

# rL Solutions and Reliability Center

## Thorough and Credible Root Cause Analysis



Risk MonitorPro® (RMPro) is for any healthcare organization that puts a priority on reducing medication errors, improving patient safety and managing incidents more effectively. RMPro is a web-based incident and adverse event management system that makes it easy to submit, refine, analyze and communicate critical incident information.

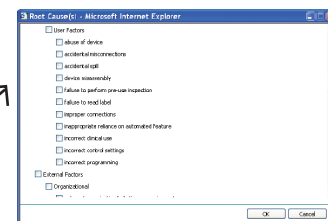
Built specifically for healthcare, RMPro provides Risk and Quality Managers the ability to manage incidents through the entire lifecycle – from occurrence to resolution. With RMPro’s powerful monitoring, alerting and drill-down reporting capabilities, organizations can streamline and eliminate most of the administrative tasks associated with adverse events which means more energy for safety and quality initiatives.

An important aspect of adverse event/incident management is determining the true root causes. Once these root causes are identified and confirmed, they can be a rich source of quality and patient safety improvement information. In the case of sentinel events involving serious physical or psychological injury, there is a need for immediate investigation and response. This response has to be achieved in a timely manner using a disciplined approach with results that are based on facts. In other words, creating documented cause-and-effect relationships down the branches of the “logic tree”, verifying each hypothesis.

True Root Cause Analysis (RCA) involves the systematic analysis of an incident which results in a series of ultimate root causes and an understanding into the web of factors that may have contributed to the observed outcome. The Reliability Center’s (RCI’s) flagship product, PROACT® RCA, delivers the world’s leading RCA functionality. The PROACT® RCA product automates the root cause analysis investigation process – allowing customers to concentrate on solving the problem at hand instead of having to worry about the mechanics of collecting, storing and presenting root cause information.

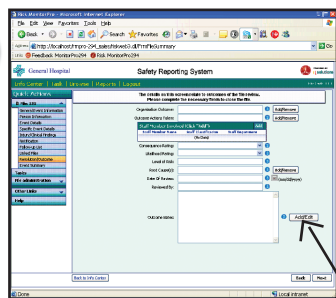
### How It Works

When an incident is selected for Root Cause Analysis, the Risk MonitorPro® and PROACT® RCA products integrate to execute the required workflow. At the click of a button the incident is sent from RMPro to PROACT® RCA where the analysis is performed. Once the analysis is completed, a resulting set of root causes are provided (Physical, Human & Latent), along with a detailed report outlining how those causes were identified. These elements are returned back into RMPro and the associated incident is updated to reflect the RCA results.



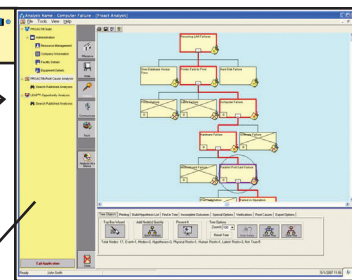
If the Event does not require a full RCA investigation, the Risk Manager can choose the Root Causes from a list in the RMPro solution.

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Root Causes Are Returned to Risk MonitorPro® along with the supporting PDF Report Detail.

If the Event requires a detailed RCA, e.g. Sentinel Event, the Risk Manager can click a button on the Incident File to submit the file to PROACT® RCA for analysis.



All Information is Analyzed and Root Causes are Determined

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- Root Causes**
1. Inadequate sleep
  2. Poor supervision
  3. Poor motivation



PDF Report and List of Root Causes Returned

## Value of RCA

When examining the use of RCA in health care, it should be understood that there is a direct correlation between patient safety and the bottom line. As patient safety increases, adverse outcomes decrease. As adverse outcomes decrease, the following positive results may be seen:

- 1) Claims decrease;
- 2) Insurance premiums decrease;
- 3) Work-hours are freed up for productive/proactive tasks;
- 4) Easing the short-staffing burden as the reactive work diminishes;
- 5) Lengths of stay are decreased;
- 6) Legal fees are decreased;
- 7) Use of additional supplies and materials decreases;
- 8) Morale is increased and stress decreased;

The integrated rL Solutions / RCI solution ensures that all requirements outlined by JCAHO, and other governing bodies are fully satisfied. Meeting required standards is important, however, an organization will truly realize that progress is being made when it starts doing such analyses on its own instead of only when the regulatory agencies require them. When an organization gains control of its operations, there will tend to be fewer sporadic types of events, such as the reviewable sentinel events. As this trend progresses, time that analysts would have spent on attending to such high visibility events can instead be focused on the more chronic type of events (precursors to sporadic) that ordinarily would not get such attention.



### About rL Solutions

rL Solutions is a market leading provider of customer service, risk management and claims management solutions that are easily implemented, globally accessible, and have a positive impact on the quality of care and service for healthcare consumers. Working with strategic partners, rL Solutions is creating a global network that collaborates and leverages each others' unique skills to improve the healthcare experience for everyone. For more information, visit [www.rl-solutions.com](http://www.rl-solutions.com).



### About Reliability Center

RCI is an international leader in bringing scientific and engineering principles to the field of solving problems, correcting failures and preventing future errors in human work efforts. RCI has been a leader in successfully applying these skills to the health care field – helping caregivers and health care managers improve patient care and safety while reducing litigation risk. For more information, visit [www.proactforhealthcare.com](http://www.proactforhealthcare.com)

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