

Building the Strength of RCA

Don't Miss this Opportunity

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AHRQ ECHO National Nursing
Home COVID-19 Action Network



Training Hub Logo

Reflection - Leave in Action: Getting to Greater Reliability in Your Process

Focus on a process that is not running smoothly or you just want to improve

- Break down the process into 4 steps or less by using a high-level flow chart
- Ask 5 direct care staff if they can name the 5 attributes for the process (Who?, What? When?, Where?, How?)
- Share this feedback with a team to determine which steps you are having the most trouble with
- Make an actionable plan to move forward with this information
 - Examples for what you intend to design:
 - Proper PPE use
 - Screening
 - Prevent staff burnout
 - Proper resident cohorting
 - Testing for COVID
 - Visitation booth use
 - Education on the vaccination
 - Environmental cleaning

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QAPI Elements

Element 1: Design and Scope

Element 2: Governance and Leadership

Element 3: Data Systems and Monitoring

Element 4: Performance Improvement Projects

Element 5: Systemic Analysis and Systemic Action

- Root Cause Analysis

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/QAPIAtaGlance.pdf>

Quote

“If I had an hour to solve a problem, I’d spend 55 minutes thinking about the problem and 5 minutes thinking about solutions.”

- Albert Einstein

RCA Supports Sustainment

- » QAPI Plan Review – LTC Survey Pathway
 - » Identify issues and make “good faith attempt” to correct the issue
 - » Monitoring to assure the corrective action has been implemented and that the positive change is being sustained
 - » Planning for improvement using QAPI and Root Cause analysis
 - » Analyzing and investigating to determine the underlying cause
- » RCA – CMS QSO-20-31-All
 - » “CMS is also providing Directed Plans of Correction, including use of Root Cause Analysis, to facilitate lasting systemic changes within facilities to drive sustained compliance”

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes>
<https://www.cms.gov/files/document/gso-20-31-all.pdf>

Steps to RCA

- » Identify contributing factors
 - » Asking, “What was going on at this point in time that increased the likelihood the event would occur?”
- » Identify the root cause
 - » Dig deeper into understand “why” the contributing factor occurred
 - » Discover the mismatches and gaps in the process

<https://www.patientsafetv.va.gov/professionals/onthejob/rca.asp>

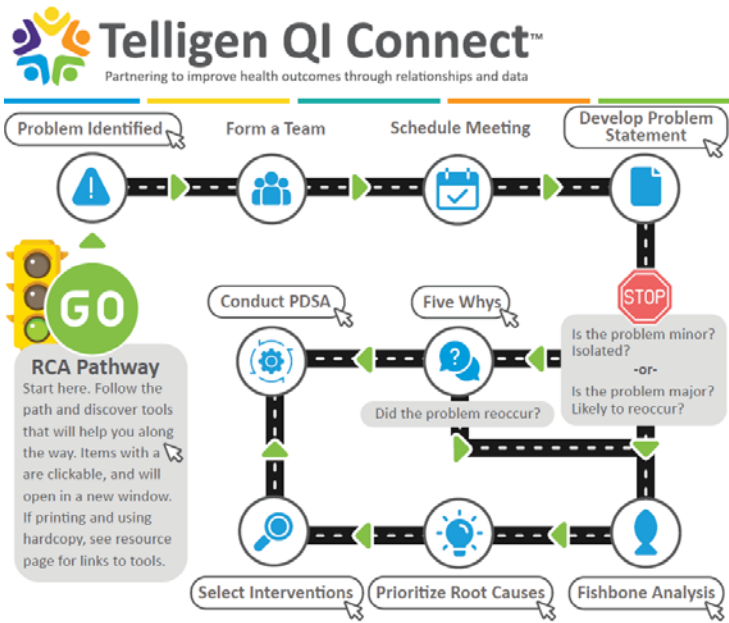
RCA Tools

- » 5 Why's <https://www.telligenqiniao.com/resource/our-work/improve-your-quality-measures-do-it-yourself-toolkit/improve-your-quality-measures-do-it-yourself-toolkit-resources/five-whys-worksheet/>
 - » How to videos:
 - » <https://www.youtube.com/watch?v=BEQvg99PZwo>
 - » <https://www.youtube.com/watch?v=SrlYkx41wEE>

- » Fishbone Diagram https://www.telligenqiniao.com/wp-content/uploads/2020/05/Telligen-QI-Connect-Fishbone-Worksheet_3.pdf
 - » How to video:
 - » <http://www.ihl.org/education/IHIOpenSchool/resources/Pages/AudioandVideo/Whiteboard16.aspx>

For each cause identified ask:

- Do we have control over this reason?
- Can we fix this reason?
- Will it help solve the problem?



» RCA Pathway <https://www.telligenqiniao.com/wp-content/uploads/2021/01/RCA-Pathway-Resources-Included-003.pdf>

» When to Use RCA <https://www.telligenqiniao.com/wp-content/uploads/2020/07/When-to-Use-Root-Cause-Analysis.pdf>

Build Your Knowledge

Root Cause Analysis (RCA) Training

- ✓ Supports QAPI process
- ✓ Supports state survey Directed Plan of Correction (DPOC) action plan
- ✓ Register a team for a 30-minute session, offered every Tuesday at 9:30am MT/10:30am CT
- Register here:
<https://telliginqio.zoom.us/meeting/register/tJYvceyqzMjGtIU-bL-irdNkhz5hhA1Qykz>

Plan, Do, Study, Act (PDSA) Training

- ✓ Learn how to apply this four-step process into your QAPI activities
- ✓ Quick test to help make decisions
- ✓ Register a team for a 60-minute session, offered every other Wednesday at 10am MT/11am CT
- Register here:
<https://www.telliginqio.com/events/>

Leave in Action: Perform RCA

- Leadership select an issue – write a problem statement
- Gather a team (3-5 those closest to the problem)
 - Investigate processes
 - Seeks feedback
 - Identifies contributing factors
- Meet to conduct RCA
 - Dig deeper into understand “why” the contributing factor occurred
 - Prioritize your causes

Next week, share what you discovered in your RCA. Any surprises? More mitigation ideas beyond education?