

September 8, 2011

# Gain Full Value From Your Root Cause Analysis Investigations

## Program Agenda

**7:45– 8:15 AM**

Continental Breakfast/Networking

**8:15 - 8:30 AM**

Welcome and Introductions

Tracy Gay, JD

Director, Quality and Patient Safety Division

MA Board of Registration in Medicine

**8:30 - 10:30 AM**

Root Cause Analysis Overview

Patrice L. Spath, BA, RHIT

Healthcare Quality & Resource Management Consultant

Brown-Spath & Associates

**10:30 - 10:45 AM**

Break

**10:45 AM – 1200 PM**

Steps of a Thorough Root Cause Analysis

Patrice L. Spath, BA, RHIT

**12:00-1:00 PM**

Buffet Lunch

**1:00 – 3:30 PM**

Improvement Actions:

The Most Important Step of the RCA

Patrice L. Spath, BA, RHIT

**3:30– 4:00 PM**

MA Mortality Improvement Initiative Update and Wrap Up

Pat Noga, PhD, RN, MBA, NEA-BC

Senior Director, Clinical Affairs

Massachusetts Hospital Association

Tracy Gay, JD

Director, Quality and Patient Safety Division

MA Board of Registration in Medicine

### Learning Objectives

- o Identify the purpose of various investigations that might occur following a sentinel event or significant adverse incident.
- o Describe elements of a “thorough” root cause analysis and what is often missing from investigations.
- o Apply analytical tools that help caregivers identify the event’s root causes and latent conditions.
- o Discover how to determine if the root causes and latent conditions that precipitated the adverse event have been found.
- o Identify strategies for designing sustainable corrective actions and follow-up monitoring activities.

### Location:

**Courtyard Marriott**

**75 Felton St.**

**Marlborough, MA**

Registration  
Deadline  
8/26/11

### REGISTRATION FORM

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail address \_\_\_\_\_

### Registration Cost:

\$100.00 (includes program, breakfast, lunch, CEUs).

Parking is free.

### NO ON-SITE REGISTRATION

No refund of registration fee will be made for

registration cancellation or non-attendance.

Substitutions for registrants may be made.

### Make check payable to “MSHRM” and mail to:

**MSHRM - C/O Faith Kreider**

**494 Watertown Street**

**Newton, MA 02460**

**Continuing Education Credits:** Application for continuing education credit from the American Society for Healthcare Risk Management and the MA BORM has been made.

Quality and Patient Safety Division  
Board of Registration in Medicine



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