



Safe Table: Implementing RCA²: Root Cause Analysis & Action Plan

DATE:

Wednesday, February 19, 2020

LOCATION:

LHA Conference Center
2334 Weymouth Drive
Baton Rouge, LA 70809

WHO SHOULD ATTEND:

LAPS PSO Members: CEOs, COOs, CNOs, CMOs, nurses, physicians, risk managers, quality improvement staff and frontline staff.

**This event is not open to
Non-LAPS PSO Members.**

CONTINUING EDUCATION CREDIT:

4.5 contact hours will be awarded for this offering by the Louisiana Hospital Association for complete attendance and evaluation of the program. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39.

Participants will receive, upon completion of program and evaluation, a certificate documenting the completed continuing education/clock hours.

HOTELS:

http://www.lhaonline.org/resource/resmgr/edu_17/BTR_Hotels_offering_LHA_Group.pdf

OVERVIEW:

In 2015, Ochsner Health System embarked on a journey to change the way they conduct Root Cause Analyses.

In this presentation, Claire Campbell will share the basics of conducting a RCA² as well as Ochsner's journey, through the implementation of the new Root Cause Analysis and Action Model (RCA²). This new model for RCA addressed many of the barriers previously experienced, provided the tools to create a more sustainable model and has helped foster engagement with the RCA process. Campbell will share Ochsner's successes and challenges with RCA² and where they are today in their journey.

OBJECTIVES:

At the conclusion of the meeting, participants should be able to:

- Define a Culture of Safety and the role it plays in a successful implementation of the RCA² process;
- Define the tools required for a successful implementation of RCA² and engagement at all levels of the organization; and
- Participate as a member of an RCA² team, or possibly even be the lead facilitator of an RCA² team

CONFIDENTIALITY:

The Patient Safety and Quality Improvement Act empowers providers to share information about quality by providing them privacy rights, similar to the privacy right for patients under HIPAA. The privacy right is made secure through penalties that are administered through the Office of Civil Rights.

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**Louisiana Alliance
For Patient Safety**
Patient Safety Organization

EDUCATION PROGRAMS

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AGENDA:

8:30 a.m.	Registration
9:00 a.m.	Welcome & Introductions (Dr. Floyd Roberts)
9:15 a.m.	Building a Culture of Patient Safety
10:00 a.m.	Break
10:15 a.m.	Foundations of RCA ²
11:00 a.m.	Starting Your RCA ² Process: A Closer Look at the RCA ² Toolkit
12:00 p.m.	Lunch (Provided)
1:00 p.m.	Case Study - Let's Practice Applying the Tools!
2:00 p.m.	Ochsner: Current Challenges We Still Face Today
2:30 p.m.	Open Discussion/Questions
3:00 p.m.	Adjourn

MEET YOUR FACULTY:

Claire Campbell, Performance Improvement Manager, Ochsner Health System

As the Performance Improvement Manager for System Quality & Patient Safety, Claire Campbell oversees various projects involving patient safety and performance improvement across Ochsner's growing Health System. As part of her role, she leads education around the Root Cause Analysis and Action process for employees across the health system. She participates in RCA² teams and serves as the lead facilitator for complex system RCA²'s that cross multiple campuses. She also leads an RCA² Committee, which meets on a monthly meeting cadence to share RCA² work that is being conducted across the health system, with the goal of identifying any local RCA² work that could have potential system impact. Campbell received her Bachelor of Science in Nursing from the University of Miami and has clinical experience practicing as a registered nurse at Duke University Hospital. She is also a Certified Professional in Healthcare Quality (CPHQ).

What Is a LAPS PSO Safe Table Session?

Available exclusively to LAPS PSO members, safe tables provide a forum for LAPS PSO members to network and exchange best practices and discuss patient safety and quality experiences in an open, uninhibited and legally-protected environment. Most importantly, safe table sessions help build a strong and supportive quality care community where collective learning is valued and collegial relationships are supported and encouraged. These sessions are legally-protected under the Patient Safety and Quality Improvement Act of 2005, which allow healthcare providers to convene and have open dialogue about patient safety and quality issues. Because this is an entirely protected forum, all attendees will be required to sign a confidentiality agreement upon arrival at the meeting (provided at the registration table). All information shared will remain confidential and privileged.



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REGISTRATION

Registrations may be sent via fax to (225) 923-1004. Email confirmations will be sent to all registrants who list an accurate email address.

CANCELLATION POLICY

Registrants who are unable to attend a LAPS PSO educational event are permitted to and encouraged to send a substitute. Please send written notice of any substitutions prior to the scheduled event.

TRANSFER POLICY

We are unable to transfer your registration to another LAPS PSO program. Please make every effort to attend or send a substitute.

**AMERICANS WITH
DISABILITIES ACT**

LAPS PSO will make every effort to provide reasonable accommodations for physically-challenged attendees who require special services. When registering, please attach a written description of needs to the application.

Date: Wednesday, Feb. 19, 2020 **Time:** 8:30 a.m.- 3:00 p.m.

Register Online: <https://www.lhaonline.org/event/PSO2192020>

Price: **LAPS PSO Member Hospital/Person – Complimentary**
This event is not open to NON-LAPS PSO Members.

Fax registration to: (225) 923-1004

Name: _____

Title: _____

Email: _____

Name: _____

Title: _____

Email: _____

Organization: _____

Address: _____

City / State / Zip: _____

Telephone #: _____ **Fax #:** _____

LHA Code #M2042001