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Root Cause Analysis (RCA) Workshop for Pharmacists

Thursday, September 26, 2013
8:30 am – 4:00 pm

This workshop has been assigned 6.5 CEUs by the Ontario College of Pharmacists. It is supported by the Canadian Medication Incident Reporting and Prevention System (CMIRPS). Workshop curriculum is derived from the Canadian Incident Analysis Framework developed by the Incident Analysis Collaborating Parties.

PROGRAM AGENDA

1. **Medication Safety 101**
2. **Leading up to RCA**
3. **Conducting RCA**
4. **RCA Getting Started**
5. **RCA Diagramming & Identification of Contributing Factors**
6. **RCA Developing Statements of findings, Actions and Outcome Measures**

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 summarizing the findings, 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, Suite 501
(Procter & Gamble building)
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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How to Register

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

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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 Thursday, September 21, 2013. A \$75.00 cancellation fee will apply. Cancellations will not be accepted after Thursday, September 21, 2013.



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Toronto, ON

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 • 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	Summarize Findings and Action Development
	2:15 – 2:45	Group Work: Summarize Findings and Action Development
	2:45 – 3:00	Break
	3:00 – 3:45	Group Work: Review of submitted incidents and potential approaches
	3:45 – 4:00	Closing Remarks

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