

RCA Tracking Tool

Root Cause Analysis	Implementation Plan	Measurement Plan and Thresholds for Effectiveness	Monitoring Plan	Monitoring Findings
<p>Example: Root causes/contributing factors that led to a resident fall:</p> <ol style="list-style-type: none"> 1. Staffing work plan did not include plan for getting/giving assistance 2. Lack of management oversight allowed repeated single person transfers using the lift 3. Culture of “doing my own work” led to resident being transferred with one staff resulting in resident fall 	<ol style="list-style-type: none"> 1. Include planned assistance with transfers in the work assignment; modify CNA worksheet to incorporate planned assistance (Dec 15, 2008) 2. Charge nurse follow up to assure effectiveness of changed work assignments (Dec 15, 2008) 3. Explore potential for new lifts that have improved stability and can work in physical space of resident rooms (March 31, 2009) 4. Work on developing team culture (Initiate work team Jan 2009) 	<ol style="list-style-type: none"> 1. Audit use and understanding of updated CNA worksheets with those working day and evening shift, one day per week times 4 weeks until 100% of those audited confirm use and understanding of the updated worksheet. If less than 80% found on any one audit date, explore the reason and indicated response 2. Review with charge nurses at end of each shift times 2 weeks their observations of effectiveness of change. If working effectively after 2 weeks, move to check in with charge nurses one time per week times four weeks. If level of effectiveness is noted to be inconsistent, or drops, reevaluate 	<ol style="list-style-type: none"> 1. Nursing supervisor to conduct audits for their shift, rotating the day of the week, using tool to evaluate use and understanding (set of questions to be asked) 2. Charge nurses to incorporate rounding for observation and check in with CNAs on how assignments are working to provide assistance with transfers each shift. Nursing supervisor to review with charge nurse their findings and monitor impact 	<ol style="list-style-type: none"> 1. 90% of nursing assistants audited in Week 1 confirmed use of worksheet – 87% confirmed understanding of updated worksheet. Continue monitoring per the plan. 2. Charge nurses reported that change was being incorporated consistently on day shift and nursing assistants reported having improved assistance when needed, but evening shift was inconsistent in the last week due to increase in ill calls. Continue monitoring per plan

RCA example adapted from Oregon Patient Safety Improvement Corps Team 2007/2008 in collaboration with community and advocacy organization's Guide to Adverse Event Investigations in Nursing Homes

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