



ROOT CAUSE ANALYSIS

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RCA

- Is a method that is used to address a problem or non conformance, in order to get to the true root cause of the problem.
- It is used so we can correct or eliminate the cause, and prevent the problem from recurring.

TRADITIONAL APPLICATION OF RCA

- Resolutions of customer complains
- Disposition of non-conformance (related to practice)
- Corrective plans resulting internal and customer audits.

OBJECTIVE

Through this training course, you will:

- Understand the meaning of “Root Cause”
- Know the steps used to identify the root cause of problems.

WHAT IS ROOT CAUSE?

- Root cause is the fundamental breakdown or failure of a process which, when resolved prevents a recurrence of the problem.
- For a particular product problem, root cause is the factor that when you fix it, the problem goes away and don't come back.
- RCA is a systematic approach to get to the true root causes of our process problems.

PHILOSOPHY OF RCA

- Each problem is an opportunity because it can tell a story about why and how it occurred.
- It is critical that everyone take a personal and active role in improving quality.
- The true problem must be understood before action is taken.
- This is critical. We need to fix it for good or it will come back and burn us.

- To do this well, we must be;-
 - both focused and open minded
 - both patient and quick
 - above all ,we must be persistence

**WE PERFORM
RCA TO
PREVENT
TURN BACKS**

RC

- If we do a poor job of identifying the RC of our problems, we will waste time and resources putting band aids on the symptoms of the problems.
- Error are the result of defects in the system. People are only part of the process.
- We need to find out why this is happening, and implement mistake-proofs so that it will not happen again.
- This is critical. We need to fix it for good or it will come back and burn us.

Benefits of Root Cause Analysis

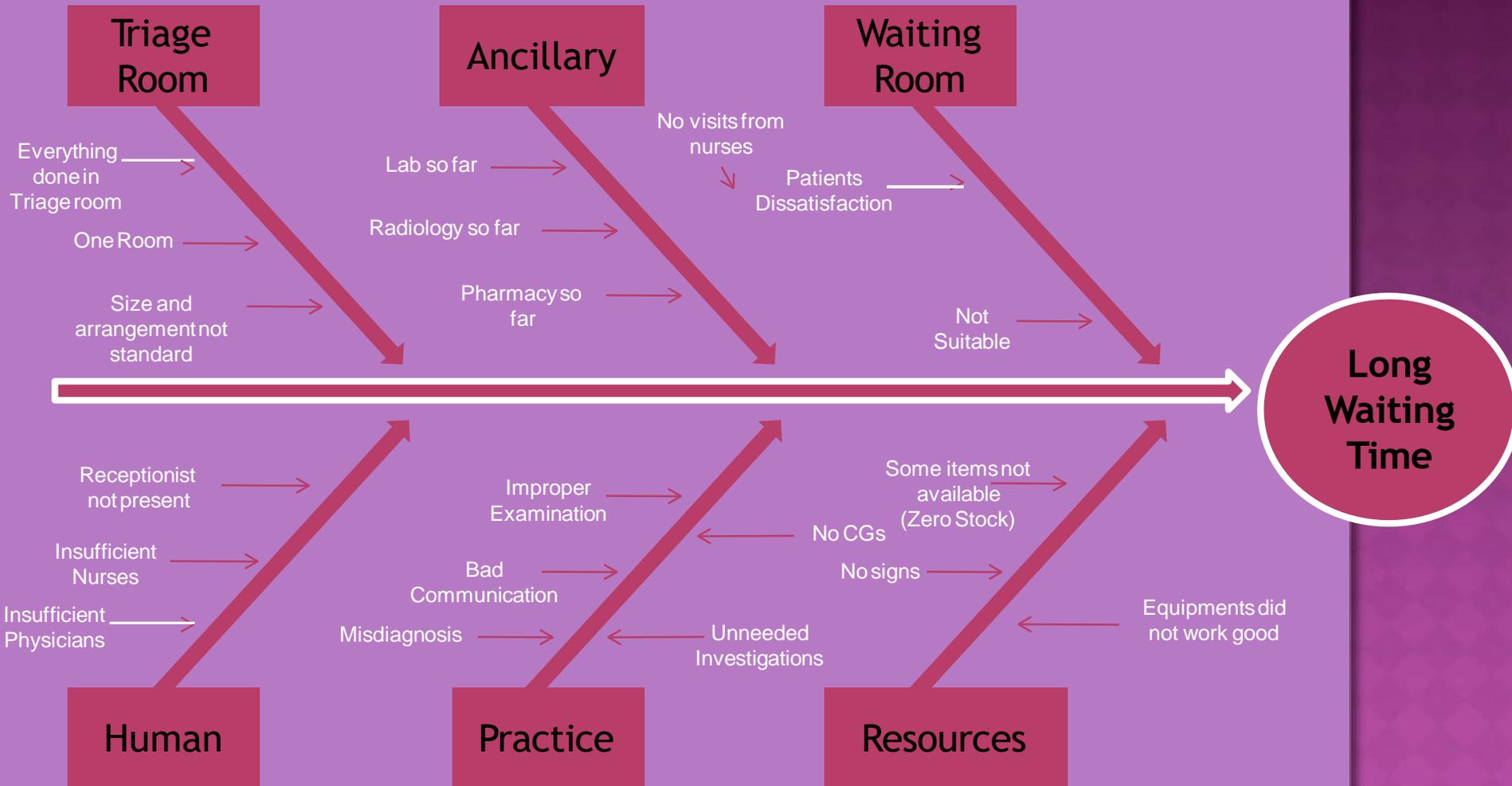
- Identify risk or weak points in process, underlying or systemic causes and corrective actions
- Improve the efficiency and effectiveness of:
 - the operations
 - quality and safety of care through addressing the roots of incidents/event
- Information from RCA shared between and among organisation can help prevent future sentinel events/incidents

HOW DO WE DO RCA?

FISHBONE DIAGRAM: A USEFUL TOOL

- Using a fishbone diagram while brainstorming possible causes helps us to focus on the various possibilities.
- 6 Ms
 - Machines
 - Methods
 - Materials
 - Measurements
 - Mother Nature (Environment)
 - Manpower (People)

Causes of long waiting time in E.R



HOW DO WE DO RCA?

- Said simply RCA is asking **WHY** the problem occurs and then continuing to ask WHY that happened until we reach the fundamental process element that failed.

EXAMPLE 1

- ❖ The patient was late in the theatre ,it cause a delay. **WHY?**
- ❖ There was a long wait for a trolley. **WHY?**
- ❖ A replacement trolley had to be found. **WHY?**
- ❖ The original trolley safety rail was warn and had eventually broken. **WHY ?**
- ❖ It had not been regularly checked for wear. **WHY?**

THE ROOT CAUSE

- There was no equipment maintenance schedule.
- Setting up a proper maintenance schedule helps ensure that patients should never again be late due to faulty equipment.
- This reduces delay and improves flow. If you simply repair the trolley or do a one-off safety rail checks, the problem may happen again sometime in the future.

EXAMPLE 2

- The patient's diagnosis of skin cancer was delayed. **WHY?**
- The excision biopsy report was not seen by the surgeon. **WHY ?**
- The report was filed in the patient's note without being seen by the surgeon. **WHY?**
- It was the receptionist's job to do the filling. **WHY?**
- The junior doctor were busy with other tasks. **WHY?**

THE ROOT CAUSE

- The doctor's other tasks were seen as more important than filling. The system has now been changed.
- A copy of all biopsy reports is now sent to the consultant surgeon responsible for the patient and no reports are filed unless they have been signed by a doctor.

REPORTING

You will need to communicate the outcomes to others to ensure that the root of the problem is understood and that everyone is focused on working on the correct problem area, not treating its systems.

SUMMARY

- RCA is a method to focus our efforts on the true “Root cause” of escapes, so that we truly prevent their reoccurrence.
- RCA helps us reduce turn backs and frustrations, maintain customer satisfaction, and reduce cost significantly.
- Each problem is an opportunity. It contains the information needed to eliminate the problem, and to identify the root cause we have to ask WHY over and over until we find the cause.

**THANK YOU FOR
YOUR ATTENTION**