

# Redesigning Event Review with RCA<sup>2</sup>

Online Course with Coaching Informational Call



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## What We'll Cover Today

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- Preview of *Redesigning Event Review with RCA<sup>2</sup>*
- Who Should Attend
- Course Structure and Important Dates
- Assignments & Additions
- How We'll Stay in Touch
- Q&A



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## Faculty and Staff

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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



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## Core Elements of the RCA<sup>2</sup> Process

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- 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



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## Redesigning Event Review with RCA<sup>2</sup> Learning Objectives

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- Explore the type of culture it takes to support RCA<sup>2</sup>
- Assemble an effective RCA<sup>2</sup> 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 RCA<sup>2</sup>



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## Course Structure

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



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## Course Dates

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



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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



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## 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



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## Video Lessons

Institute for Healthcare Improvement

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Courses Certificates

**JIW 1: Finding and Creating Joy In Work**

Lesson 2: IHI Framework for Joy in Work

Contents

Introduction

- The Staircase to Joy
- Why Joy is Everyone's Job
- Senior Leaders Set the Stage
- The Critical Role of Core Leaders
- Your Role in Improving Joy
- The Joy Work Begins at Mount Auburn
- Wrap-Up
- Additional Resources

Assignments

- Assignment

Introduction 1 of 10 →

Lesson 2: Introduction

Watch later Share

Unable to view this video? Read the transcript.

1 of 10 →



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## Commitment

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- Lessons
  - Consist of 5-8 videos, approx. 7 min each
- All-Learner Calls
  - 1 hour per call
- Assignments
  - 1-2 hours per assignment



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## Next Steps

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### Register on [ihi.org/virtualeducation](https://ihi.org/virtualeducation)

Review the F&Q, Course Schedule, and CEs

### Connect with us at [RCA2@ihi.org](mailto:RCA2@ihi.org)

Email Mo with any questions

### Read the [RCA<sup>2</sup> White Paper](#)

Improving Root Cause Analyses and Action to Prevent Harm



Get started at [ihi.org/virtualeducation](https://ihi.org/virtualeducation)



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