ISMP Canada Workshop

Medication safety: Incident analysis (Root Cause Analysis)

Customized for the Long-Term Care Environment

AGENDA

A.M.	8:00 – 9:00	**Registration**
	9:00 – 9:15	**Welcome, Introduction, Goals for the Day**
	9:15 – 10:00	**Patient Safety 101** • Scope of the problem • System approach • Impact of human factors engineering principles on error potential and solution development
	10:00 – 10:15	***Group activity:*** *applying human factors engineering principles*
	10:15 – 10:30	**Break**
	10:30 – 11:15	**Using the Canadian Incident Analysis Framework:** • Overview • Before the incident • Immediate response • Prepare for Analysis • Analysis Process Part 1: What happened?
	11:15 – 11:45	***Analysis Activity 1:*** *Getting started*
	11:45 – 12:15	***Analysis Activity 2:*** *Develop the timeline*
P.M.	12:15 – 1:00	**Lunch**
	1:00 – 1:15	**Analysis Process Part 2: How and why it happened**
	1:15 – 2:15	***Analysis Activity 3:*** *Develop constellation diagram*
	2:15 – 2:30	***Group Debrief***
	2:30 – 2:45	**Break**
	2:45 – 3:00	**Summarize findings and develop actions**
	3:00 – 3:15	***Analysis Activity 4:*** *Summarize findings*
	3:15 – 3:30	***Analysis Activity 5:*** *Develop action and measurement plans*
	3:30 – 3:45	***Group Debrief***
	3:45 – 4:00	**Follow through and close the loop**
	4:00 – 4:15	***Analysis Activity 6:*** *Share learning*
	4:15 – 4:30	**Summary, Closing Remarks and Evaluation**