***Root Cause Analysis (RCA) Form***

*This form is used for conducting a RCA for incident, nonconformance, or repeatable reports as soon as practical.   
For Urgent matters such as Sentinel Events, immediately notify the duty manager via telephone.*

*This form is to be used in conjunction with the QHF202 QHSE Reporting Form*

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| **ABOUT THE PERSON COMPLETING THIS FORM** | |
| Name: | Date & Time: |
| Mobile Number: | Contract: |
| Job Title: | Site/Location: |

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| **DESCRIPTION OF IDENTIFIED INCIDENT / NONCONFORMANCE / REPEATABLE REPORTS** |
| \*A Detailed description of report must be written in this area including initial corrective actions done, CAD number (if patient related), and audit finding (if audit related).  - |

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| **INVESTIGATION TEAM** | | |
| Name | Job Title | Investigation Role |
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| **INVESTIGATION FINDINGS** |
| \*A description of the investigation findings must be written in this area. This investigation should include the RCA method used. See below “RCA Methods” for your reference  - |

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| **IDENTIFIED ROOT CAUSE** |
| \*A description of the identified root cause must be written in this area.  - |

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| **CONCLUSION** |
| \*A description of the Investigation summary and the identified root cause.  - |

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| **CORRECTIVE / PREVENTATIVE ACTIONS** | | |
| Action | Responsible Person | Date to be Completed |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |
| 4. |  |  |

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| **RCA METHODS** |
| A method used for RCA is “The 5 Whys” Technique is an iterative interrogative technique with the primary goal to determine the root cause by repeating the question "Why?"   * Ask why until the Root Cause is discovered * Each answer forms the basis of the next question * There may be more than 5 Why or less than 5 Whys * There might be multiple roots to the same problem |
| **SENTINEL EVENT DEFINITON** |
| Sentinel Event is an event related to actions or inactions of our personnel leading to unanticipated death or major permanent loss of function not related to the natural course of the patient’s illness or underlying condition.  For example: As a result of a medication Error, a result of wrong treatment or a result of a fall.  **In addition:**   * Abduction of any patient receiving care, treatment or services * Rape, assault, (leading to death or permanent loss of function), or homicide of any patient receiving care, treatment or services * Rape, assault, (leading to death or permanent loss of function), or homicide of a staff member, licensed independent practitioner, visitor or vendor while on site at the healthcare facility. |