How to Conduct an Effective Root Cause Analysis

Wednesday, April 25, 2012
North Carolina Hospital Center
2400 Weston Parkway • Cary, NC 27513-5519

OVERVIEW
At this workshop, participants will gain critical skills for uncovering root causes of adverse events in hospitals, long term care and other healthcare facilities. Content will examine common elements missing from many adverse event investigations, and credible event investigations to eliminate patient safety hazards. Participants will receive learning materials at the workshop.

WORKSHOP LEADER
Patrice L. Spath devotes the majority of her time to educating healthcare professionals in quality & resource management techniques. Patrice has authored several books and journal articles on patient safety, utilization management, performance improvement, staff development, and related topics. Her practical experience in quality assurance and utilization management was acquired during 17 years at Meridian Park Hospital in Oregon, where she designed and implemented hospital-wide quality assurance and utilization review programs.

Over the past years, Patrice has designed or participated as faculty in over 300 educational programs on healthcare quality management, utilization control and patient safety improvement topics. In addition, she has completed a number of comprehensive evaluations of quality assurance and utilization review programs, overall quality management activities and clinical path initiatives for hospitals and manage care organizations, providing invaluable feedback for system improvements.

TARGET AUDIENCE
This workshop will benefit a broad range of health care staff, including patient safety officers, quality directors, clinical managers, risk managers and other staff involved in both direct patient care as well as management roles.

LEARNING OBJECTIVES
Participants completing this workshop will be able to:
• Describe how to use simple, powerful accident investigation techniques to uncover root causes and latent conditions contributing to adverse patient incidents.
• Identify frequent shortcomings of RCAs done in healthcare facilities and how to strengthen incident investigations.
• Describe why action plans are often ineffective at controlling risks and what can be done to formulate stronger interventions.
• Recognize and resolve latent conditions that adversely affect patient safety at the front lines of care.

AGENDA (Lunch will be provided for all participants)
8:00- 8:30 a.m. Registration and Continental Breakfast
8:30 - 3:30 p.m.
- Conducting a thorough Root Cause Analysis
- Sustainable Actions Addressing Root Cause and Latent Conditions
- Surmounting Common Barriers
- Conclusion
3:30 p.m.
Adjournment

CONTINUING EDUCATION CREDIT PROVIDED BY:
Northwest Area Health Education Center (AHEC) of Wake Forest University School of Medicine and a part of the North Carolina AHEC Program

Contact Christi Beals at cbeals@ncha.org or 919-677-4136 for more information or with additional questions.

*Registering for this program authorizes the NC Quality Center to take pictures to be used for Quality Center publications, website, and presentations.
MEETING REGISTRATION & FEES (Space is Limited)

- NCQC Patient Safety Organization Members:
  $125.00 per person

- NCHA Member Hospital:
  Early Registration $150.00 per person
  Regular Registration $175.00 per person

- Non-Member Regular Registration Fee:
  Early Registration $225.00 per person
  Regular Registration $250.00 per person

To register for the April 25, 2012 course visit: https://www.ncha.org/education/register-for-a-meeting

Click on “Register Now”

Early Registration closes March 23, 2012

Regular Registration closes April 20 or sooner if full.

Cancellation Policy: Cancellations received by April 6, 2012 will be refunded. After April 6 no refunds will be given to cancellations or no shows, but substitutions will be accepted through April 20, 2011.

For directions and information on local hotels, visit: http://www.ncha.org/about/directions