Root Cause Analysis: Improving Clinical Processes

Presenter
Bryan Bagdasian, MD, MMM

MEDITECH Facilitator
Kelly Anne Christie, Project Manager, Clinical Leadership Preparedness Program

Synopsis
The purpose of this session is to introduce physicians to concepts and tools for Root Cause Analysis, and the practical application of these tools to Improve Clinical Processes. We will demonstrate the need to identify the causes of adverse events and areas for improvement. We will explore some basic tools for Root Cause Analysis to determine the underlying cause of adverse events, and provide practical examples of the analysis and discovery of possible improvement opportunities.

Learning Objectives
- Recognize the need to identify the cause(s) of a patient safety events.
- Evaluate the basics of RCA as a method to identify the causal factor(s) underlying an unexpected and undesired patient outcome.
- Determine how to identify process changes that may prevent similar patient safety events from occurring in the future.

Recommended Enrollment
Physician Champion, Physician Advisory Committee, CMOs, CMIOs, and Clinical Information System staff interested in learning about Root Cause Analysis.