Telligen QI Connect™
Partnering to improve health outcomes through relationships and data

Facilitators Guide

For the Root Cause Analysis (RCA) Method

The purpose of an RCA is to find out what happened, why it happened and determine what changes need to be made. Facilitating RCA takes skill. Practice is needed to build proficiency and confidence. The steps below outline the process for conducting an RCA.

Facilitation Preparation

- Verify if RCA is needed - When to Use Root Cause Analysis
- If RCA is applicable, collect related information and data to support the process
- Assess meeting location (physical and/or virtual) to determine capabilities and limitations
  - Select documentation resources for capturing your list of root causes
    - RCA Tool Selection Guide
      - Fishbone Diagram
      - Five-Whys Worksheet
  - If the facilitator is not the scriber, select a team member to be the scribe
  - Review the quality improvement focus
  - Gather supplemental materials (ex. Sticky notes, writing utensils, white board, templates)

Facilitating the Meeting

- Direct the team to create a problem statement as defined in step one of this guide: Guidance for Performing Root Cause Analysis (RCA) with PIPs (cms.gov)
- Guide the meeting:
  - Discuss how the RCA method is conducted:
    - "Round robin," random sharing, etc.
    - Document causes on a whiteboard, paper, using a computer, etc.
  - Keep the team on track applying the RCA Pathway
  - Ensure causes shared by the team are documented
  - Help determine if causes are facts or opinions
  - Encourage the team to ask three questions for each cause:
    - Do we have control?
    - Can we fix it?
    - Will it help solve the problem?
  - Assist prioritizing the reasons, enabling transition into the planning phase, which includes eliminating each of the identified root causes

Additional Resource

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/GuidanceforRCA.pdf

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