

RCA² (Root Cause Analysis and Action) Training Overview

Root cause analysis (RCA) in healthcare is an essential process to reduce and eliminate patient harm, with its success dependent upon the rigor and quality of the process implemented within each healthcare organization. Experience has shown that the traditional RCA process has had variable success in improving patient care and safety.

In 2015, the National Patient Safety Foundation (NPSF) recognized an opportunity to improve the RCA process and published a [report](#) entitled, *RCA²: Improving Root Cause Analyses and Actions to Prevent Harm*. The RCA² method was developed to provide guidance on how to implement standardized processes that produce effective and sustainable actions that will prevent future patient harm. The purpose of RCA² is to find out what happened, why it happened, and outline what will be done to prevent it from happening in the future.¹

To further the benefits to MHA Keystone Patient Safety Organization (PSO) members, a comprehensive RCA² training program will be provided throughout 2017 to assist members with improving the RCA process within their organization(s). The training will be administered by Jim Bagian, MD, PE, and Joe DeRosier, PE, CSP, members of the core working group that developed the RCA² process. This special program will be open only to MHA Keystone PSO members.

In advance of the RCA² training, interested organizations will be asked to submit two RCAs and provide recent culture survey data in advance of the RCA² training and to participate in at least one coaching webinar following the selected training. Both requirements are intended to ensure strong implementation and sustainability of the new process.

In partnership with our PSO data platform, NextPlane Solutions, the MHA Keystone Center PSO is launching a new module to support the enhanced RCA process. During the RCA² training, participants will be given an overview of the new RCA module within the MHA Keystone PSO/NextPlane portal, including guidance on using a risk-based prioritization system and scoring of each event to determine its actual and potential harm score.

Before the Training

Prior to attending the RCA² training, hospitals will be required to submit the following items to the MHA Keystone Center PSO:

1. At least two completed RCAs, each no more than one year old, via [NextPlane](#).
2. The organization's most recent culture survey data

One-day Training

The one-day, interactive training will provide an introduction to the RCA² elements, and develop the foundation for correctly identifying and classifying events. The training also features education on proper team assembly, RCA² process timing and an applied look into event review

¹ National Patient Safety Foundation, *Game Changing Guidelines: RCA²*.
<http://www.npsf.org/blogpost/1158873/222677/Game-Changing-Guidelines-RCA2>. July 23, 2015.

methodologies, with particular attention to development and implementation of effective corrective actions to prevent future harm. Additionally, Mike Personett of NextPlane Solutions will discuss the alignment of RCA² processes with PSO data submission.

2017 Training Dates

All training sessions will run from 8 a.m. to 5 p.m. EST

- May 31 – Grand Valley State University, Grand Rapids, Mich.
- Sep. 20 – VisTaTech Center, Livonia, Mich.
- Nov. 28, 29 or 30 – Location TBD

Coaching Webinar

The initial coaching webinar will take place one month after each in-person training and will be facilitated by Dr. Bagian and Mr. DeRosier. The webinars will feature guidance on RCA² progression and sustainability, as well as provide an opportunity for hospital teams to report on their recent RCA² activities.

Who Should Participate

At minimum, participation in this training requires attendance from two individuals per organization. These attendees should include a nurse or physician executive and the patient safety or risk director/manager (i.e., the individual responsible for overseeing the organization's RCA process). There are a limited number of seats available at each training, so each organization will be limited to no more than five attendees in total.

To be successful, it is essential that each organization's board and CEO be fully engaged in and supportive of the RCA² process. It will be the responsibility of the senior risk and safety leadership to inform and educate executives on the importance of the RCA² process and illustrate how the process can lead to organization-wide safety improvements. One strategy to promote leadership engagement is bringing RCA cases and action items to the executive and board levels. Bringing RCA cases to quality committee and board meetings helps leaders fully understand the types of events occurring in the organization and the importance of how a robust RCA² process results in concrete corrective actions.

Registration

To register, please complete the online [registration form](#). There is no fee for MHA Keystone PSO member organizations to participate in these training sessions. Space is limited, so hospitals are encouraged to register early.

After the Training

Attendees are required to submit at least one completed RCA report using the RCA² tools and process to the MHA Keystone Center PSO within 10 weeks of the training session.

Similar to other PSO data, all RCAs should be submitted only through the [NextPlane portal](#).