What We’ll Cover Today

- Preview of *Redesigning Event Review with RCA*²
- Who Should Attend
- Course Structure and Important Dates
- Assignments & Additions
- How We’ll Stay in Touch
- Q&A
Faculty and Staff

Jessica Berhorst, MPH, CPPS  
Director

Terry Fairbanks, MD  
Faculty

Lauge Skol-Hessner, MD  
BIDMC

Joellen Huebner  
Senior Program Manager

Tejal K. Gandhi, MD, MPH, CPPS  
Faculty

Mo Berry  
Program Coordinator

Core Elements of the RCA² Process

• Selecting events using risk-based prioritization
• Pulling together an inclusive and dedicated team
• Systematic approach to answering what happened in an adverse, why it happened, and what can be done to prevent recurrence
• Emphasizing human factors thinking in action planning
• Forming and implementing sustainable, effective actions
• Tracking, measuring, and providing feedback on actions
Redesigning Event Review with RCA² Learning Objectives

- Explore the type of culture it takes to support RCA²
- Assemble an effective RCA² team
- Gain tools for conducting interviews after an adverse event occurs
- Use flowcharting after an adverse event to understand what happened and why
- Implement approaches for evaluating the success of your RCA²

Course Structure

- Bi-weekly video lessons and assignments
- Three group calls hosted by expert faculty
- Shared learning opportunities on social media
- Opportunity for added coaching
Course Dates

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<thead>
<tr>
<th>Date</th>
<th>Topic</th>
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<tbody>
<tr>
<td>March 17</td>
<td>Lesson 1: Identifying and Classifying Events for Review</td>
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<td>March 31</td>
<td>Lesson 2: Determining the Team and Engaging the Patient</td>
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<td>April 8, 11:00 AM – 12:00 PM ET</td>
<td>All-Learner Call 1</td>
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<td>April 14</td>
<td>Lesson 3: Finding and Mapping the Facts</td>
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<td>April 28</td>
<td>Lesson 4: Effective Actions</td>
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<td>April 29, 11:00 AM – 12:00 PM ET</td>
<td>All-Learner Call 2</td>
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<tr>
<td>May 13</td>
<td>Lesson 5: The Future of RCA²</td>
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<tr>
<td>May 27, 11:00 AM – 12:00 PM ET</td>
<td>All-Learner Call 3</td>
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Who Should Attend:

- Patient safety and quality managers
- Risk managers
- Senior leaders
- Point-of-care staff involved in or new to event review
- Anyone involved in developing, facilitating, approving, and/or participating in event review processes within health care organizations
- Anyone responsible for organizational outcomes in quality, safety, patient experience, staff satisfaction, and financial results
Added Coaching

- 3, 45-minute calls with an expert faculty member
- Receive recommendations to organization-specific challenges and questions
- Discuss specific measurements and strategies for tracking progress
- Unite as a team with a common goal

Video Lessons
Commitment

• Lessons  
  – Consist of 5-8 videos, approx. 7 min each

• All-Learner Calls  
  – 1 hour per call

• Assignments  
  – 1-2 hours per assignment

Next Steps

Register on ihi.org/virtualeducation
Review the F&Q, Course Schedule, and CEs

Connect with us at RCA2@ihi.org
Email Mo with any questions

Read the RCA² White Paper
Improving Root Cause Analyses and Action to Prevent Harm

Get started at ihi.org/virtualeducation