

Root Cause Analysis (RCA) Workshop*

Future Inns Moncton Hotel and Conference Centre

40 Lady Ada Blvd, Moncton , NB , E1G 0E3

Phone: (506) 852-9600 Toll Free: 1-800-565-0700

Room: Hospitality #4

Thursday, February 18, 2010

8:00 a.m.

Registration & Continental Breakfast

8:30 – 8:35

Welcome

8:35 – 9:15

Overview of the System Approach

9:15 – 9:30

Video Presentation

9:30 – 9:45

Break

9:45 – 10:15

Overview of Human Factors Engineering

10:15 – 10:30

Group Work: Small Group Exercise

10:30 – 10:45

Break

10:45 – 11:15

Leading up to RCA

11:15 – 12:00

Group Work: Getting Started

12:00 – 12:45 p.m.

Lunch (lunch provided)

12:45 – 1:15

Conducting RCA

1:15 – 2:15

Group Work:
Diagramming & Identification of Contributing Factors

2:15 – 2:30

Presentation of Group Findings

2:30 – 2:45

Break

2:45 – 3:00

Conducting RCA (cont'd)

3:00 – 3:45

Group Work:
Developing Causal Statements
Actions and Outcome Measurement

3:45 – 4:00

Closing Remarks

**Workshop curriculum derived from the Canadian Root Cause Analysis Framework® developed by ISMP Canada, Canadian Patient Safety Institute (CPSI) and Saskatchewan Health*