



## **ISMP Canada *Live Facilitated Virtual Workshop*** **Incident Analysis and Proactive Risk Assessment** **for Health Care Professionals and Patient/Family Advisors**

**This workshop engages health care professionals and patient/family advisors in learning about the following:**

### **Day 1: Incident Analysis - Root Cause Analysis (RCA)**

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. Participants will learn how to conduct an RCA through interactive exercises and group work. The workshop will cover diagramming to support incident analysis, identification of contributing factors, summarizing the findings and developing and implementing recommended actions.

### **Day 2: Proactive Risk Assessment Using Failure Mode and Effects Analysis (FMEA)**

Failure Mode and Effects Analysis (FMEA) is a technique used to identify process and problems before they occur. This workshop builds on the principles learned in Day 1, with a change in focus to proactive risk assessment and process redesign. Through interactive group work, participants will learn how to proactively identify potential failures in care related processes to prevent patient harm using failure mode and effects analysis.

### **This workshop offers:**

- Interactive learning in a small class environment
- Facilitated group discussions
- Hands-on practice
- Problem-solving in teams
- Advice from ISMP Canada expert facilitators on how to analyze patient safety incidents

### **Who should take this program:**

Health care professionals and patient/family advisors with an interest in enhancing their knowledge and skills in patient safety. Health care professionals include nurses, pharmacists, pharmacy technicians, physicians, risk managers, patient safety officers, medication safety officers, and other allied health practitioners.

**Workshop Level:** Introductory

**We Will Come to You** - Virtual workshop for your organization, please email us at [education@ismpcanada.ca](mailto:education@ismpcanada.ca)