

# NorthCare

## Root Cause Analysis and Action Plan in Response to a Sentinel Event

Analysis Questions	Findings	Root Cause?	Ask Why?	Take Action
What are the details of the event? When did it occur?(day, date and time)				
What area/service was impacted?				
What are the circumstances that contributed to the event?				
Describe the proper process as designed, and note any deviation from this process. Explain why there was a deviation in process.				
What human factors were relevant to the outcome?				
Was there any equipment failures that contributed to the event? Describe how they contributed.				
What are the uncontrollable external factors that contributed to the event? Are they truly beyond the organization's control?				
Was the physical environment appropriate for the safety of the consumer?				
What other factors have directly influenced this outcome, if any?				
To what degree are staff properly qualified and currently competent for their responsibilities?				

Was the staffing level adequate at the time of the event?				
Was the consumer's information up to date and available to staff at the time of the event. If not, explain.				
Were there any barriers to communication encountered prior to, or during the event? If Yes, describe.				
Was there a risk that was previously identified, involved in the event?				
Was this identified risk properly addressed? If not, what were the barriers of communicating the identified risk?				
How was the prevention of adverse outcomes communicated as a high priority? To whom was it communicated?				

<p><b>ACTION PLAN:</b> For each of the findings identified in the analysis as needing an action, indicate the planned action expected, implementation date, individual(s) responsible for implementation of risk reduction strategies/corrective action, and associated measure of effectiveness. Or, if after consideration of such a finding, a decision is made not to implement an action plan, indicate the rationale. Improvements to reduce risk should be implemented in all areas where applicable, not just where the event occurred. Identify where the improvements will be implemented.</p>	
<b>Risk reduction Strategies</b>	<b>Measures of Effectiveness</b>
Action Item #1:	

