



Park Nicollet

Title: Administrative Assistant Role in Scheduling a Root Cause Analysis (RCA)

Role: Administrative Assistant of Patient Safety / Quality Assessment

Work Standard

Location: Methodist Hospital or Clinic site

Department: All

Document Owner: Patient Safety

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Date Revised: 2/19/10, 10/28/10

Date Approved:

Process Summary: Role of Administrative Assistant of Patient Safety / Quality Assessment in scheduling a Root Cause Analysis (RCA) meeting.

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| 1. | Receive communication from Vice President (VP)/Chief and/or Patient Safety Analyst that a Root Cause Analysis (RCA) is in process. |
| 2. | Schedule an investigation meeting with VP/Chief, Medical Director Patient Safety, Patient Safety Analyst, and Local Leadership within 2 business days. You will be contacted by VP/Chief, Medical Director Patient Safety, or Patient Safety Analyst with attendee list. |
| 3. | Following the investigation meeting, you will receive an email from the Patient Safety Analyst with the following documents: <ul style="list-style-type: none"> • Meeting invite list • RCA meeting details |
| 4. | Using Outlook Meeting Invitation, transfer list of names from Root Cause Analysis (RCA) Attendee List. Schedule the meeting as calendars permit or for the date and time specified by patient safety analyst and VP/Chief. Adverse Health Event and Sentinel Event RCA meetings need to be scheduled within 7 business days of discovery and all other RCAs need to be scheduled within 21 business days. |
| 5. | Insert the Root Cause Analysis (RCA) Meeting Details template into the body of Outlook invite. |
| 6. | Use Meeting Resources on FACETS to secure a conference room for date/time specified and ensure correct room set up (<i>HVC rooms work the best, but not the auditorium. The Patient Safety staff will need access to an overhead projector and laptop.</i>) |
| 7. | Fill in any remaining meeting details in the Outlook Meeting Invitation. |
| 8. | Review e-mail and send invitation. |
| 9. | Review attendee availability with the VP/Chief or designee, three days prior to the meeting to discuss "critical" vs. "optional" attendees so that a "go, no-go" decision can be made. This may/or may not necessitate making calls/pages to Administration, MD office, or unit to ensure availability of "critical" participants. |
| 10. | Once a decision has been made regarding "go-no-go", for the RCA meeting, notify the assigned Patient Safety Analyst. |
| 11. | After the RCA send out thank-you note via email, handwritten note or Ovarions to all participants on behalf of VP/Chief. |