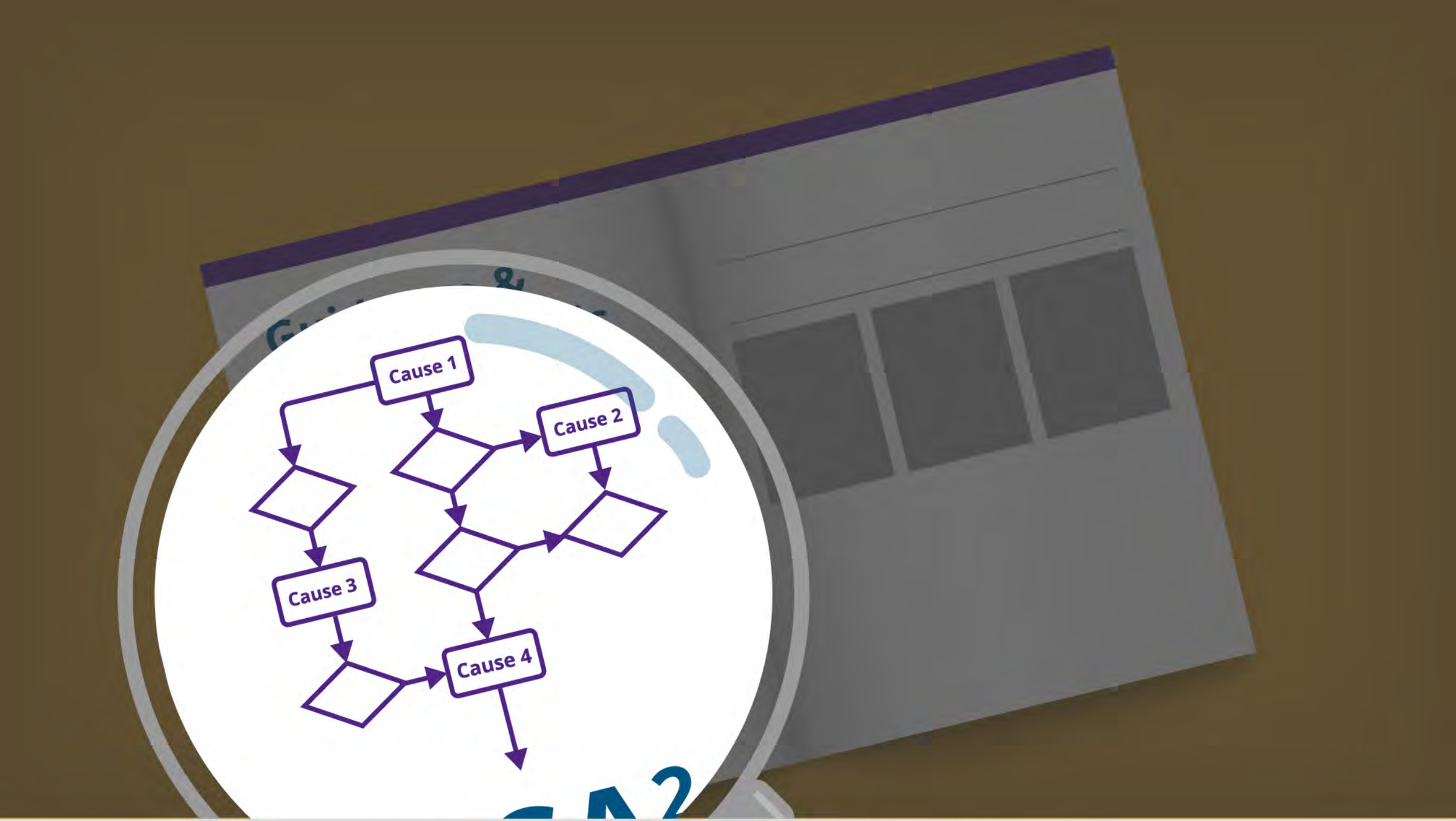
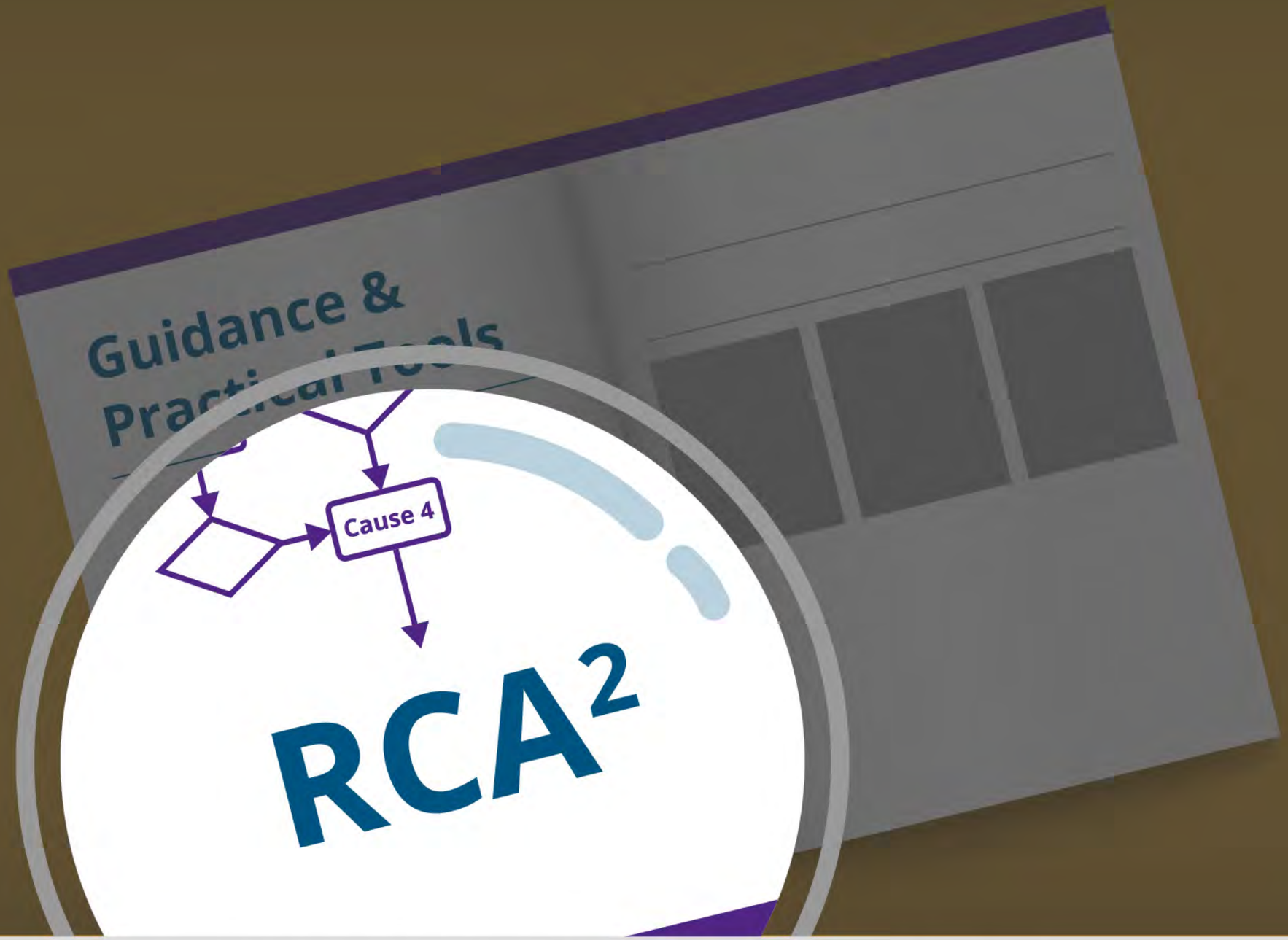


helping you dig deeper to identify all possible causes of a patient safety event.



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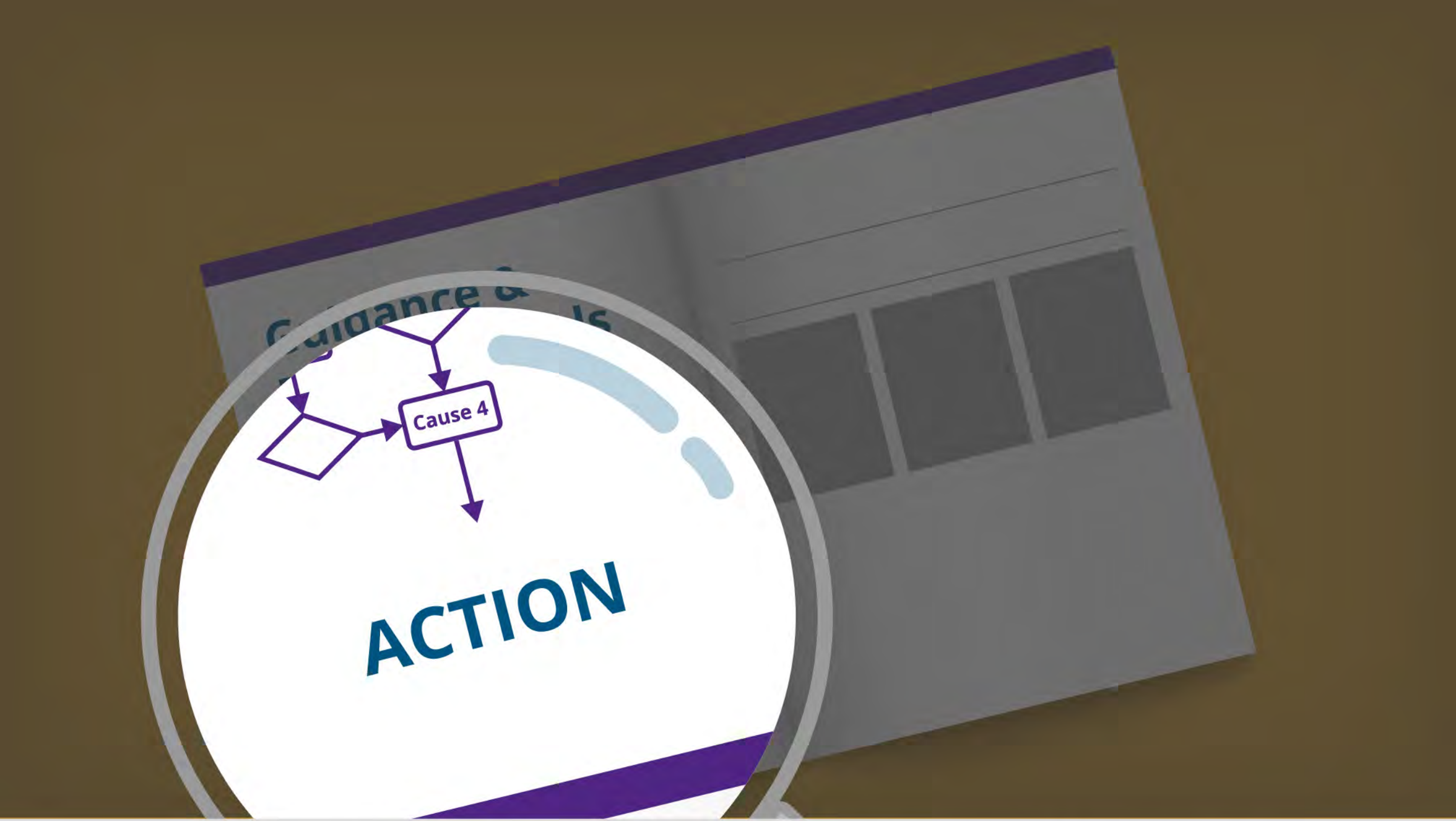
Plus, RCA-squared adds a second “A” for ACTION to make sure your work produces improvements to prevent future harm.



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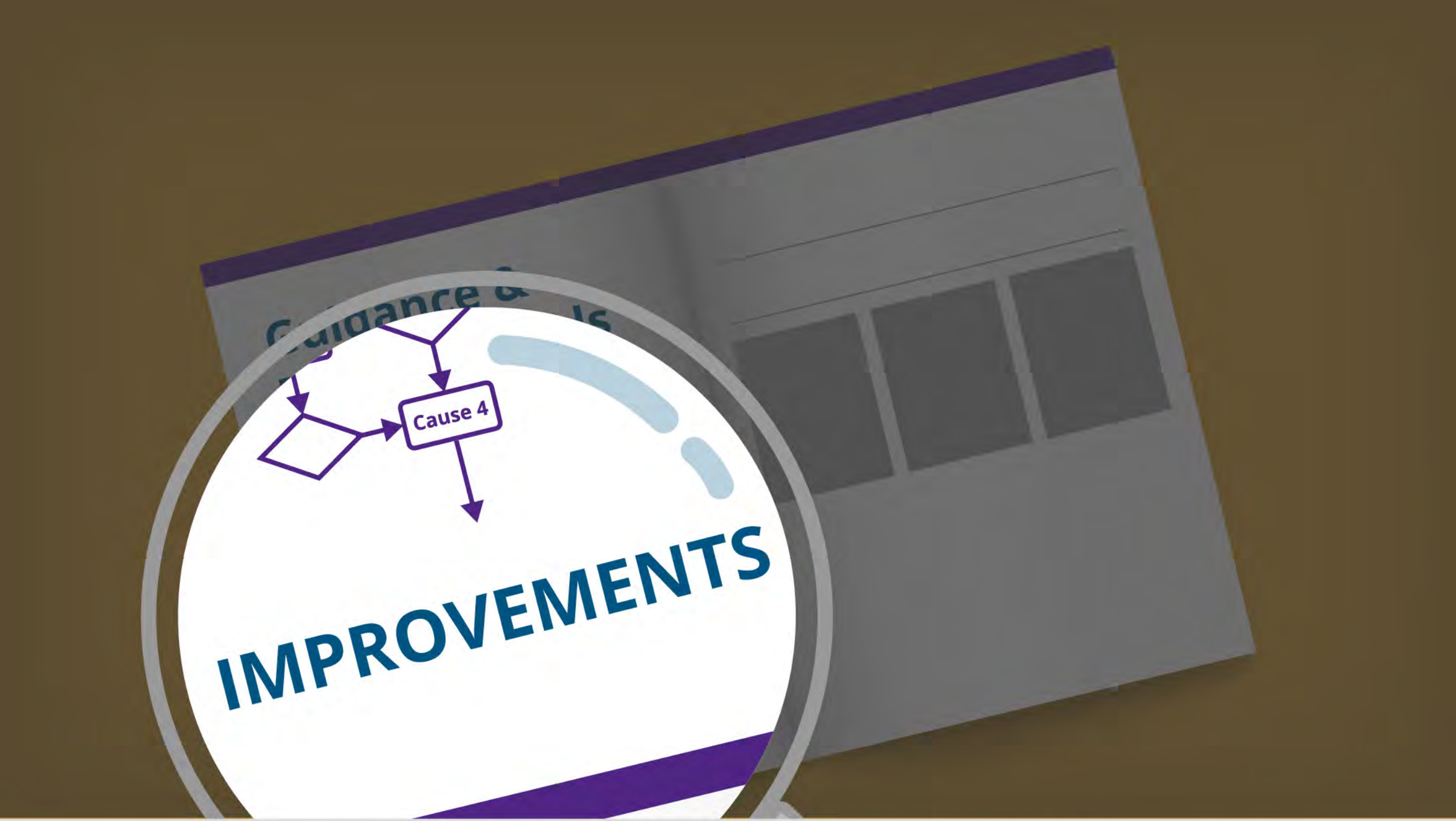
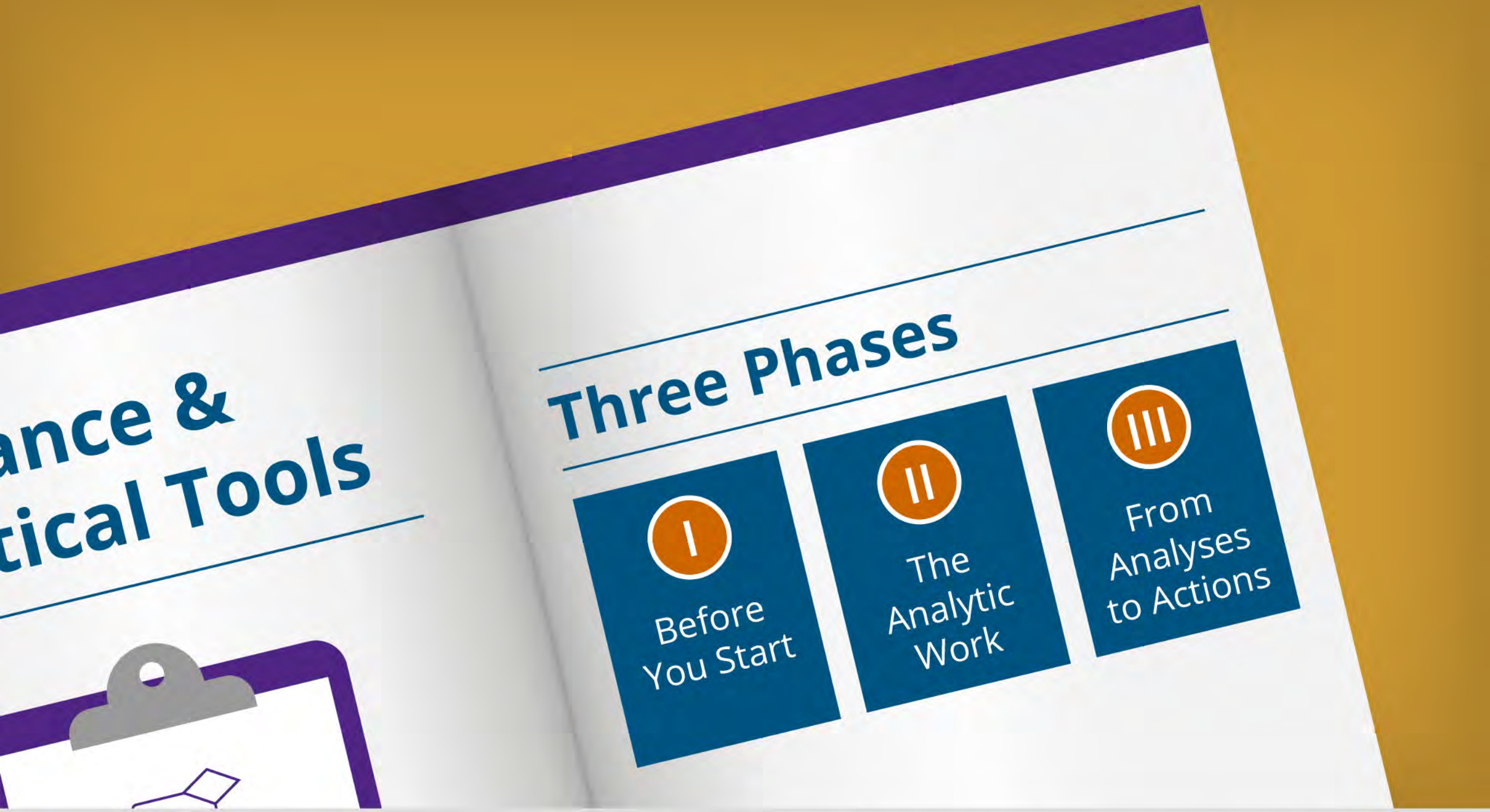


Plus, RCA-squared adds a second “A” for ACTION to make sure your work produces improvements to prevent future harm.

The RCA-squared process is divided into three phases:

Ground work before you start, the analytic work, and turning your analyses into actions.
(Hovers briefly over each of the 3 steps, then moves off camera to the right)



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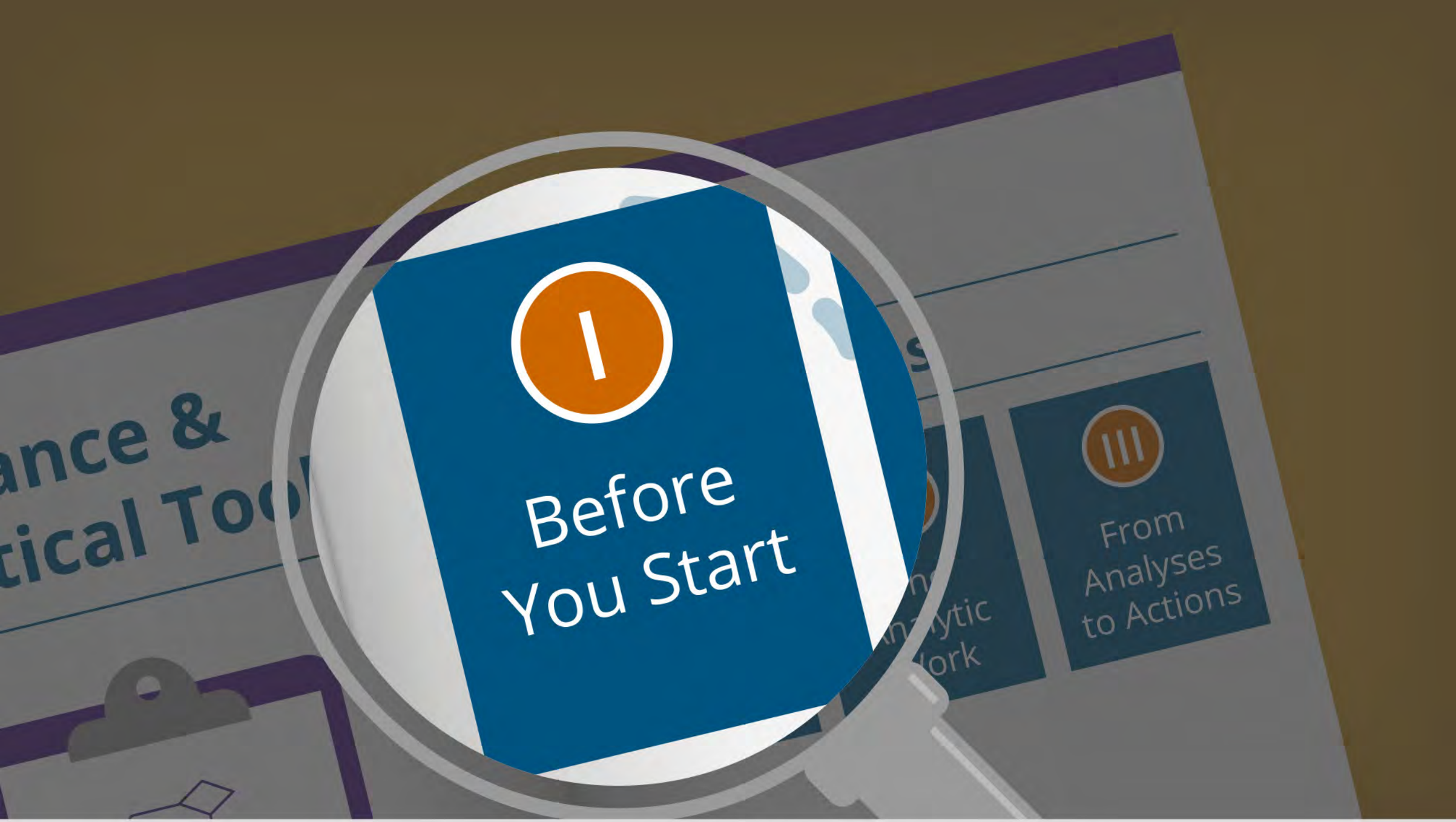

The process will go more smoothly if you have two key pieces in place before you start.

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I

Before You Start

First, you need strong commitment to the work and buy-in from leadership.

And you need a safety assessment policy to help determine which events to study using RCA-squared.

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The analytic work begins right after an adverse event or near miss has occurred.

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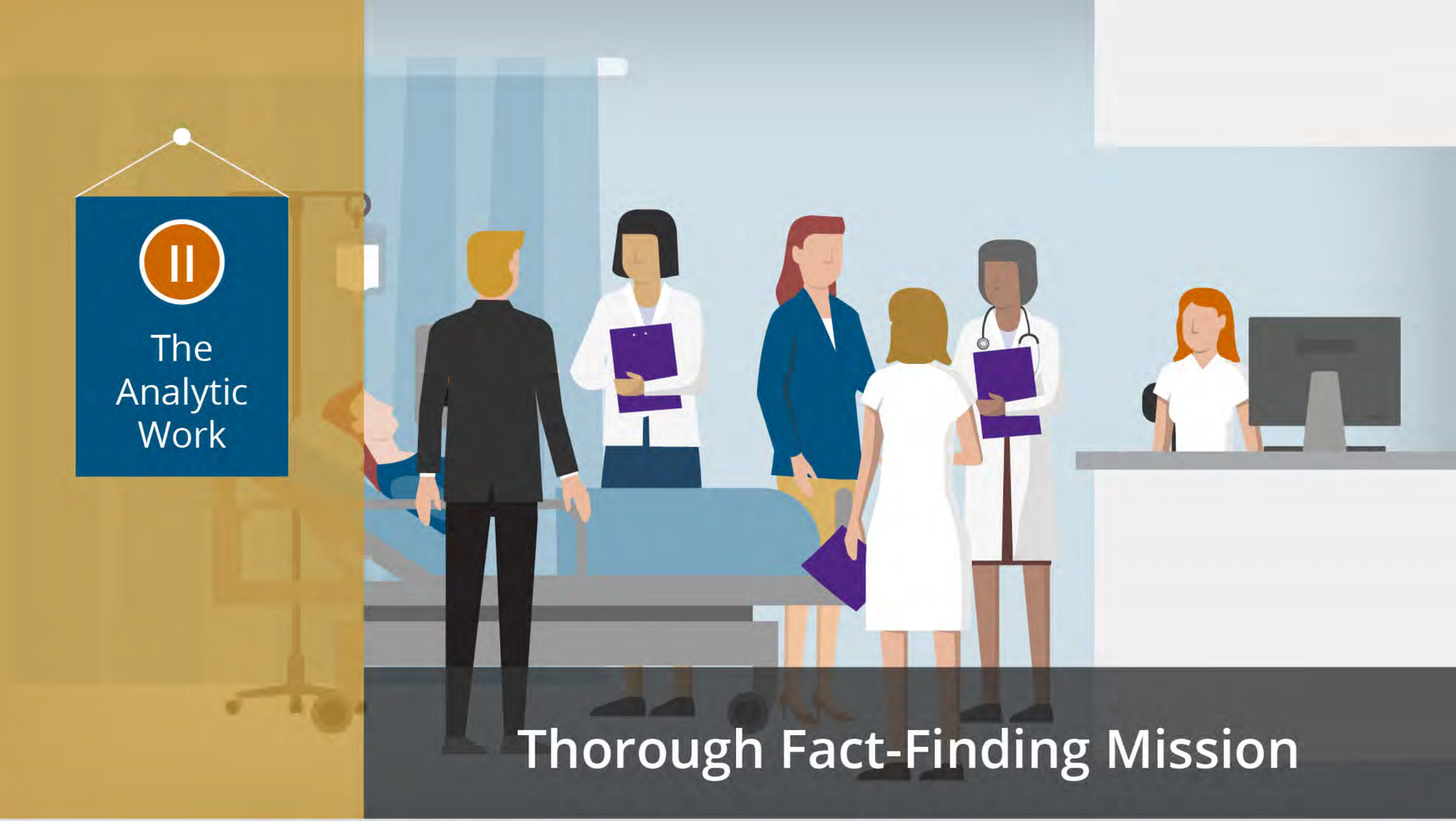
II

The Analytic Work



Thorough Fact-Finding Mission

Gather a strong, multidisciplinary team to lead a thorough fact-finding mission to determine what happened.

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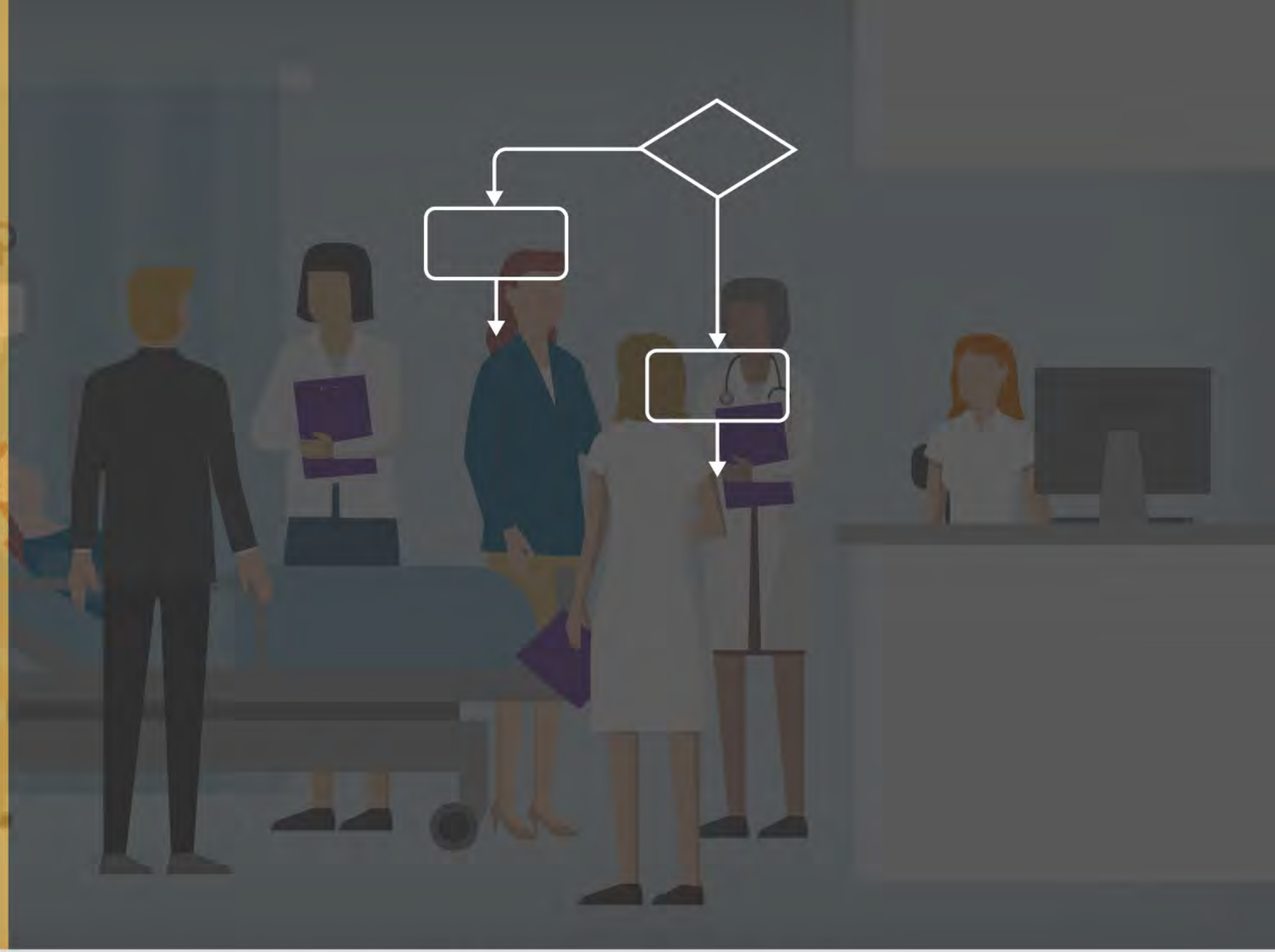

Put together a chronology or flow diagram based on what is already known about the event.

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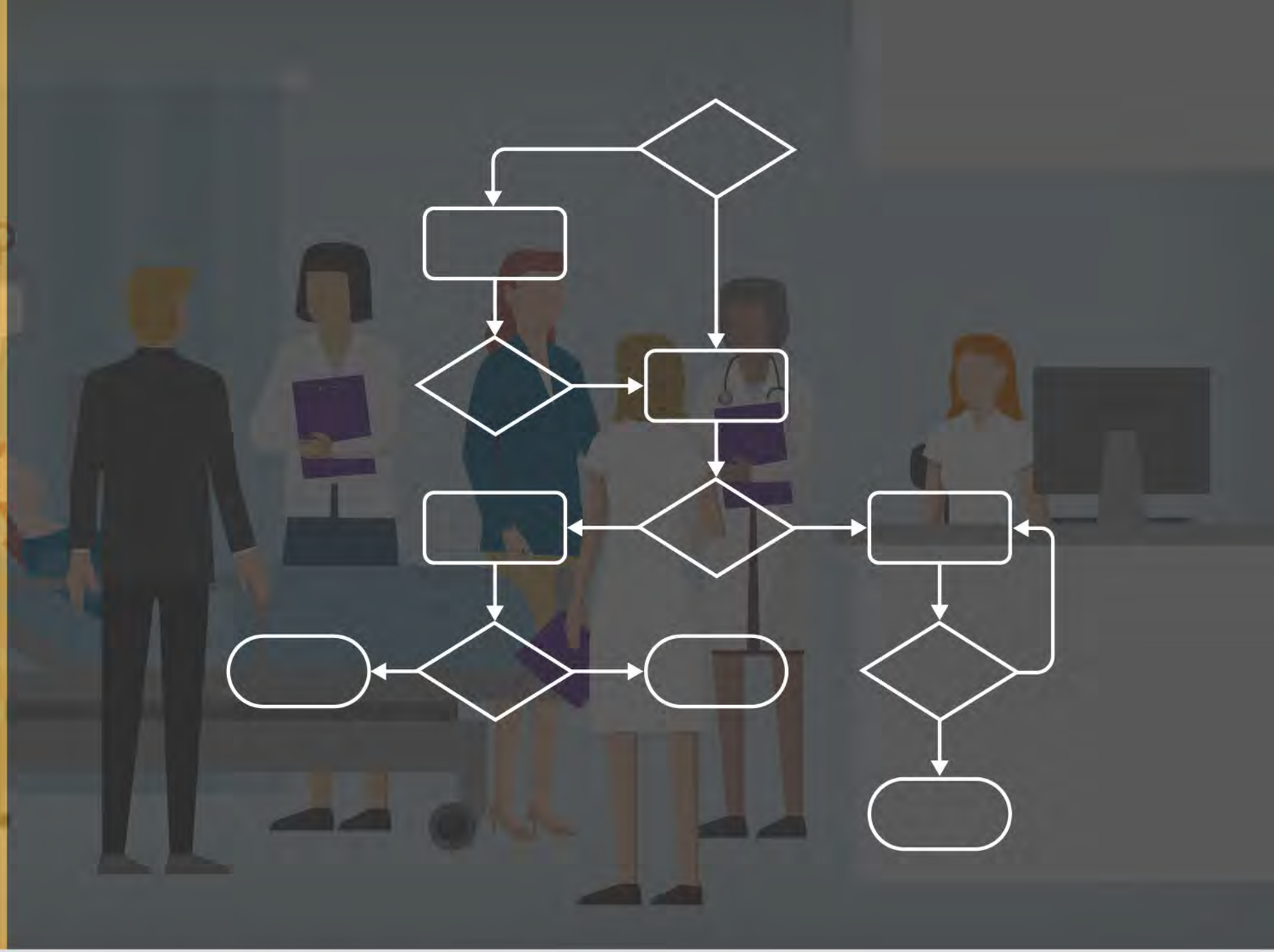

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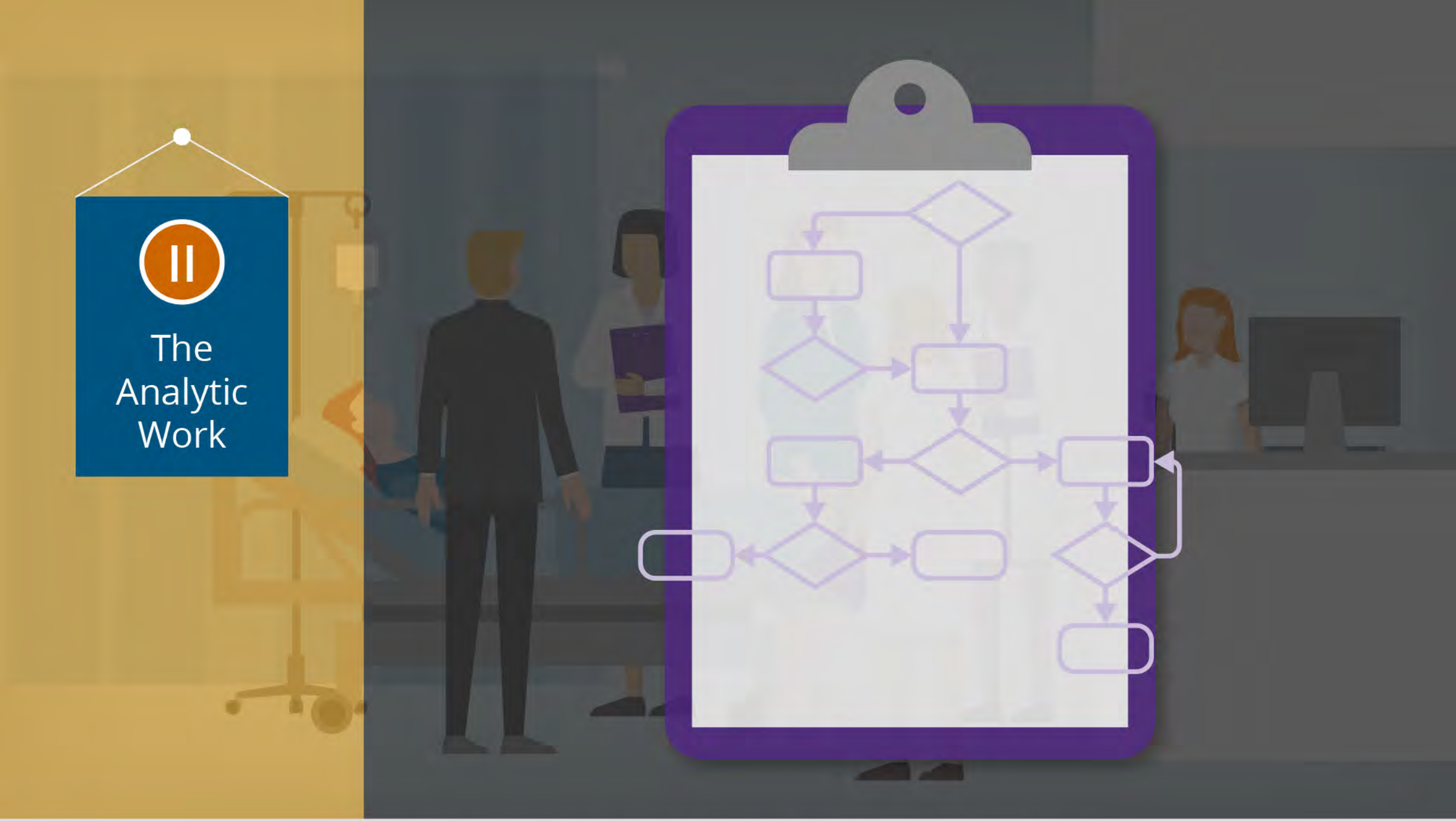

From there, the team draws up a list of questions covering every aspect of the event:

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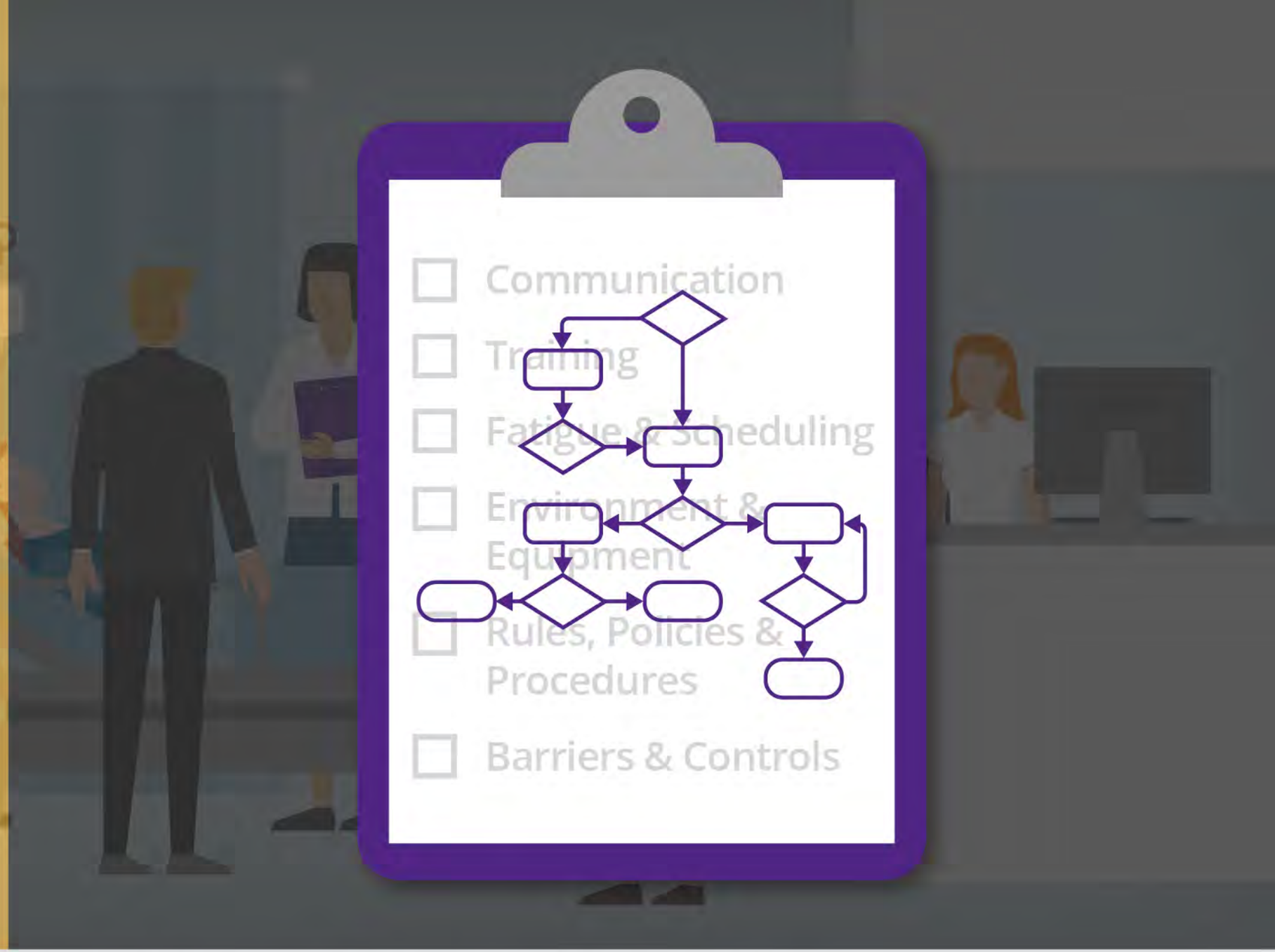

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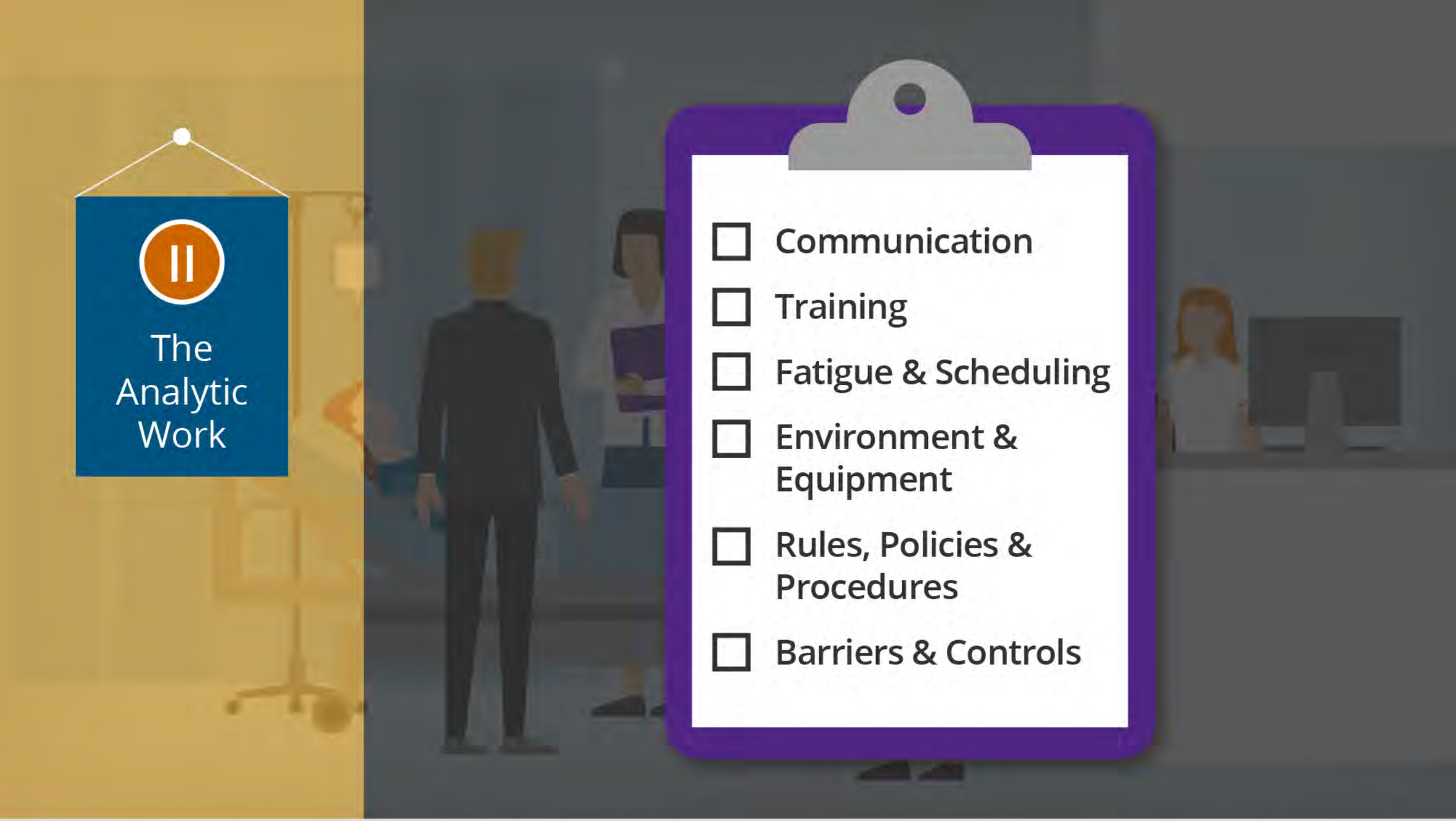
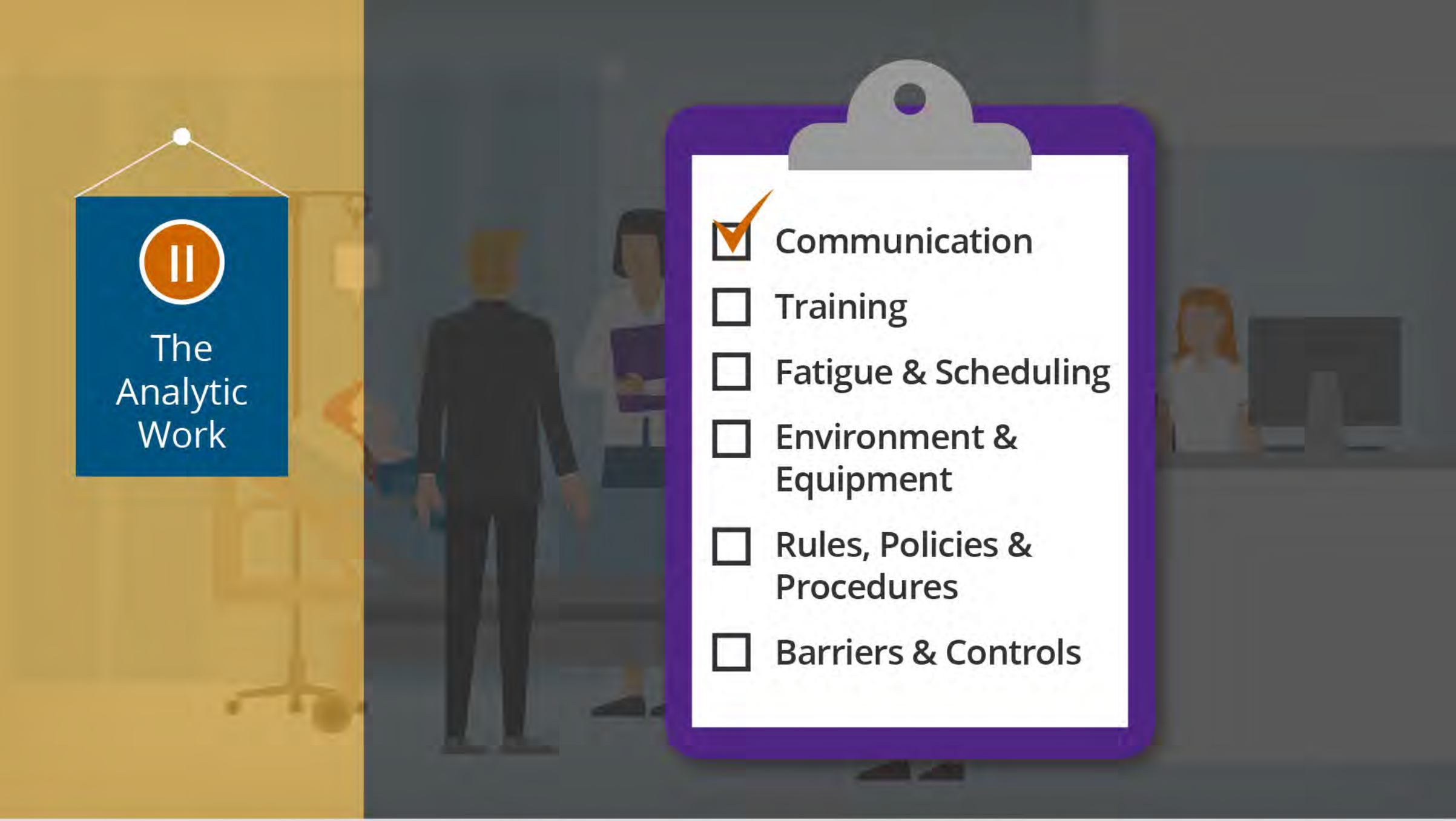


Communication, Training, Fatigue and Scheduling, Environment and Equipment, Rules, Policies and Procedures, and Barriers and Controls.

NOTE: We will record this list, but in final cut will not include it in VO to reduce runtime.



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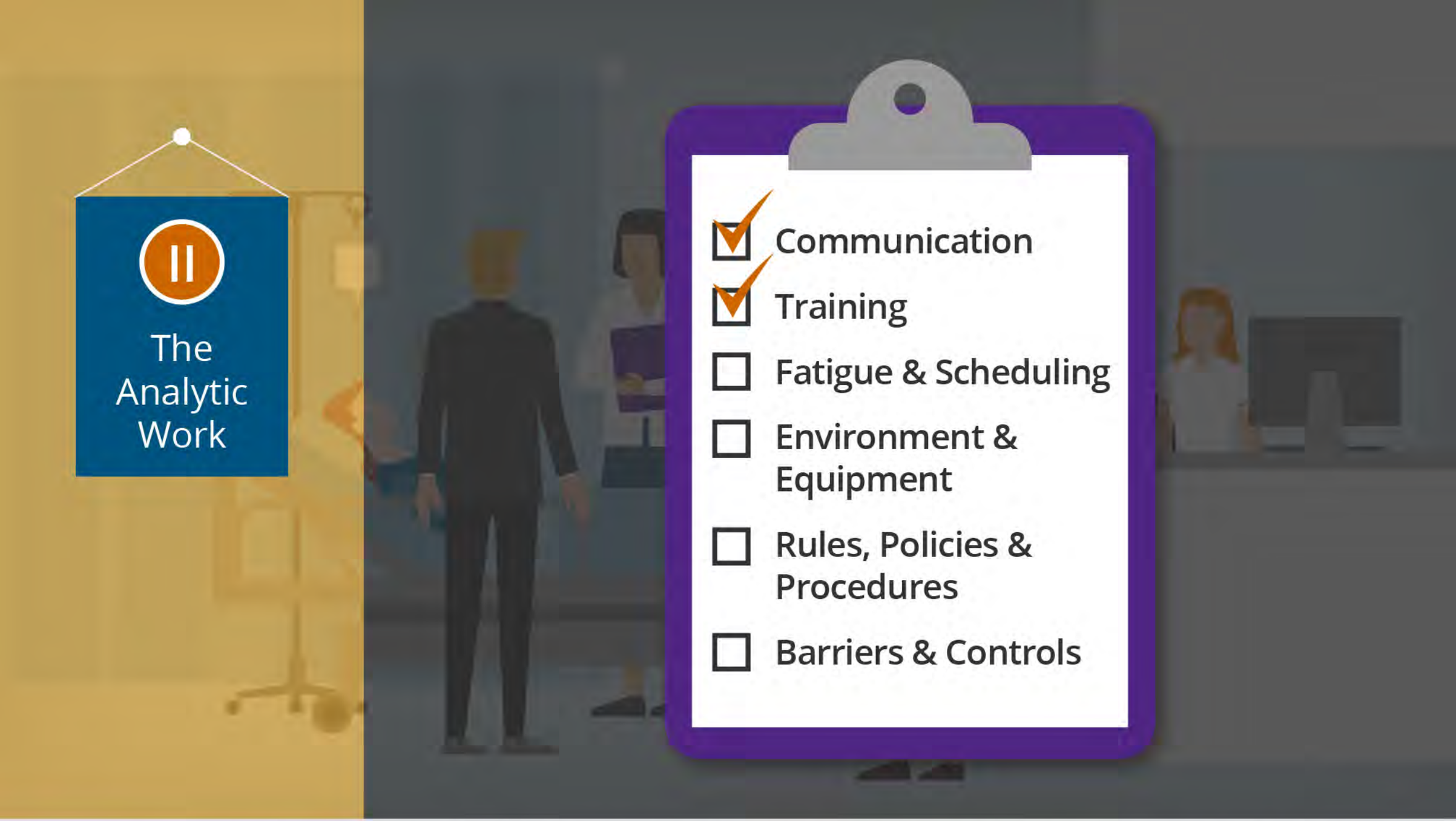

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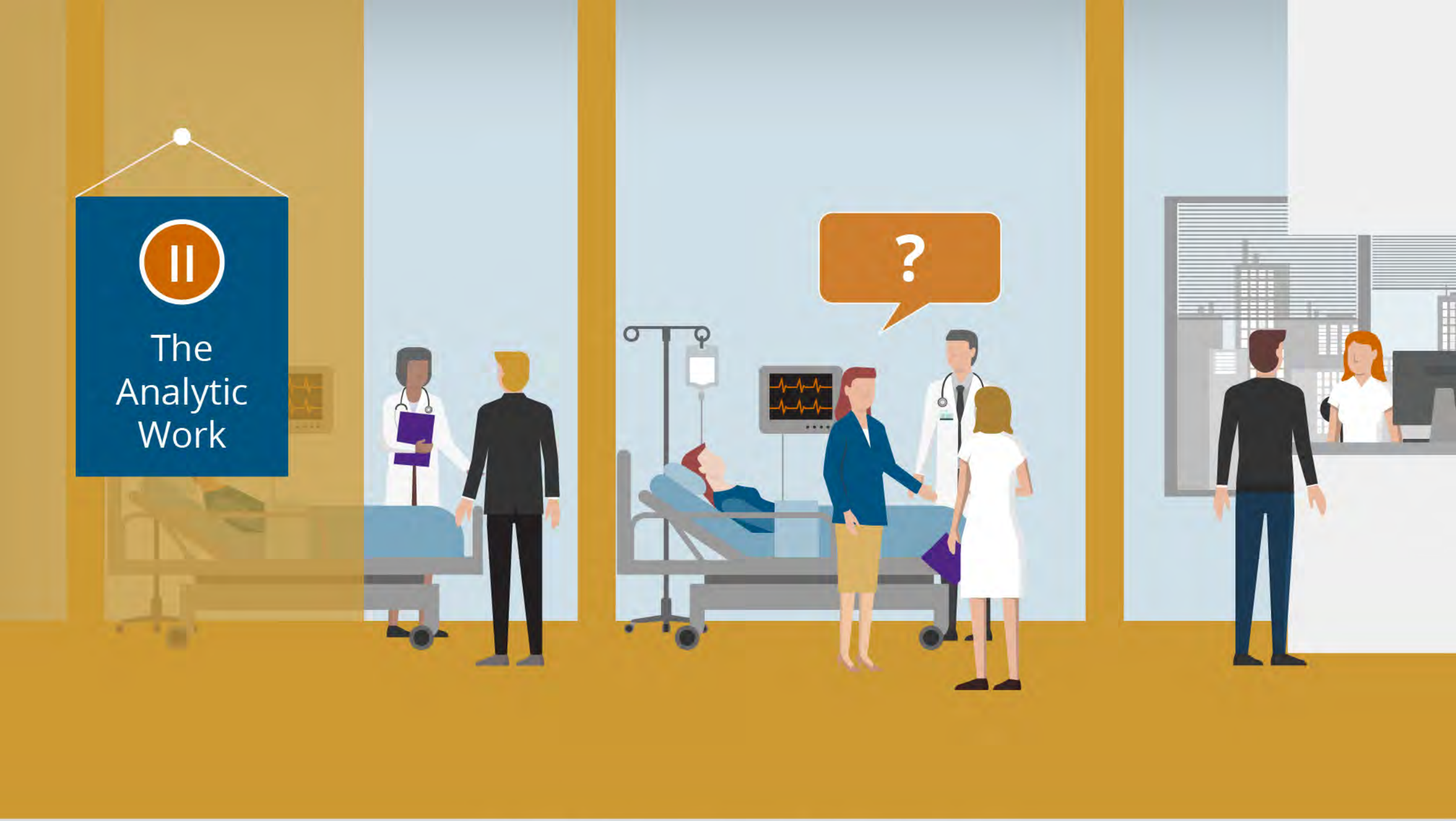
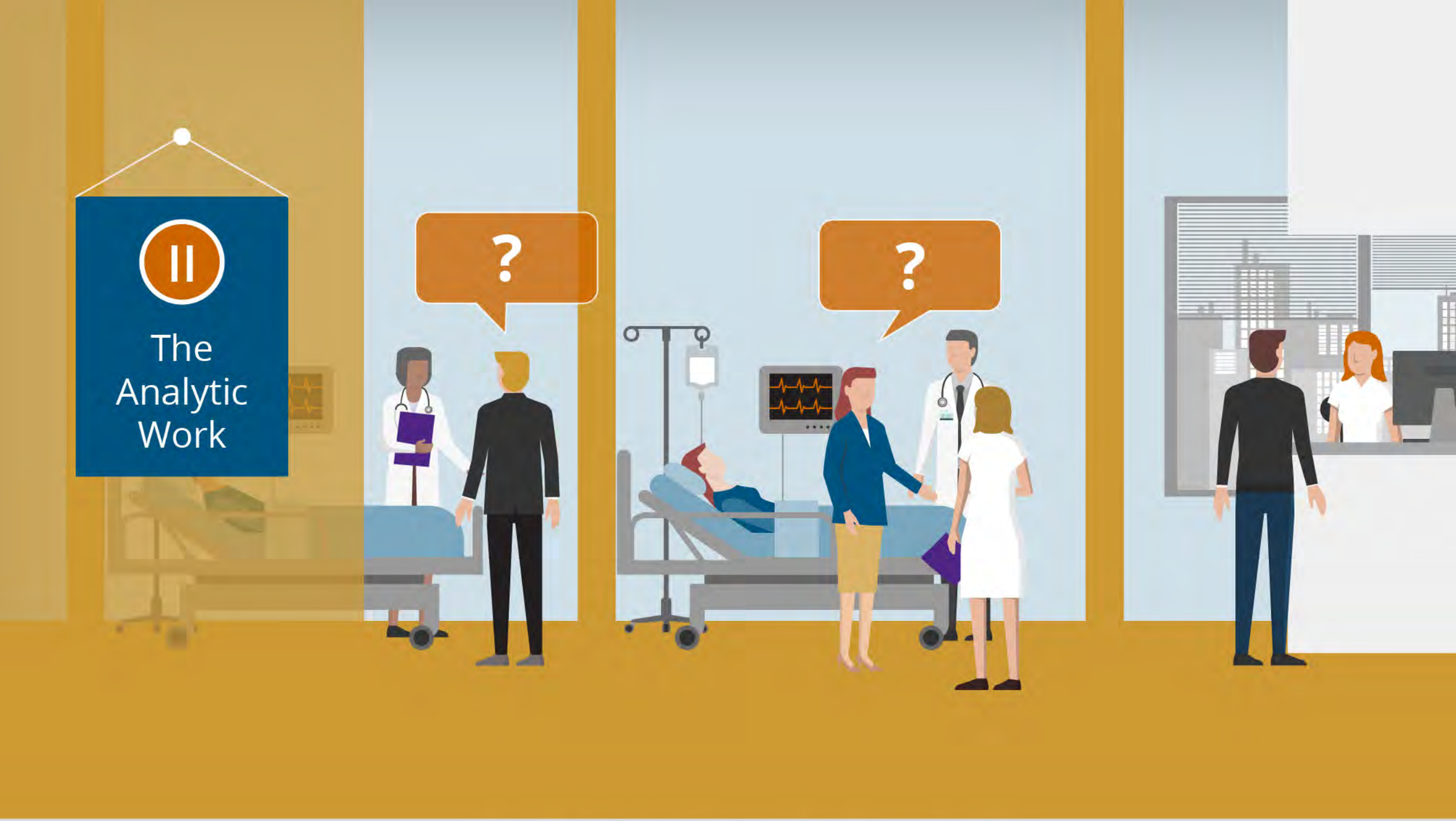


Probe, test, and interview until every question is answered.



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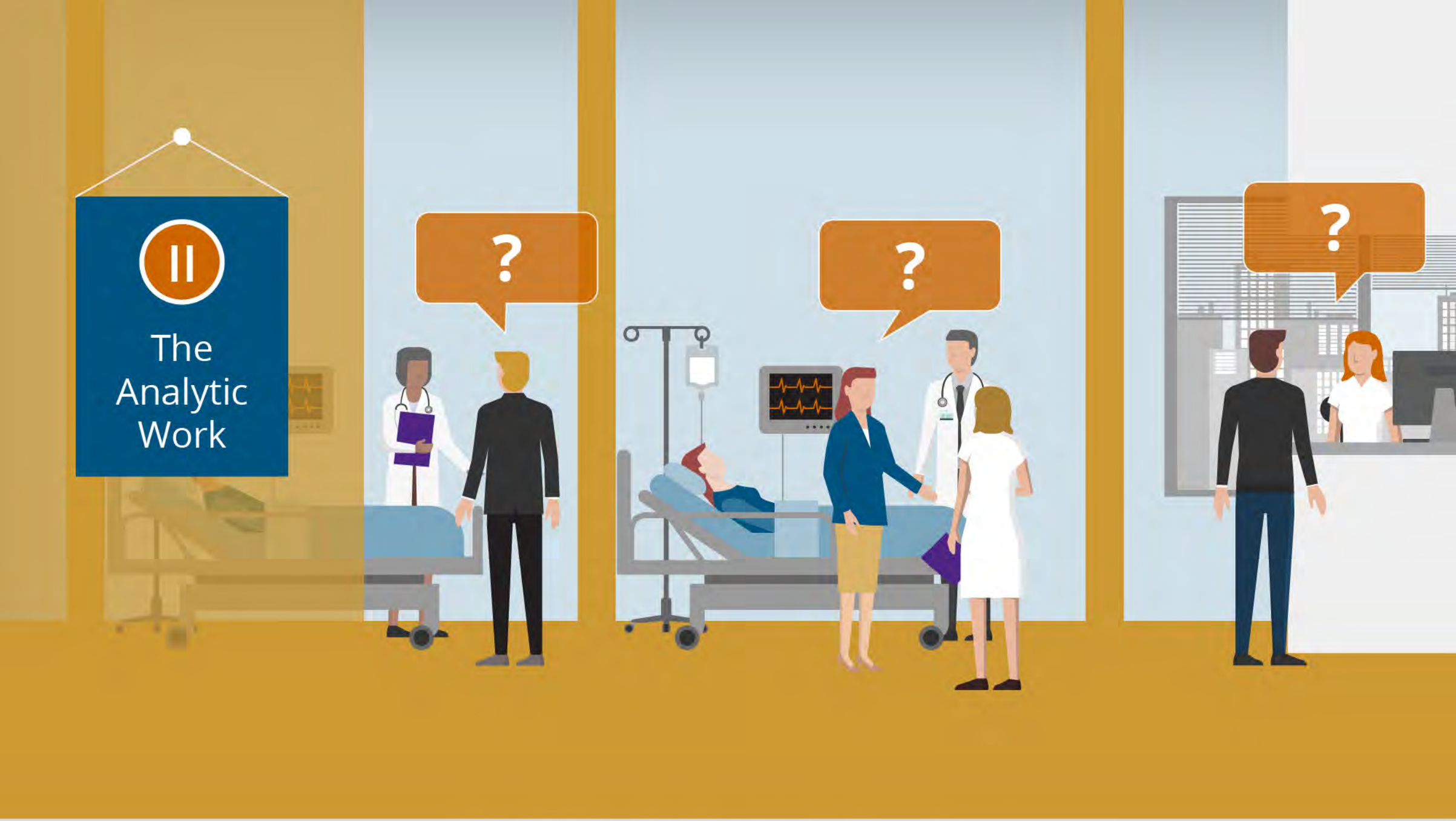

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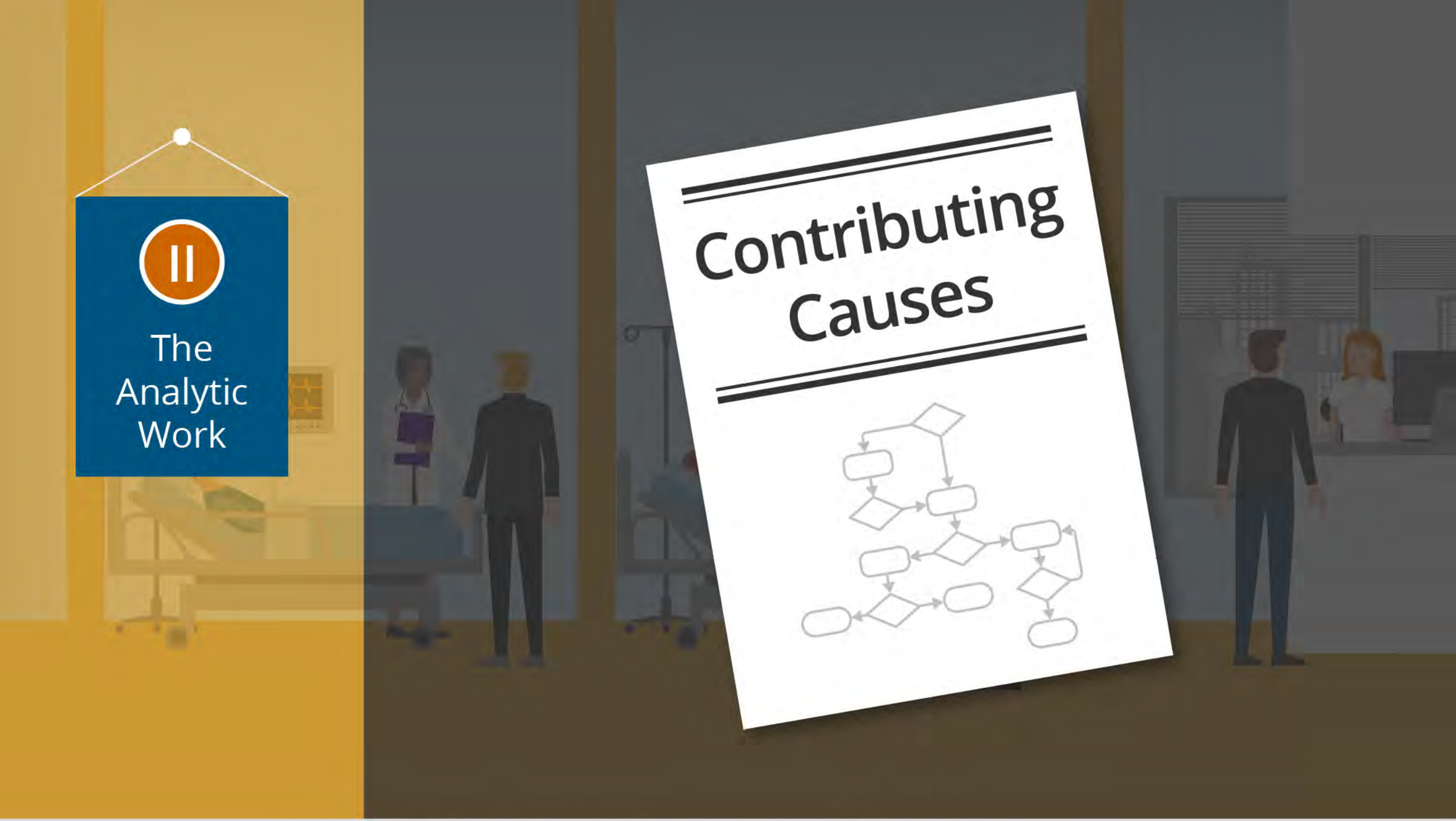

With this new information, the team can document the contributing causes.

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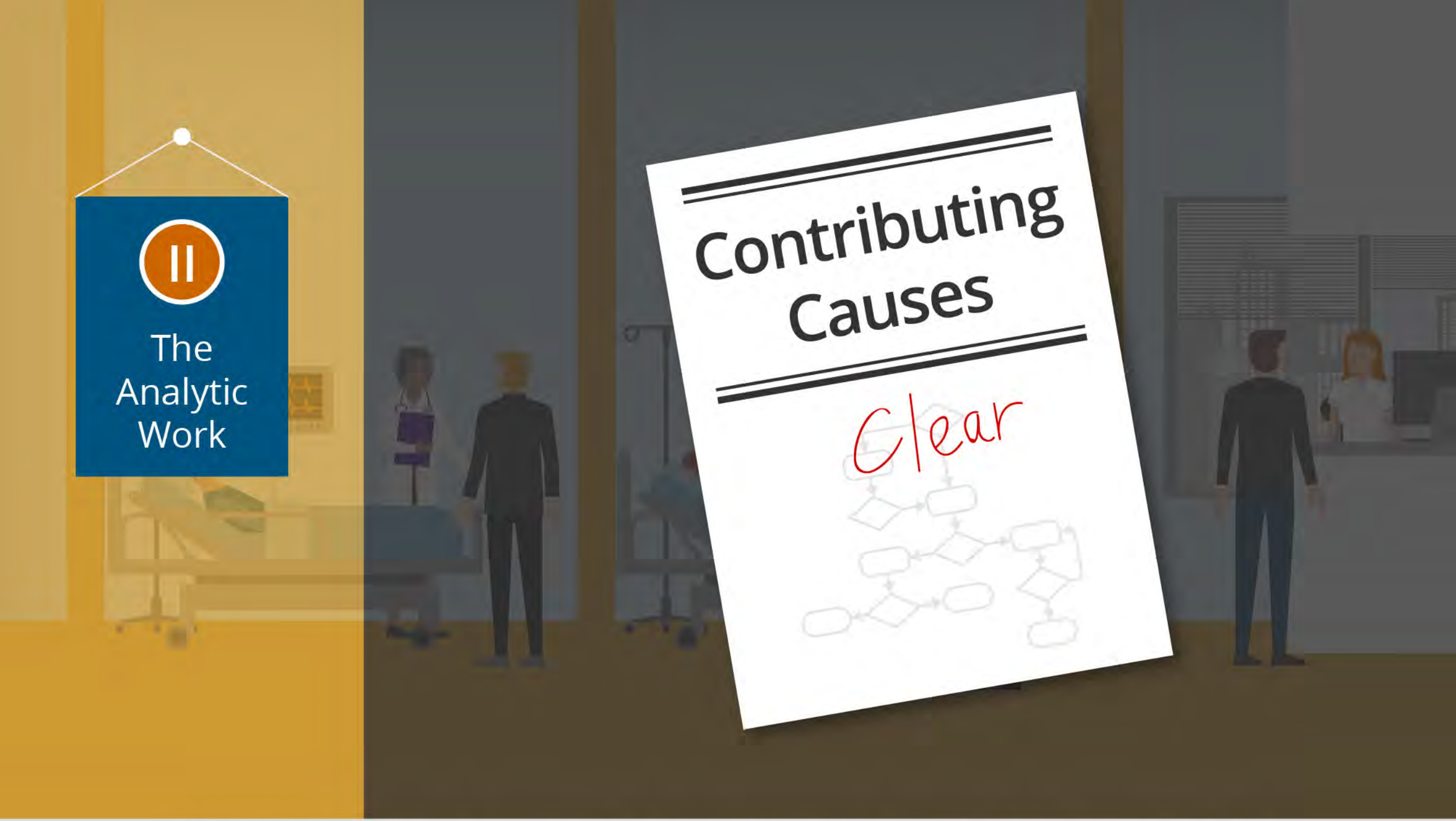
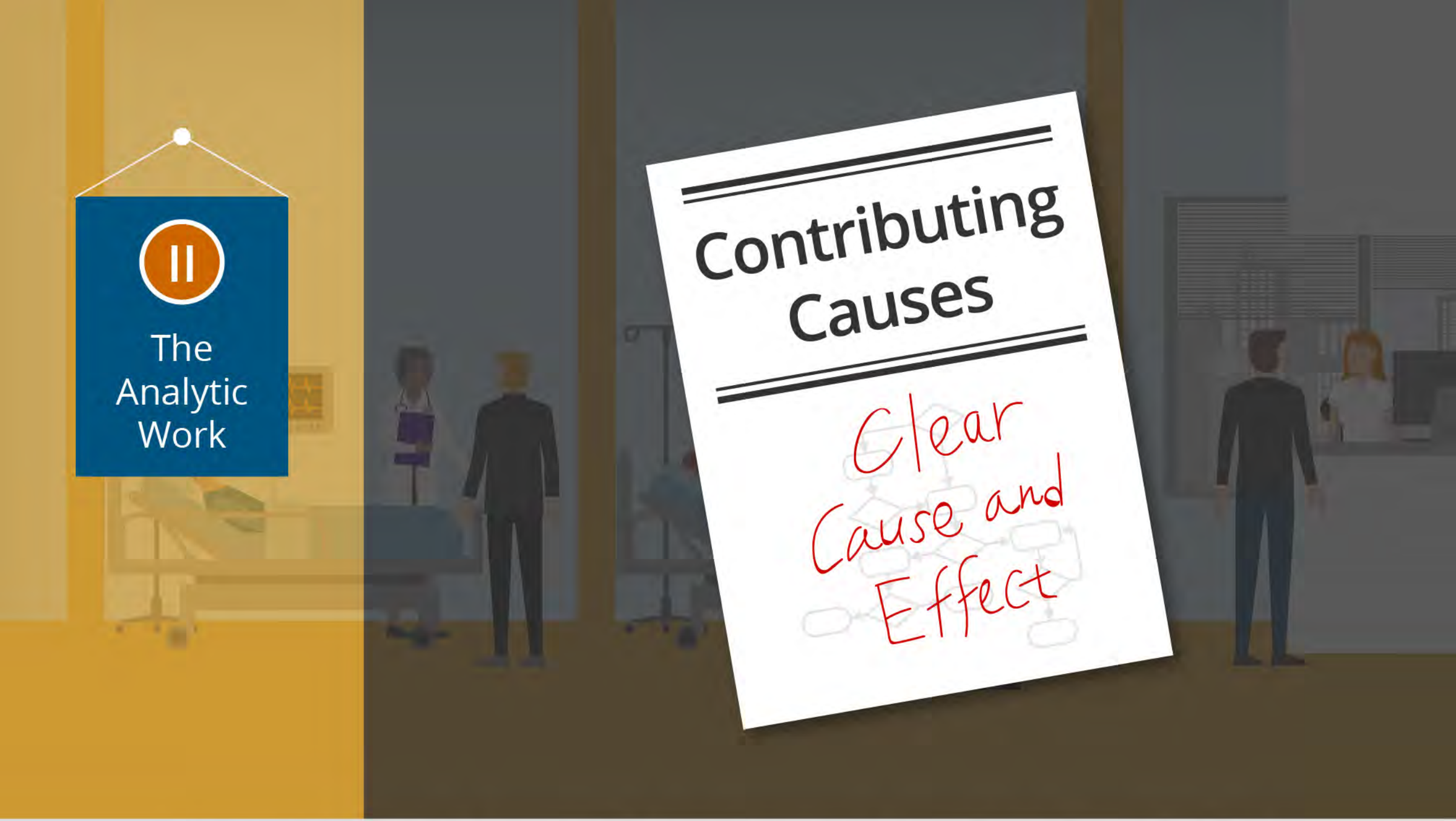


Write statements that draw a clear “cause and effect” relationship between each underlying factor and the events that followed.



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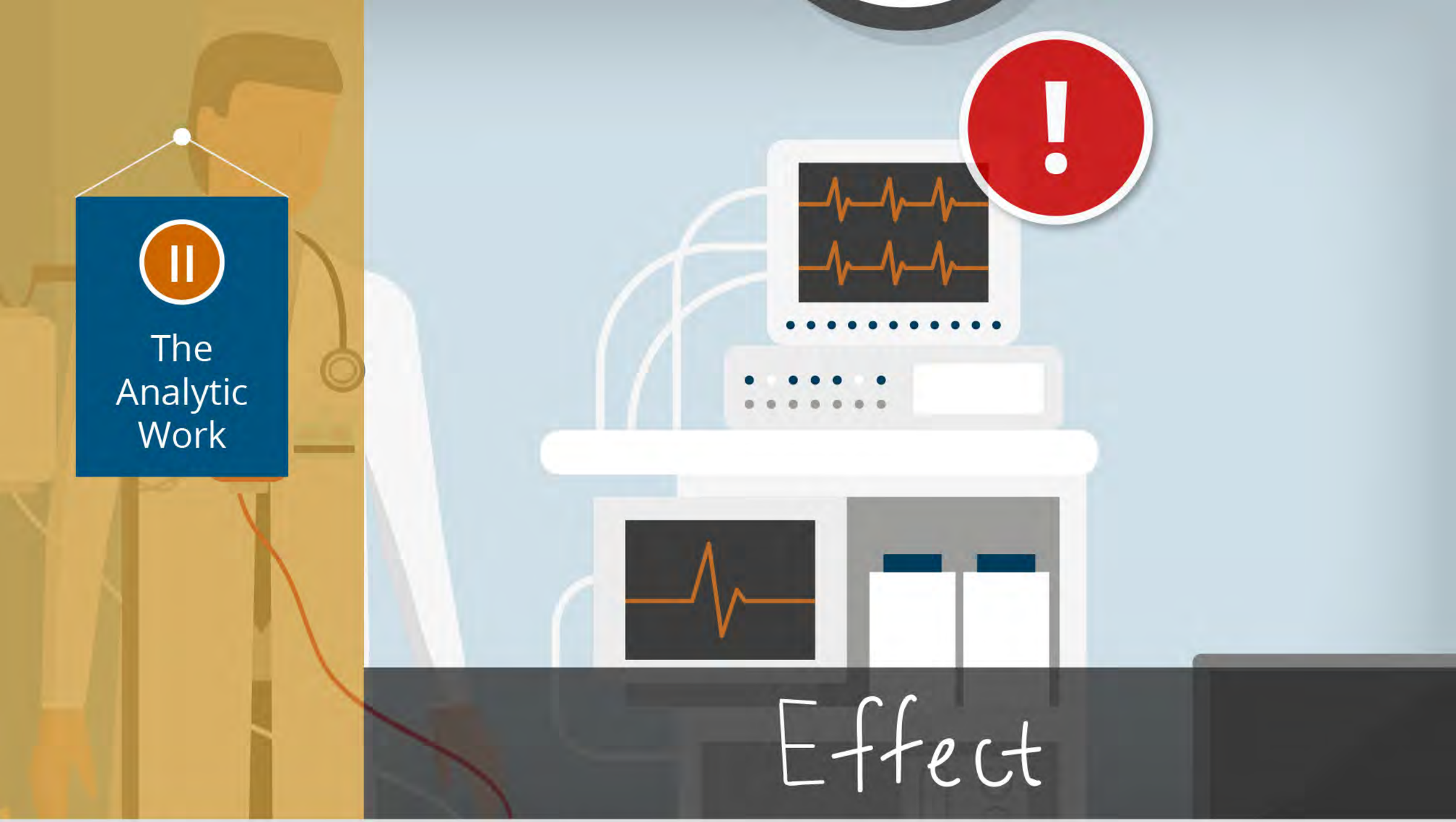

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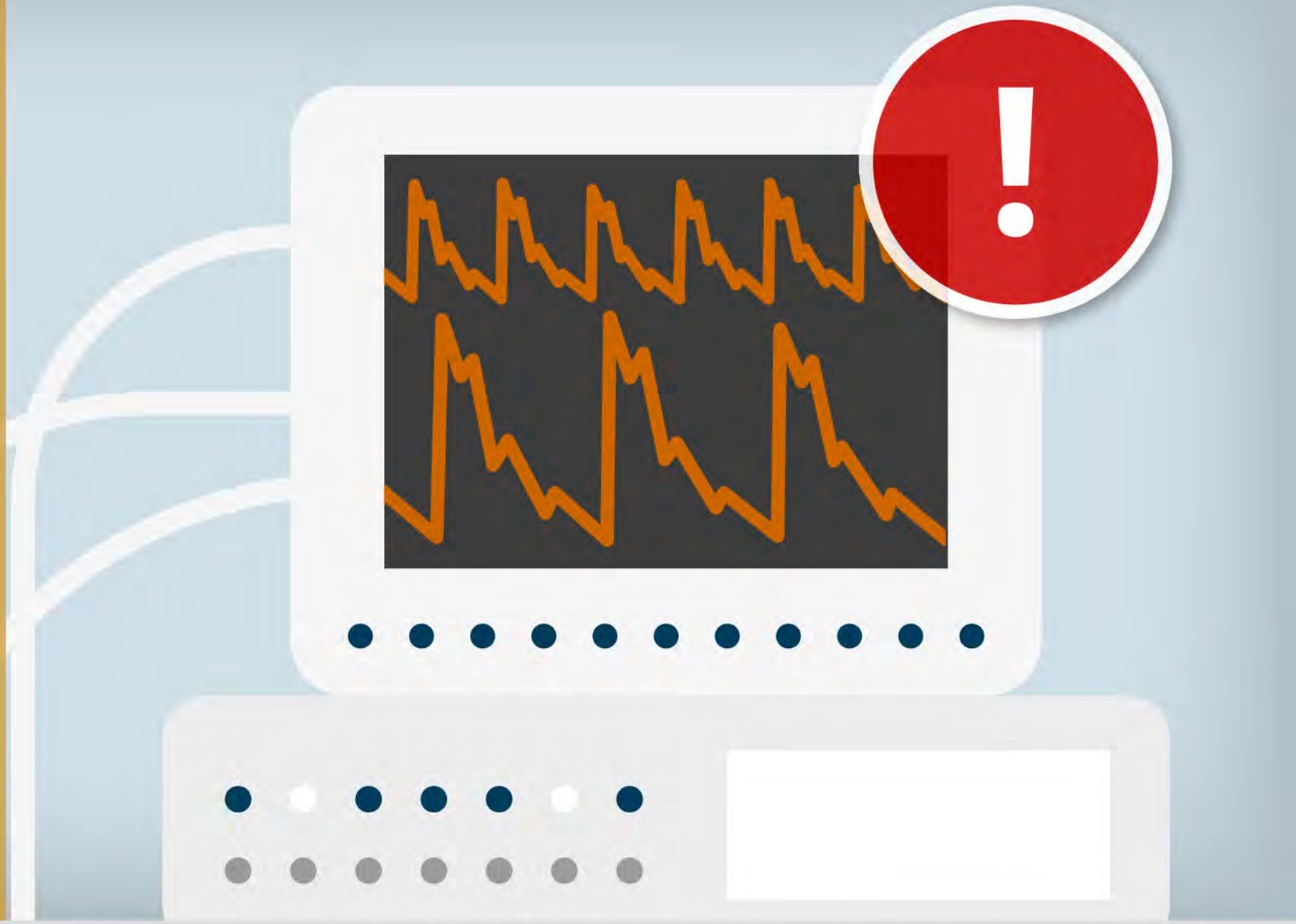

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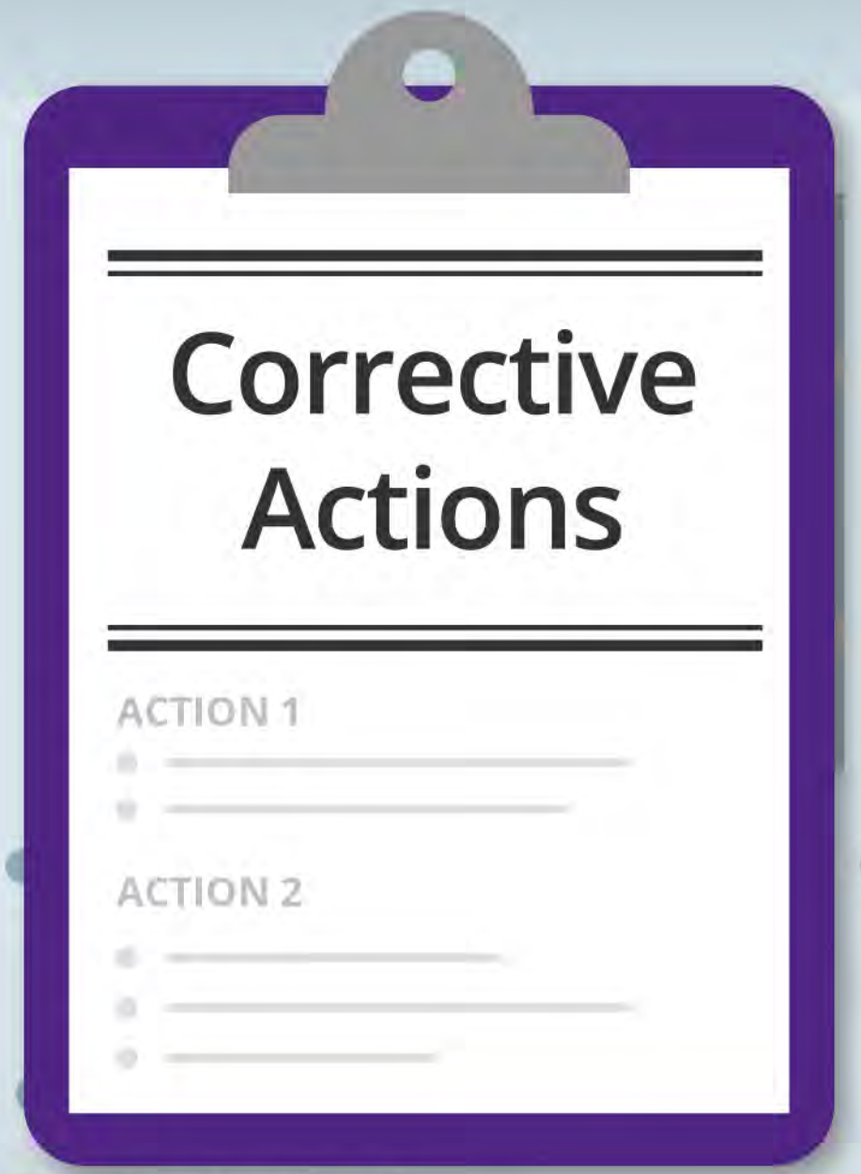

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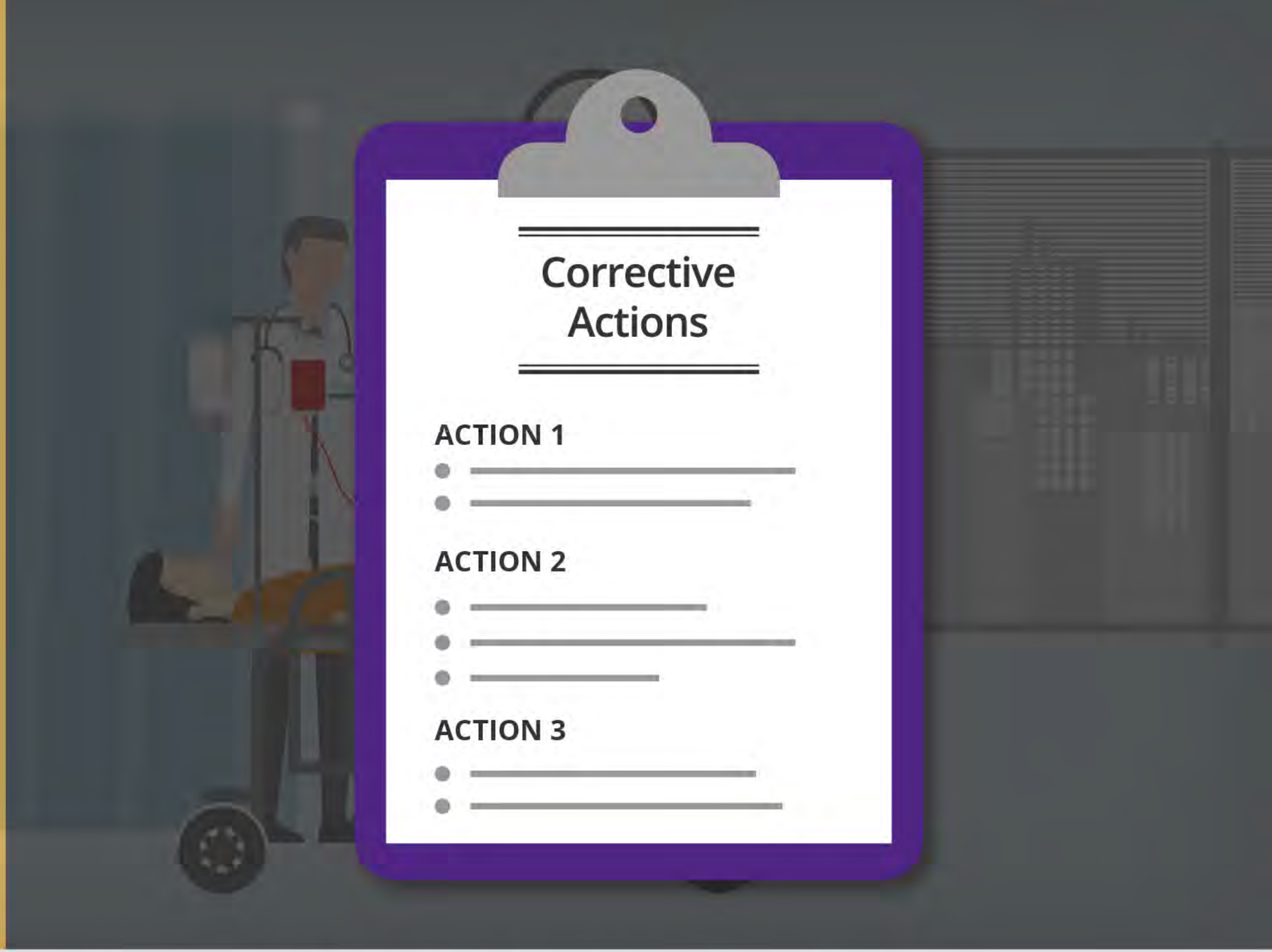

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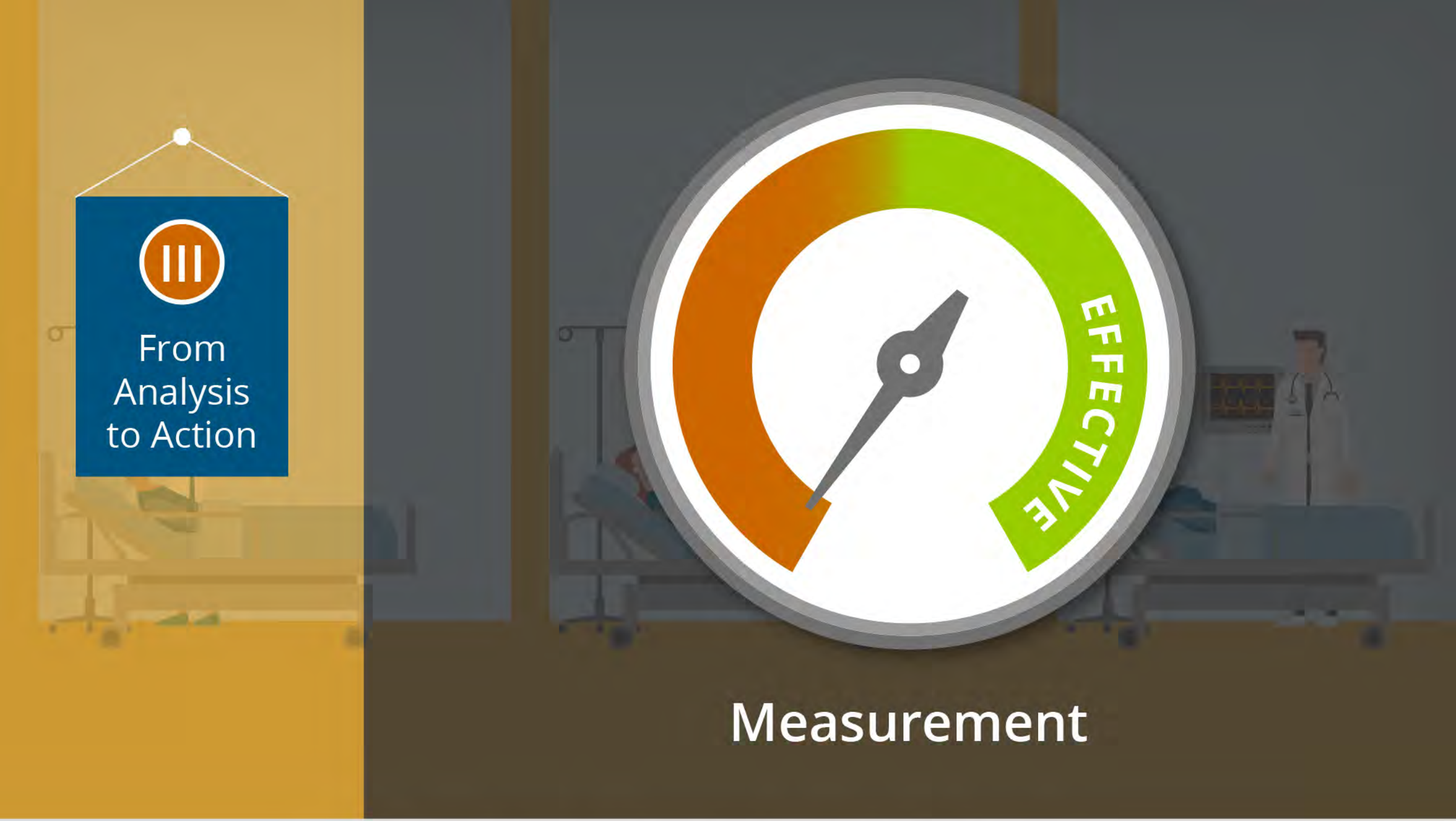

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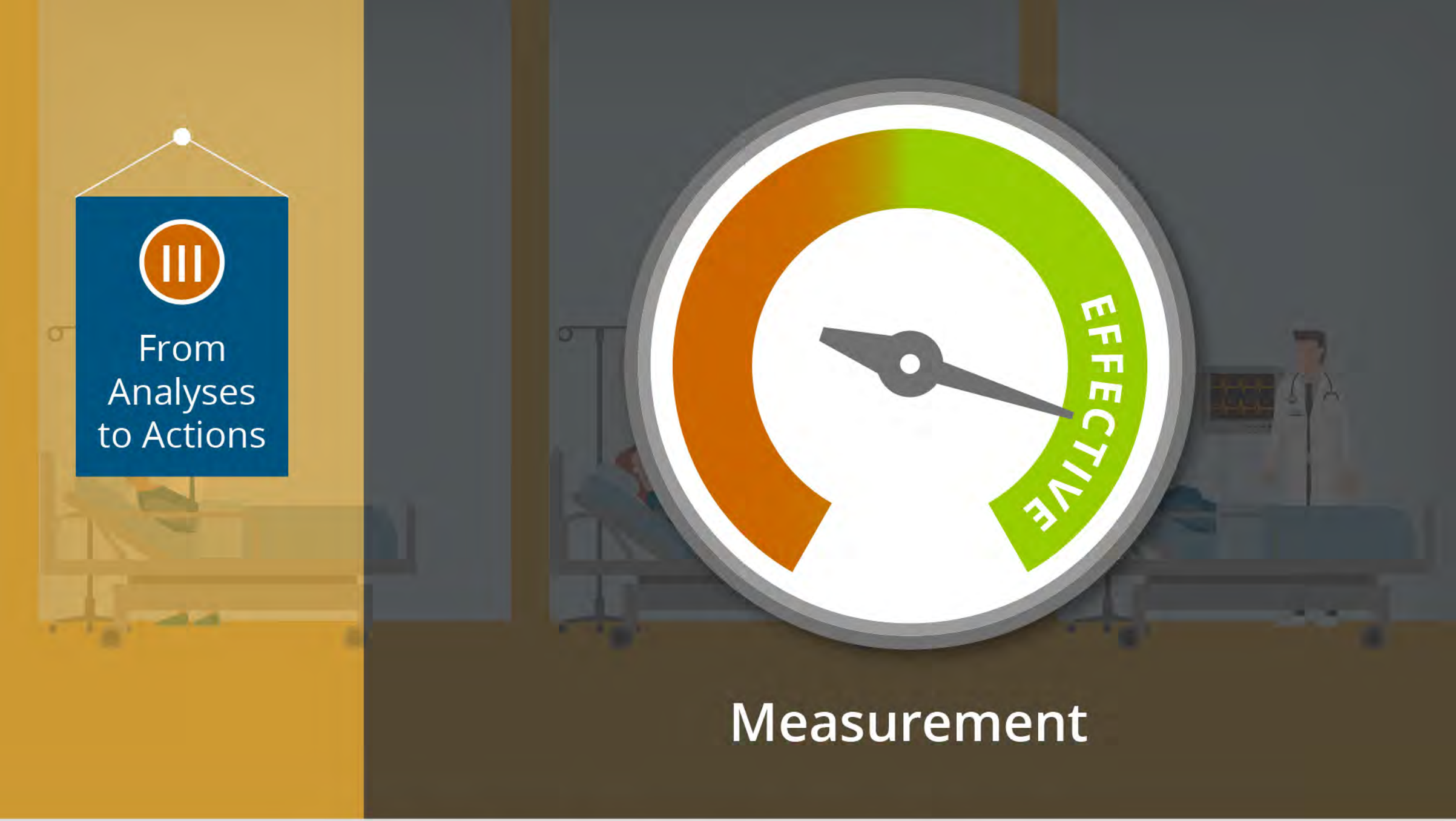

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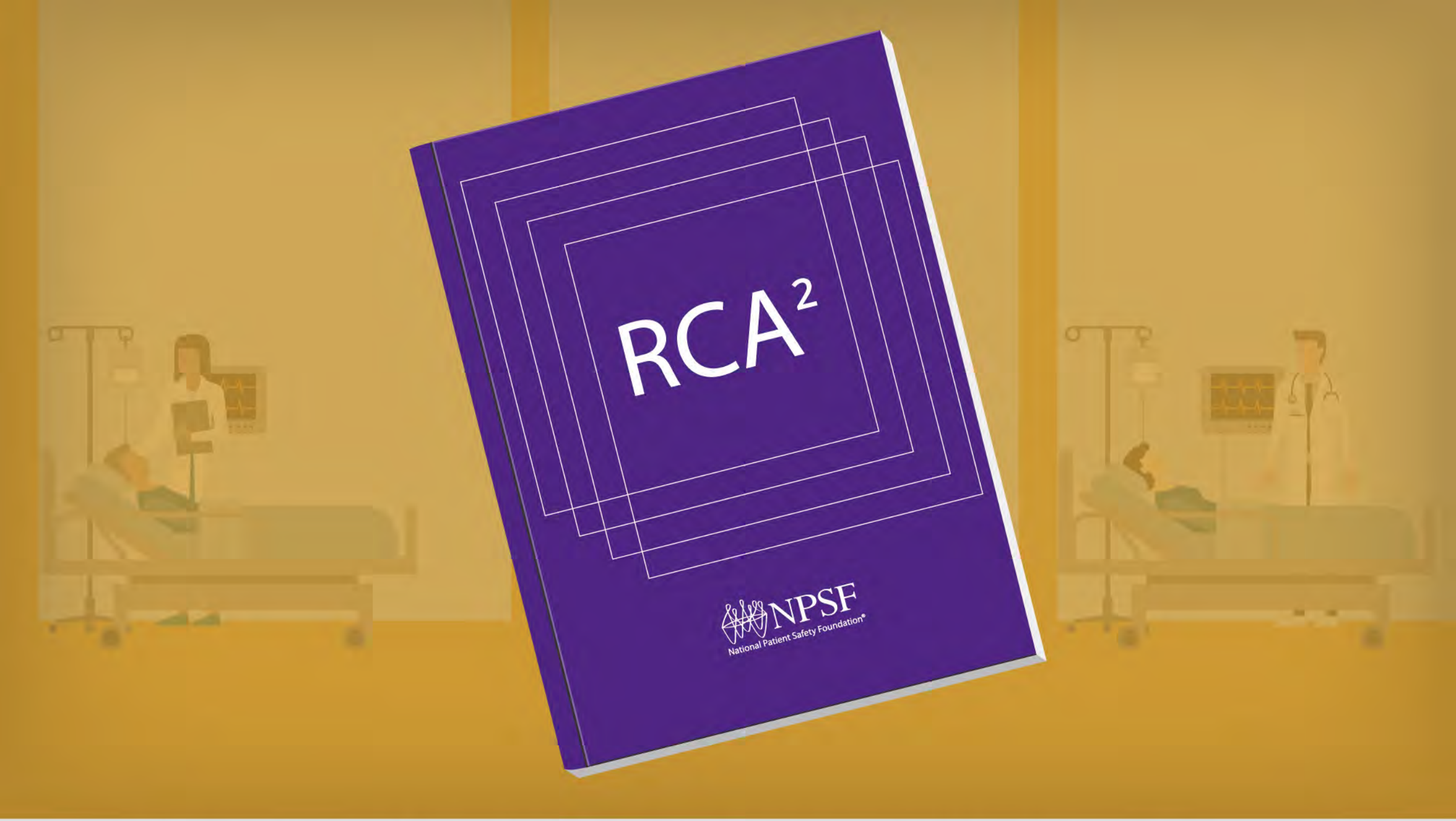

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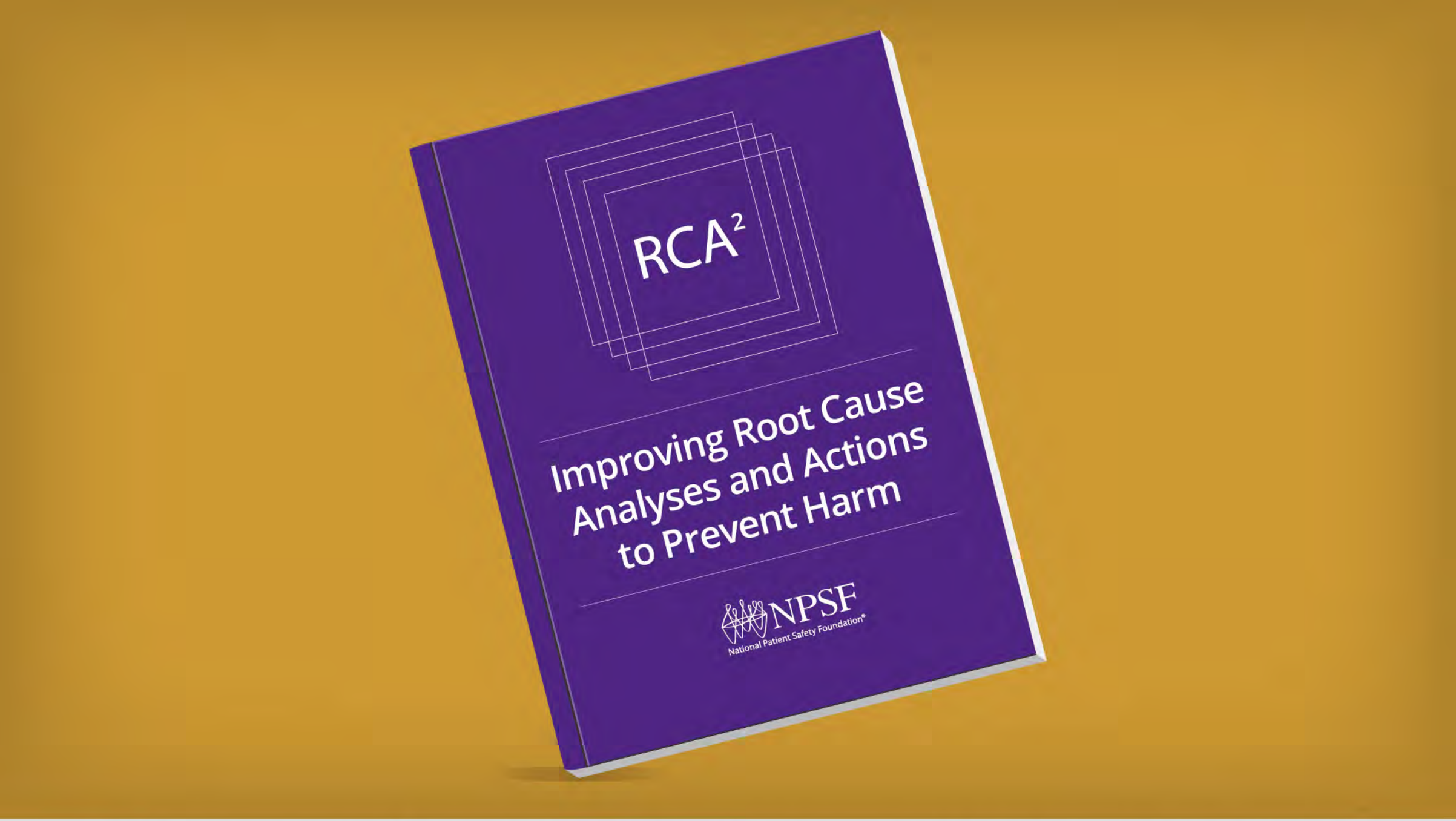

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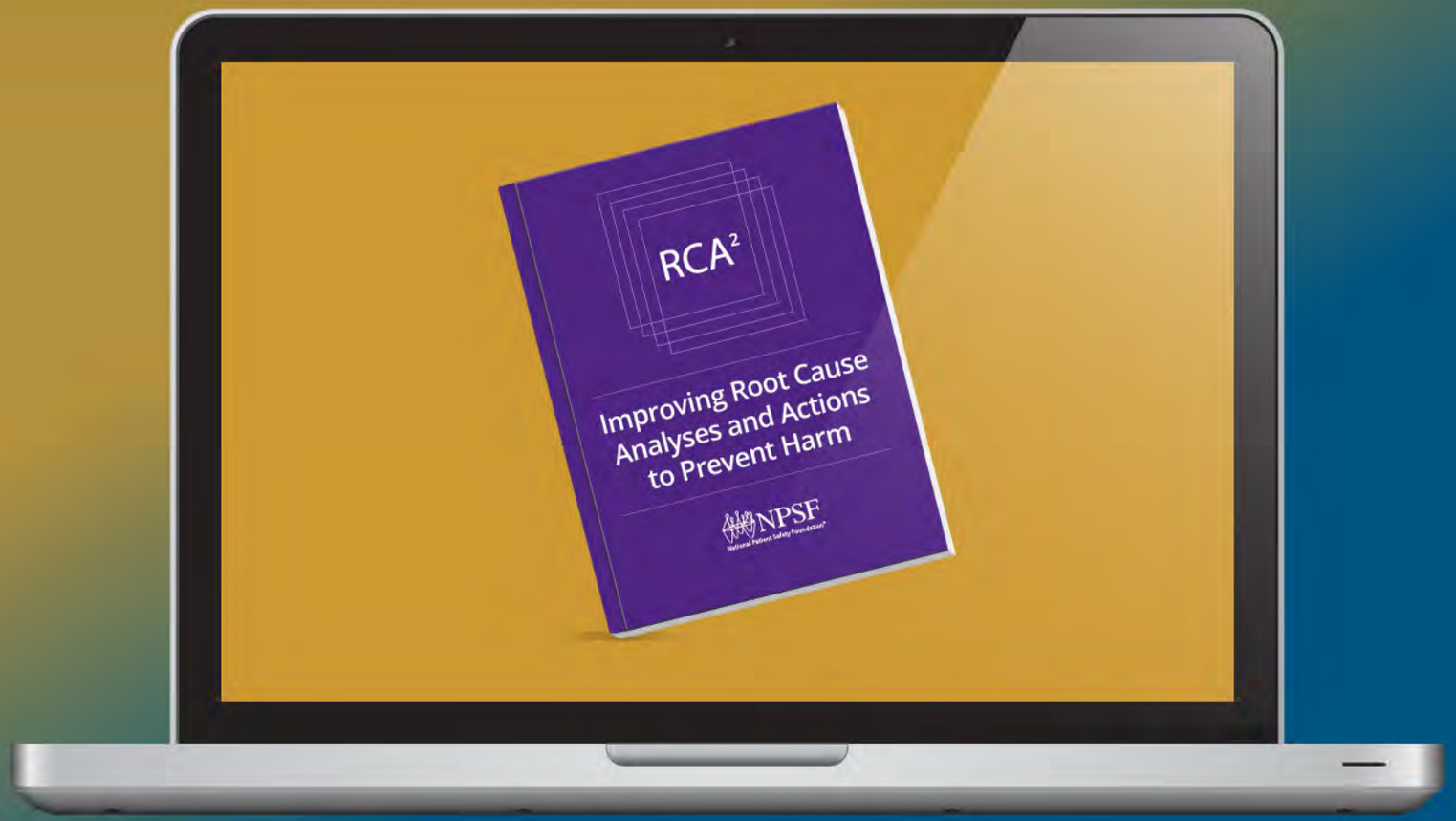

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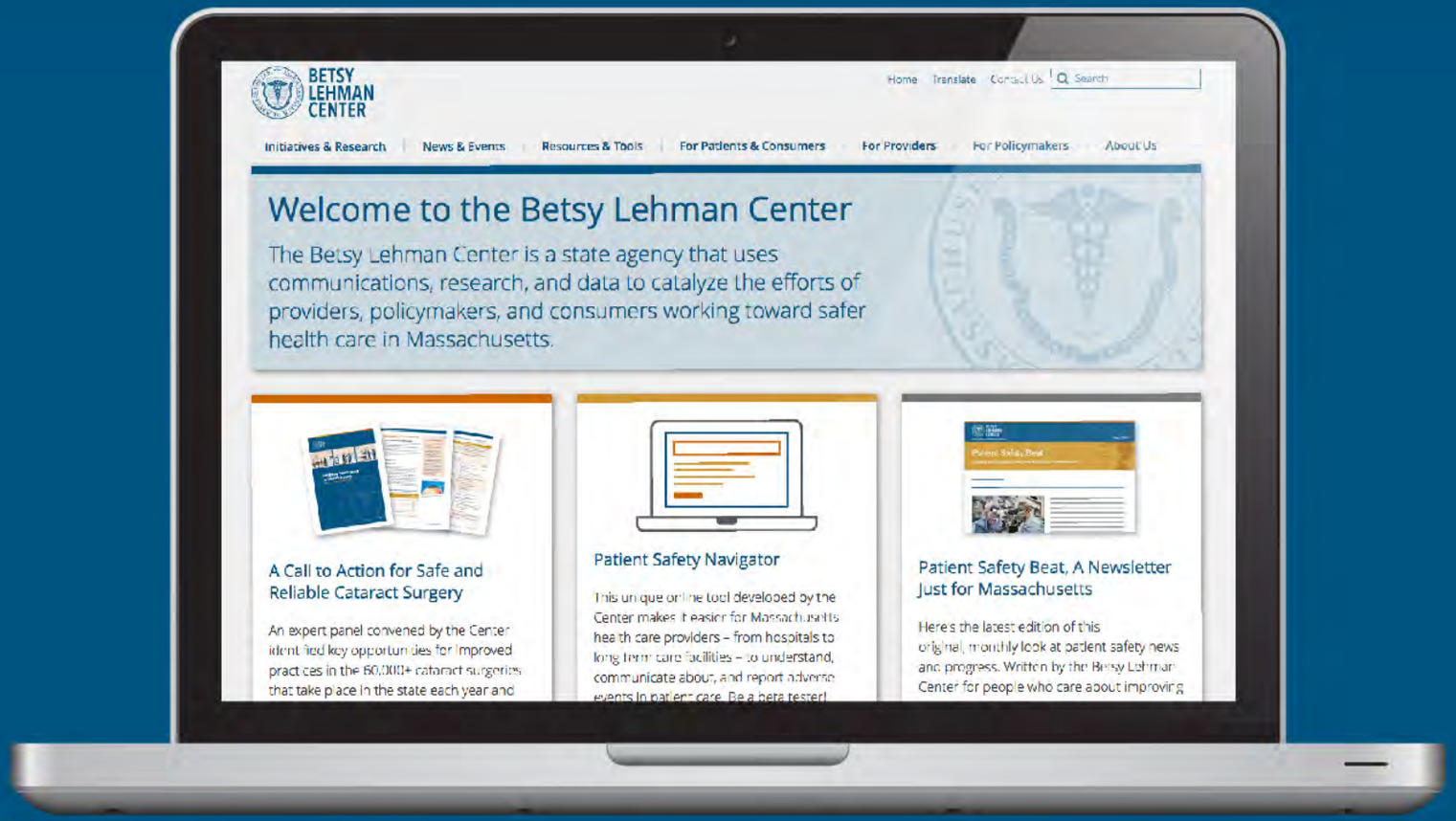

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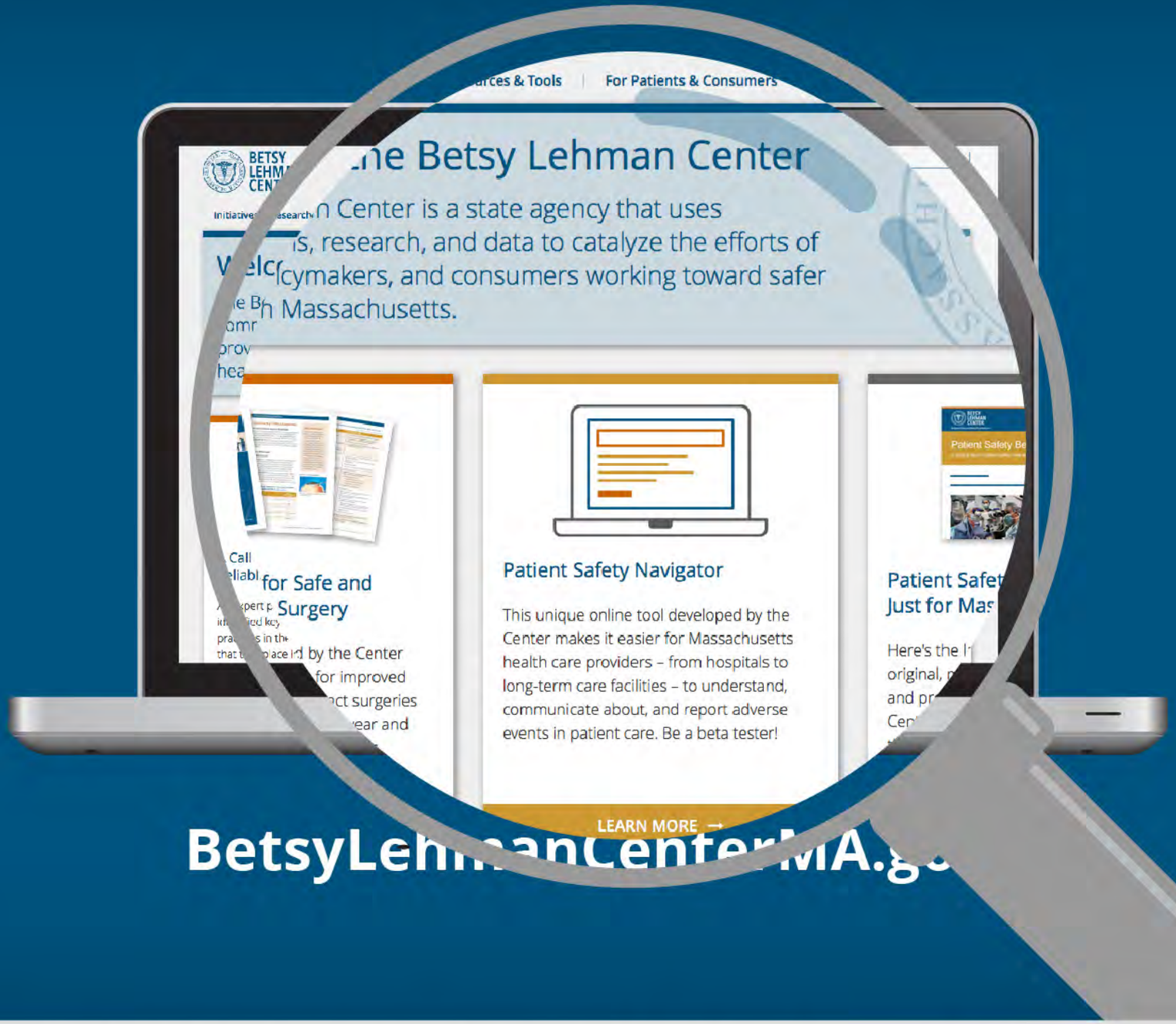
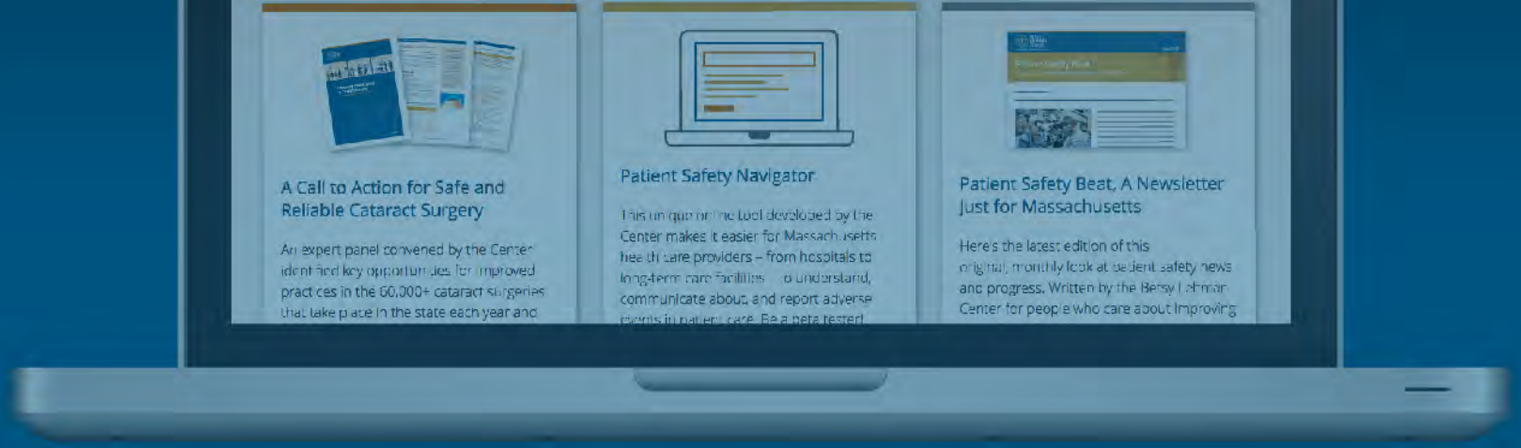


You'll find all the tools you need to put RCA-squared to work for your organization and its patients.



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