

A large, stylized blue arrow pointing to the right, positioned to the left of the main title.

Root Cause Analysis (RCA) Workshop for Pharmacists

**Thursday, December 2, 2010
8:30am to 4:30pm**

This workshop has been assigned 6.5 CEUs by the Ontario College of Pharmacists.

PROGRAM AGENDA / SUMMARY

- 1. Overview of the System Approach**
- 2. Overview of Human Factors Engineering**
- 3. Leading up to RCA**
- 4. Conducting a RCA**
- 5. RCA Getting Started**
- 6. RCA Diagramming & Identification of Contributing Factors**
- 7. RCA Developing Causal Statements, Actions, and Outcome Measurement**

Program Abstract:

This one-day workshop begins with an overview of the system approach in the management of error and introduction to human factors engineering principles. Root cause analysis (RCA) is a tool to help investigate adverse events and critical incidents in healthcare, identify and analyze root causes and contributing factors, and develop recommendations. Procedures on how to conduct an RCA will be demonstrated through interactive exercises and group work. The facilitator will go through causal statements, actions, and outcome measurement used in RCA. Participants will also learn about diagramming and identification of contributing factors through case studies in pharmacy practice.

Location:

ISMP Canada Office
4711 Yonge Street
(Proctor & Gamble building)
2nd Floor Board Room,
Toronto, ON
Tel: 416-733-3131

Program Length: 6.5 hours

Audience: Pharmacists,
Pharmacy Technicians,
Pharmacy Students & Interns

Learning Objectives:

By the end of this workshop, participants will be able to:

- Review the impact of system factors on error potential
- Apply human factors engineering to health care environments
- Describe the components of root cause analysis
- Simulate a root cause analysis of a critical incident



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AGENDA for ISMP Canada RCA Workshop

AM	8:30 – 9:00	Registration and Continental Breakfast
	9:00 – 9:15	Welcome, Introduction, Goals for the Day
	9:15 – 10:30	Medication Safety 101 <ul style="list-style-type: none">• Scope of the problem• System approach• Impact of human factors engineering principles on error potential and solution development
	10:30 – 10:45	Break
	10:45 – 11:00	Leading up to RCA
	11:00 – 11:30	Group Work: RCA Getting Started
	11:30 – 12:15	Conducting an RCA
PM	12:15 – 12:45	Lunch
	12:45 – 1:45	Group Work: RCA Diagramming & Identification of Contributing Factors
	1:45 – 2:15	Causal Statements and Action Development
	2:15 – 2:45	Group Work: Causal Statements and Action Development
	2:45 – 3:00	Break
	3:00 – 3:45	Group Work: Review of submitted incidents and potential approaches
	3:45 – 4:30	Closing Remarks / Evaluation

If you have any difficulties in locating our office, please contact our main number: 416-733-3131 at any time. Please refer to our phone directory if you need to reach any of our staff members directly.



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How to Register

Fax: 416-733-1146
Attn: Medina Kadija
Mail: ISMP Canada
4711 Yonge Street, Suite 501
Toronto, ON M2N 6K8
Attn: Medina Kadija
Contact: Medina Kadija,
Administrative Assistant
Phone: 416-733-3131 ext. 236
Email: mkadija@ismp-canada.org

This workshop has been assigned 6.5 CEUs by the Ontario College of Pharmacists. This program is supported by the Canadian Medication Incident Reporting and Prevention System (CMIRPS).

REGISTRATION INFORMATION (Please print clearly)

First Name: _____ Last Name: _____

Company Name: _____

Mailing Address: Business: _____
Home: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ Fax: _____

Email (to be used for registration confirmation): _____

Course Registration Fee \$500 per person* (all taxes included)

Total payable: \$

* ISMP Canada reserves the right to cancel or re-schedule the workshop if minimum enrolment is not reached

Method of Payment

 Cheques are payable to "ISMP Canada". Registration must be accompanied by payment.

Cheque VISA® Mastercard®

Name of Cardholder: _____

Credit Card #: _____ Expiry Date: _____

Signature: _____ GST Registration #898242219

Cancellation Policy:

Requests for cancellations or refunds must be submitted in writing to ISMP Canada prior to November 25, 2010. A \$75.00 cancellation fee will apply. Cancellations will not be accepted after November 25, 2010.



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DIRECTIONS to ISMP Canada RCA Workshop

DRIVING:

LOCATION

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FROM THE WEST

Take highway 401 EAST. Take the exit at Yonge Street (EXIT 369) NORTH. Turn right onto Yonge. Before you reach Sheppard Avenue you will see the Proctor & Gamble building (4711 Yonge Street) on your right. Turn right on the driveway (Poyntz Ave.) at the north end of the building and buzz security for entry to the underground parking (tell them you are attending a meeting at ISMP Canada).

FROM THE SOUTH

Travel NORTH on Yonge Street past highway 401. Before you reach Sheppard Avenue you will see the Proctor & Gamble building (4711 Yonge Street) on your right. Turn onto Poyntz Ave. to access the underground parking. Buzz security for entry.

PARKING:

Turn right at the set of lights on the north side of the P & G building (Poyntz Ave.) to reach the underground parking entrance. Buzz security at the gate and let them know that you are visiting ISMP Canada. Park on Level P2. Take the elevator to the Lobby to obtain a visitor pass and proceed to the 2nd floor.

SUBWAY/TTC:

Take the Yonge line to Sheppard Subway Station. For direct access through the walkway, take the escalator at the **Yonge Street and Poyntz Avenue exit**. When you reach the top pass through the turnstile, you will see a set of doors directly in front of you. This is the entrance to the Proctor & Gamble building's course level. Continue down the corridor and take the escalator to the Lobby to obtain a visitor pass and proceed to the 2nd floor.

You may also exit Sheppard Subway Station at the Sheppard – Yonge Street southeast exit. Walk one block south to 4711 Yonge Street. Go to security desk to obtain a visitor pass and proceed to the 2nd floor.