

Root Cause Analysis Tool Kit

Root cause analysis learning set

This learning set is the second in a series developed by the Danish Society for Patient Safety. The purpose behind the learning set is to reinforce health professionals' competencies within the area of patient safety.

In November 2003 the Danish Society for Patient Safety issued the *Handbook for Root Cause Analysis*, but there are currently no publications in the Danish language that provide a thorough introduction to conducting a root cause analysis.

The Danish Society for Patient Safety has therefore taken the initiative to develop this learning set for root cause analysis.

The learning set was designed to serve as a practical tool for professionals with good knowledge of the reporting systems for adverse events, as well as experience with a system-oriented approach to patient safety.

The target audience is patient safety officers, hospital administration, those responsible for patient safety and other professionals responsible for conducting root cause analyses.

The purpose of the learning set is to provide instruction on the method used to conduct a root cause analysis. The result of the analysis forms the basis for the development of action plans that can produce measurable results in the form of increased patient safety.

The learning set contains

- *Root cause analysis – Compendium for use by patient safety officers and others responsible for conducting root cause analyses of adverse events*
- *Handbook for Root Cause Analysis*
- *Three tutorials in PowerPoint presentation format for use in three different instructional situations:*
 1. *Introduction to root cause analysis.*
(One hour presentation with practical exercises)
 2. *Shorter instructional presentation or introduction to method for use in a staff meeting.*
(30-45 minutes)
 3. *Introduction to the RCA method for use by the analysis team prior to the commencement of a root cause analysis or for presentation at a 'morning meeting'.*
(Ten minutes)

Publication of this learning set was made possible through partnership with TrygFonden.

Best regards

The Danish Society for Patient Safety
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How to use the learning set:

The learning set was designed for educational purposes and serves as an introduction to the *root cause analysis method*.

It can also be used for introductory purposes at the beginning of an actual root cause analysis.

The learning set suggests three situations where the PowerPoint presentations can be used.

Tutorial 1:

For actual instruction on root cause analysis: What is root cause analysis – and why, when and how root cause analyses are conducted.

Duration: Presentation takes approx. 1-1½ hours with discussion/practical exercises to follow.

Tutorial 2:

Shorter instructional presentation or introduction to method for use in a staff meeting.

Duration: approx. 30-45 minutes.

Tutorial 3:

Can be used as an introduction to the RCA method for use by the analysis team prior to the commencement of a root cause analysis or for presentation at a 'morning meeting'.

Duration: Approx. ten minutes.

The presentations are based on the contents of the Compendium and the Handbook for Root Cause Analysis. For this reason this learning set does not provide special notes for the individual tutorials/PowerPoint presentations.

Presentation structure

Tutorial 1 is the most comprehensive presentation. It is based on the stages of the root cause analysis process and covers the following topics:

- **What is a root cause analysis?**
- **How is a root cause analysis conducted?**
- **Stages of the analysis process**
- **Composition of the analysis team**
- **Framework for the analysis**
- **Time management**
- **Identifying and verifying root causes**
- **Action plan**
- **Analysis report**
- **Dissemination of improvement initiatives**

Tutorial 2 contains a short version of Tutorial 1 with focus on the introduction to the analysis process.

Tutorial 3. Each analysis team will always have one or more members who have never participated in a root cause analysis before. For this reason, Tutorial 3 is intended as a short presentation with special focus on the framework involved in conducting a root cause analysis, though it also contains brief descriptions of the individual stages in the process.