

 Park Nicollet WORK STANDARD	Title: Medical Director Patient Safety Role in Root Cause Analysis (RCA) Process Role: Medical Director Patient Safety (MDPS)		
	Location:		Department: Patient Safety
	Document Owner:		
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Process Summary: This work standard describes the role of the Medical Director of Patient Safety (MDPS) regarding Root Cause Analysis (RCA).

1.	Upon discovery of an event the Medical Director Patient Safety (MDPS) or designee will immediately coordinate findings with the patient safety analyst to determine if this event will be mandated as a RCA or will benefit from the RCA process, with reference to the RCA Decision Tree.
2.	Initiate communication with the Vice President (VP)/Chief of the appropriate service line and other key members of senior leadership in an appropriately prompt timeframe that assures accuracy of the information obtained. MDPS will also contact Director of Risk Management and Director of Billing so that a hold can be put on the patient's account to evaluate if charges should be removed.
3.	Within 4 hours of the MDPS contacting the VP/Chief, a time for an on-site meeting and further investigation will be determined with the patient safety analyst.
4.	Within two business days a consult will have taken place between the MDPS and/or patient safety analyst and the VP/Chief in the occurrence site.
5.	The MDPS and patient safety analyst will then act in a support role to the VP/Chief and area leadership to assure that the integrity of the process is maintained as the high-level investigation proceeds.
6.	The expected date of the RCA meeting will be within 7 business days of when the VP/Chief of pertinent service line was notified of the event for Adverse Health Event (AHE) or Sentinel Event (SE) and within 21 business days for all other RCAs.
7.	During the RCA meeting, the role of the MDPS will be to facilitate the identification of the root cause(s) of the event by utilizing tools such as the 5-why's, the Fishbone diagram, or others as appropriate to the event. The MDPS and the patient safety analyst will act in a support role to the VP/Chief and area leaders as they facilitate the meeting and effectively maintain agenda.
8.	Before concluding the meeting the MDPS will assure that an appropriate Corrective Action Plan (CAP) is developed completing CAP and responsible party sections of Patient Safety-Quality Assessment Root Cause Analysis (RCA) Summary as appropriate.
9.	The MDPS will meet weekly with the patient safety analyst on the status of each CAP utilizing the RCA Visual Daily Management Board to provide support and help establish accountability.