

# Root Cause Analysis

*A new quality and patient safety course*

Co-Sponsored with the Connecticut Association of Healthcare Executives

Tuesday, October 6, 2009

**REGISTRATION AND BREAKFAST** ● **8:00 A.M. - 8:30 A.M.**  
**PROGRAM** ● **8:30 A.M. - 11:45 A.M.**

*Based on strong member feedback asking for an advanced-level Root Cause Analysis (RCA) program designed to have participants actually use RCA tools, we are pleased to offer this new course as part of the 2009-2010 Quality Institute curriculum.*

Mistakes happen frequently. The extent of the damage, or whether the mistake happens again, is a product of how we respond. Root Cause Analysis (RCA) is a *tool* for identifying prevention strategies. It is a process that is part of the effort to build a *culture of safety* and move beyond the culture of blame. RCA is a proven methodology for identifying latent errors that result in patient harm.

The goal of a Root Cause Analysis is to find out:

- What happened?
- Why did it happen?
- What to do to prevent it from happening again?

This cost-effective, interactive, half-day intensive program will enable participants to learn how to facilitate an RCA, analyze underlying cause and effect systems, and determine potential improvement processes by working through an actual case.

This training session will be particularly useful to quality managers, patient safety staff, risk managers and anyone interested in obtaining hands-on experience in using a proven process and practical tools to improve organizational performance.

## Objectives

At the conclusion of this program, participants will be able to:

- Describe how to identify a serious event, organize a team, and conduct an RCA using unique tools.
- Explain how action plans identified during an RCA can be anchored and then spread throughout an organization to improve patient safety.
- Apply concepts and unique RCA tools to an actual serious event during the learning session.

## Speaker

**Brian H. Fillipo, MD, MMM, FACP**, is the Vice President of Quality and Patient Safety for the Connecticut Hospital Association. Previously, Dr. Fillipo served as Chief Quality Officer of Moses Cone Health System in North Carolina and as Associate Chief Medical Officer and System Vice President and Medical Director for Geisinger Health System in Pennsylvania. Dr. Fillipo attended medical school and went on to complete his residency at Hahnemann University in Philadelphia. He is a Fellow in the American College of Physicians and completed the Master of Medical Management program at Tulane University.

## Registration

**\$99** for Acute Care Hospital Members. **\$149** for CHA Other Members. **\$249** for Non-Member.

## Accreditation

*Connecticut Hospital Association is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (3.0 contact hours).*

*This program is pending approval of Category II credit through the American College of Healthcare Executives (ACHE).*

*This activity was approved by the National Association of Healthcare Quality for 3 CPHQ CE credit.*

For additional information, contact Christine Froias Prestiano, Coordinator, Education and Sponsorship Services at 203-294-7257 or [prestiano@chime.org](mailto:prestiano@chime.org).