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Root Cause Analysis Meeting

Event Description:

Date:

Time:

Location:

Patient name:

MR #:

Please do not forward this meeting invitation. Should you feel it necessary to include additional participants please contact the Administrative Assistant that initially sent out this invite (Barb Sundquist 993-1700) and she will be certain to send out additional invites if warranted.

Patient Safety Analyst: @

On behalf of **Area Leadership** and **VP**, a Root Cause Analysis (RCA) is required to review the care process that resulted in potential harm to a patient while at PNHS. Since you were involved in this patient's care, it is critical for you to participate in this RCA. Without your presence it will not be possible to fully understand this patient's care process, how this incident occurred, and what interventions we must take to prevent this event from occurring again. At the RCA meeting it is expected that all participants will be open, honest, and respectful. These discussions are confidential and protected by peer review statute. Your manager/supervisor or chief/department chair is also copied on this communication in order for them to facilitate your presence, support your preparation for the RCA meeting and to enable your full participation at the meeting. Please discuss your attendance with them to resolve any conflicts. An attendance policy endorsed by service line leadership requires participation of invitees unless excused by your service line VP and/or Chief.

Manager/Supervisor or Chief/Department Chair: In addition to helping staff prepare for and participate in the RCA it is expected that you will prioritize this RCA meeting on your calendar. Your attendance and participation and that of your staff demonstrate your commitment to patient safety and encourage open dialogue and ownership of corrective actions.

We understand that many individuals have never attended a RCA meeting before. Please read the following as an overview of the process:

The meeting will last approximately 90 minutes and will be co-facilitated by your area leadership and staff from the Patient Safety Department. The intention of the RCA is not to place blame on individuals but to focus on processes that failed or did not support safe patient care and allowed the event to occur. Most importantly, at this meeting a corrective action plan is developed to help staff provide safe care.

Any information provided before the meeting will be to establish a more complete understanding of the patient's care and this event. This information is to be treated confidentially. For this meeting to be efficient, effective, and to use your time wisely:

1. Be prompt! The meeting will start and end on time.
2. The meeting will be divided into different sections of time based on the agenda. This allows for discussion of the event, finding the root cause(s), and creating a corrective action plan. Be mindful of these times and keep to the planned agenda/conversation. This will allow time for everyone to be heard.
3. Refrain from sidebar conversations.
4. Sharing information about a patient's care and the individual's involvement may cause some participants to surface certain emotions such as anxiety, fear, anger or sadness. Please be respectful and considerate of all attendees in regard to your comments and body language.
5. All information and materials obtained during the meeting are confidential and may not be discussed outside the RCA meeting except with your manager/supervisor or chief/department chair.
6. Begin thinking about what you perceive the root cause of this incident to be. Ask "why?" Look beyond placing blame with yourself or another individual. Is there something that could have been in place prior to this event that would have prevented this occurrence?

The RCA meeting is focused on processes and not individuals. If you have any questions, feel free to contact your manager/supervisor, VP/chief/department chair, or Patient Safety Analyst with questions. Thank you in advance for your preparation and attendance at this RCA.