



## ISMP Canada *Live Facilitated Virtual Workshop*

### Incident analysis and proactive risk assessment for long-term care

This workshop provides those working in long-term care (LTC) with theory and hands-on practice in incident analysis (root cause analysis) and proactive risk assessment using failure mode and effects analysis (FMEA). The workshop takes place over two days .

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

##### Program Abstract:

The program begins with discussion of a case study including an explanation of the steps taken to recognize and respond to a harm event. Afterward, we move into understanding the concepts that underly incident analysis including how and why care does not always go as intended. Participants will learn how to conduct an analysis through interactive exercises and group work. The workshop will cover diagramming to support incident analysis, identification of contributing factors, summarizing findings and developing and implementing recommended actions.

##### Learning Objectives for RCA:

In the RCA portion of the workshop, participants will:

1. Understand and explain how the way systems are designed may lead to harm
2. Understand and explain how human factors can make it difficult to keep residents safe and what to do about it;
3. Apply theoretical concepts about resident harm to determine when and how to respond using incident analysis;
4. Participate in a case study to support learning about incident analysis

##### Audience:

Anyone working in long-term care including administrators involved with investigations, risk management, incident analysis, and medication safety who is interested in learning how to analyze factors that did or could contribute to resident safety incidents.

**Workshop Level:** Introductory

##### Requirements to Attend:

Computer with Internet connection, speakers, webcam, and microphone. Join us virtually from your own location.

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

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

##### Program Abstract:

Failure Mode and Effects Analysis (FMEA) is a technique used to identify 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 diagram a process, how to identify potential failures, and how to redesign processes with consideration of human factors principles to decrease the likelihood of a failure impacting a resident.

##### Learning Objectives for FMEA:

On completion of the FMEA portion of the workshop, participants will be able to:

1. Identify processes suitable for analysis using FMEA;
2. Describe the steps required to complete an FMEA;
3. Map out a process and identify potential failure modes;
4. Develop redesign strategies based on systems theory and basic human factors principles; and
5. Apply principles learned to support medication safety activities in their practice setting