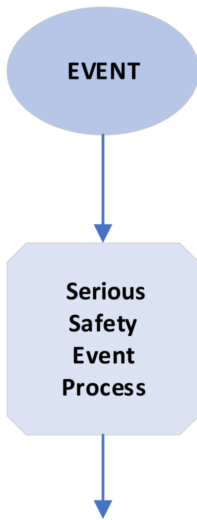
Serious Safety Event RCA Process (Cause Map Process)



Three Step Model

RCA Required/Requested

Event Investigation Conducted

Communication with Risk Department (if needed)

Quality Referrals Sent (if needed)

Attendee List Identified

Meeting Date Identified

RCA Documentation

RCA Meeting Held

Cause Map Creation/Completion

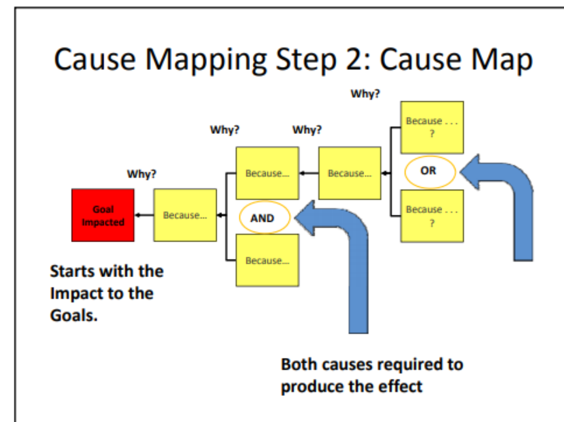
Action Plan Development

Completed within 45 days

Present at Safety Culture Committee

Cause Mapping Step 1: Outline

What	Problem(s)	
When	Date	
	Time	
	Differences	
Where	Physical Location	
	Unit/Process/Equipment	
	Work/Task Being Done	
Impact to the Goals		
	Safety - Patient	
	Employee Impact	
	Compliance	
	Environmental	
	Organization	
	Patient Services	
	Materials, Labor	
		This incident
	Frequency	
		Annual Total



Cause Mapping Step 3: Solutions

Goal Impacted ← Because... ← Because... (Solution:) AND Because...; Because... ← Because... (Solution:) / Because OR Because

No.	Cause	Action Item	Owner	Due Date	Status	Completed