



ROOT CAUSE ANALYSIS

CERTIFICATION COURSE

For those who know they need more out of the single event, and for those who don't know it,...yet.

WHO SHOULD ATTEND?

You are a safety officer, a regulator, a quality director or risk manager, an investigator, or an auditor. You are responsible for assessing the health of the organization, and advising those with the authority to take action. Although you may not be without operating responsibilities, your primary interest is in learning about the risks inherent in running the organization, and how to protect the organization's clients and assets.

October
10-12
Minneapolis, MN

hosted by

OUTCOME ENGENUITY



OVERVIEW

This three-day Root Cause Analysis Champion Certification Course is designed to help further understanding of how organizations can explore and analyze single events to provide timely and appropriate information that facilitates quality decisions toward improving outcomes. Our approach is designed to give you the skills to see risk clearly inside your organization – across system design and behavioral choices.

Through this course, you will learn to see your systems and the behaviors of your employees in a different way. Our purpose is to help you find innovative ways to learn about risk within your organization and to help you identify how to allocate resources to manage these risks effectively. In order to assist you in this, we've developed a FREE RCA SOFTWARE: the Causal Diagramming Tool (CDT), to complement our investigation methodology. It is the most effective RCA process available to teach how and what to learn from the single event.

This Root Cause Analysis Champion Certification Course will show you how to:

- Identify and tighten the gaps in your processes



LEARNING OBJECTIVES

- Manage your systems in good times and bad
- Improve your processes by learning from errors and risky choices
- Know what to do with that data to make the most effective changes possible

OVERVIEW THE RCA SOFTWARE LEARNING OBJECTIVES

- Learning about the humans in our system – the interplay between our fallibility, our choices, our environment, and our interpretation of risk
- The relationship between learning systems and justice
- The basics of macro-system design
- A survey of learning systems including Human Factors, System Failure Modes and Effects Analysis (FMEA) through to Root Cause Analysis (RCA)
- Event Investigation – a window into the risks within the system
- Developing skill in Causal Mapping/Analysis with the Causal Diagramming Tool (CDT) software
- The power of audit as a learning tool
- Where to develop quality learning and feedback loops
- Sharing learning across the organization – communicating to affect positive and sustainable change



THE RCA SOFTWARE

CAUSAL DIAGRAMMING TOOL FREE RCA SOFTWARE:

This tool will let your investigators lay out their findings in a standardized, easily translatable format, without taking away from the complexity of the event. Taking it one step further, we have embedded the Just Culture Algorithm™ into the software core to help assess the behavioral influence of the event.



UPON COMPLETION OF THE EVENT INVESTIGATION/ROOT CAUSE ANALYSIS CERTIFICATION COURSE, YOU WILL BE ABLE TO:

- Fully explore the richness of a single event to then conduct a systemic analysis across multiple events
- Describe the approaches and categories of individual and organizational learning
- Articulate how to assess risk across multiple values and allocate resources for the protection of clients and assets

TRAINER



JOHN WESTPHAL

John is an Advisor at Outcome Engenuity working in both industry and healthcare, applying the Five Skills and teaching Just Culture Certification Courses. John has more than two decades of experience in

high consequence industries. He has worked in military, general, and commercial aviation; aerospace maintenance and flight operations; nuclear power; utility industries; the US Forest Service; database and information storage industry; manufacturing; and many aspects of healthcare.

As Manager of Human Factors at Northwest Airlines, John worked with the FAA, management, and union leadership to operationalize Just Culture concepts and facilitate progress within a unionized environment. He helped develop a round table event investigation format that brought management and union representatives together to examine the errors and choices within each event to establish the proper level of accountability. John also trained and coordinated an investigative team who analyzed events within the operation, applying the 5 Rules of Causation, to ensure a more thorough systemic analysis of organizational risk.

John has worked with NASA, healthcare, energy companies, and the airline industry developing prevention strategies using the Socio-Technical Probabilistic Risk Assessment (ST-PRA) methodology. John has developed predictive risk models and interventions for risks such as space shuttle maintenance errors, aircraft component installation errors, aircraft ground damage, aircraft crew errors, utility truck damage, high voltage deactivation errors, and overhead crane mishaps. John's most recent and award winning work at NASA included work on human engineering design requirements and risk modeling tools for the Constellation project.

In healthcare, John's work has centered on Just Culture implementations and predictive risk modeling. His work has employed the ST-PRA methodology for wrong-site surgery, smart pump programming errors, medication dispensing errors, injurious falls, chemotherapy administration errors, mislabeled specimens, and triage errors. The interventions developed from these ST-PRA models have resulted in risk/rate reductions up to 95%.

AGENDA

DAY 1:

OVERVIEW, CONCEPTS, AND THEORY

(8:00 – 9:30 AM) - What is RCA

- Diagnosis vs. Prognosis
- Inferences

(9:45 – 10:45 AM) – Why Do We Do RCA

- Advantages of RCA
- Classification of the Failure

(11:00 AM – 12:00 PM) – Learning Systems

- Reactive
- Proactive
- Prospective

(12:00 – 1:00 PM) - Lunch

(1:00 – 2:00 PM) – Limitations

of the Single Event

- Causal Pathways

(2:15 – 3:15 PM) – The Basic Equation

- The PIDA Model
- Anticipated Failure
- Unanticipated Failure

(3:30 – 4:30 PM) – The Event

Investigation System

- Process Flow and Timeline
- Narrative
- Causal Diagramming

DAY 2:

THE RCA PROCESS

(8:00 – 10:00 AM) – 10 Steps of an Event Investigation

- The Event Investigation Toolkit
- The Three Behaviors
- Contributing Factors

(10:15 AM – 12:00 PM) - Causation

- Cause vs Correlation
- Direct vs Probabilistic Causes
- Causal Strength

(12:00 – 1:00 PM) - Lunch

(1:00 – 2:30 PM) – Building

Causal Diagrams

- The Causal Diagramming Tool
- Elements of a Causal Diagram
- The Risk Mitigation Index

(2:45 – 3:45 PM) – Separating Causal Chains

- Identifying Multiple Negative Outcomes

(4:00 – 5:00 PM) – Conducting the

Investigation

- The Five Questions
- The Five Rules of Causation

DAY 3:

PRACTICE AND NEXT STEPS

(8:00 – 10:45 AM) – Causal Diagramming Practice

- Scenario Exercises
- (11:00 AM – 12:00 PM) – Systemic Analysis
- Proactive Learning Methods
- Risk Registers

(12:00 – 1:00 PM) – Lunch

(1:00 – 2:00 PM) – Risk Mitigation

- Risk Reduction and Prevention Strategies
- Prevention Strategy Effectiveness Analysis

(2:15 – 3:15 PM) – Feedback Loops

- A Cycle of Learning
- Audits and Surveillance
- Reporting Systems

(3:30 – 4:30 PM) – Review and Summary

DATE AND TIME

October 10-12, 2017

Tuesday-Thursday

8:00 am-5:00 pm

LOCATION

Outcome Engenuity, LLC
11010 Prairie Lakes Drive
Suite 375

Eden Prairie, MN 55344

[Map and Directions](#)

\$2,400/attendee

REGISTER NOW



CONTACT US: Client Relations

www.outcome-eng.com

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NEARBY ACCOMMODATIONS

SPRINGHILL SUITES MINNEAPOLIS EDEN PRAIRIE

11552 Leona Road
Eden Prairie, MN 55344
Approximately \$159/night
0.7 miles from Course location
[Map & Directions](#)

COURTYARD MINNEAPOLIS EDEN PRAIRIE

11391 Viking Drive
Eden Prairie, MN 55344
Approximately \$169/night
0.8 miles from Course location
[Map & Directions](#)

COMFORT INN EDEN PRAIRIE - MINNEAPOLIS

7740 Flying Cloud Drive
Eden Prairie, MN 55344
Approximately \$98/night
0.9 miles from Course location
[Map & Directions](#)

Shuttle between hotel and Certification Course venue is not pre-arranged. Please contact your hotel of choice to inquire whether they offer shuttle.