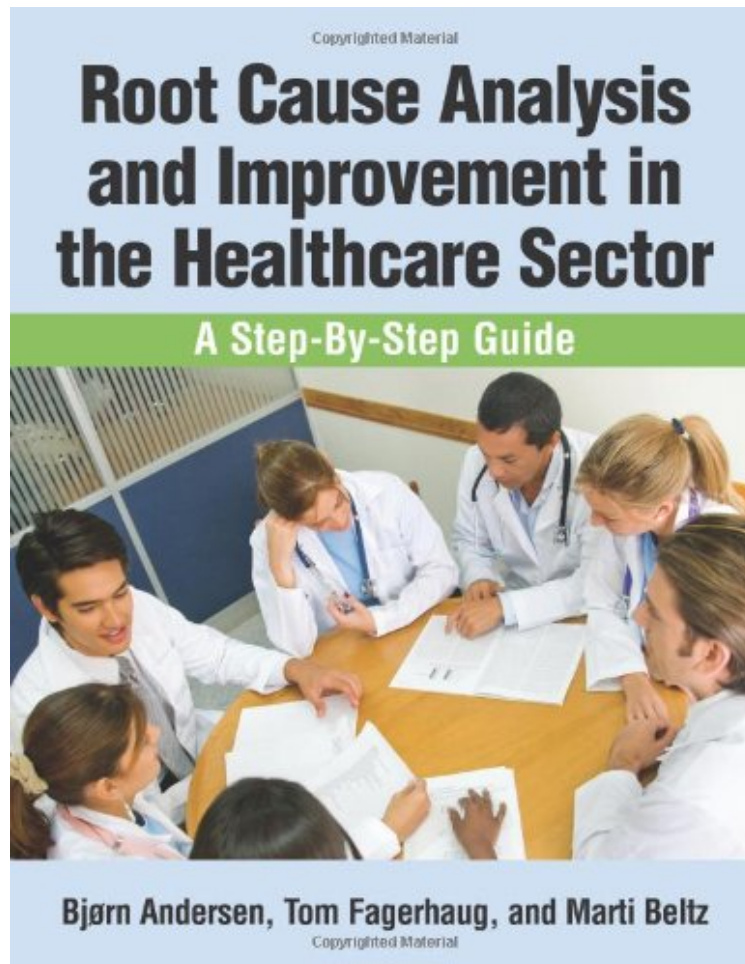


(Free) Root Cause Analysis and Improvement in the Healthcare Sector

Root Cause Analysis and Improvement in the Healthcare Sector

Bjørn Andersen, Tom Fagerhaug, and Marti Beltz
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Healthcare organizations and professionals have long needed a straightforward workbook to facilitate the process of root cause analysis (RCA). This is that book. In a workbook-style format, it walks through the RCA process step-by-step, with a wide range of real-world examples. It includes up-to-date information on the use of RCA in satisfying mandatory reporting requirements, and slays the myth that the process is onerous and fraught with barriers. Both print and (on an accompanying CD-ROM) electronic worksheets and templates are provided for the reader's use. The insights are equally applicable to acute care hospitals, rehabilitation facilities, long-term care facilities, outpatient

surgery centers, ambulatory services, and general office practices. It is organized so as to be used by the most naive of users for the most basic RCA issues, and there is also a separate section for more advanced users or more complex issues. Also included is an adaptable, ready-to-use presentation with scripting to aid readers in explaining RCA, garnering support for the use of its techniques, and training others.