Understanding Root Causes

Identifying Outbreak Contributers Beyond Contact Tracing

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Today's Objectives

- Create a quick but thorough RCA using a multidisciplinary approach

- Make use of technology via virtual platforms to encourage brainstorming

- Identify contributing factors to a simulated COVID-19 outbreak in a nursing facility

RCA – Why Bother?

Healthcare workers like to fix problems but often skip the very valuable RCA process

- We already "know" what the problems are
- Diagrams are difficult to create – lack of technical skill
- The "fishbone thing" is intimidating
- I don't know where to start

RCA - Simple and Fun

- Important "first step" and honest look at the problem
- All possibilities are included
- Multidisciplinary team is key!
- Channel your inner 4 year old child!

The Team

- Every discipline involved in the issue
- All ideas are worth mentioning
- Confidentiality
- Can Do attitude – not a complaint session
- Facilitator to maintain focus
- How can we do this virtually?

5 WHYs

- Modify the 5 Whys for all types
- Start with problem or incident
- Keep asking why until the excuses fall away
- Human Error is rarely a root cause
- Looking for real or potential system failure
- But… **why?**

K.I.S.S.
(Keep it Simple Smartie!)

- Facilitator encourages all to participate
- No idea is too small
- The best ideas are simple in nature
- Stick to identifying causes – not solutions
- Virtual Platform

Using Virtual Platforms

- Choose a platform – Zoom, Teams, GoToMeeting, etc
- Camera preferred – keeps people engaged
- Screen share for facilitator
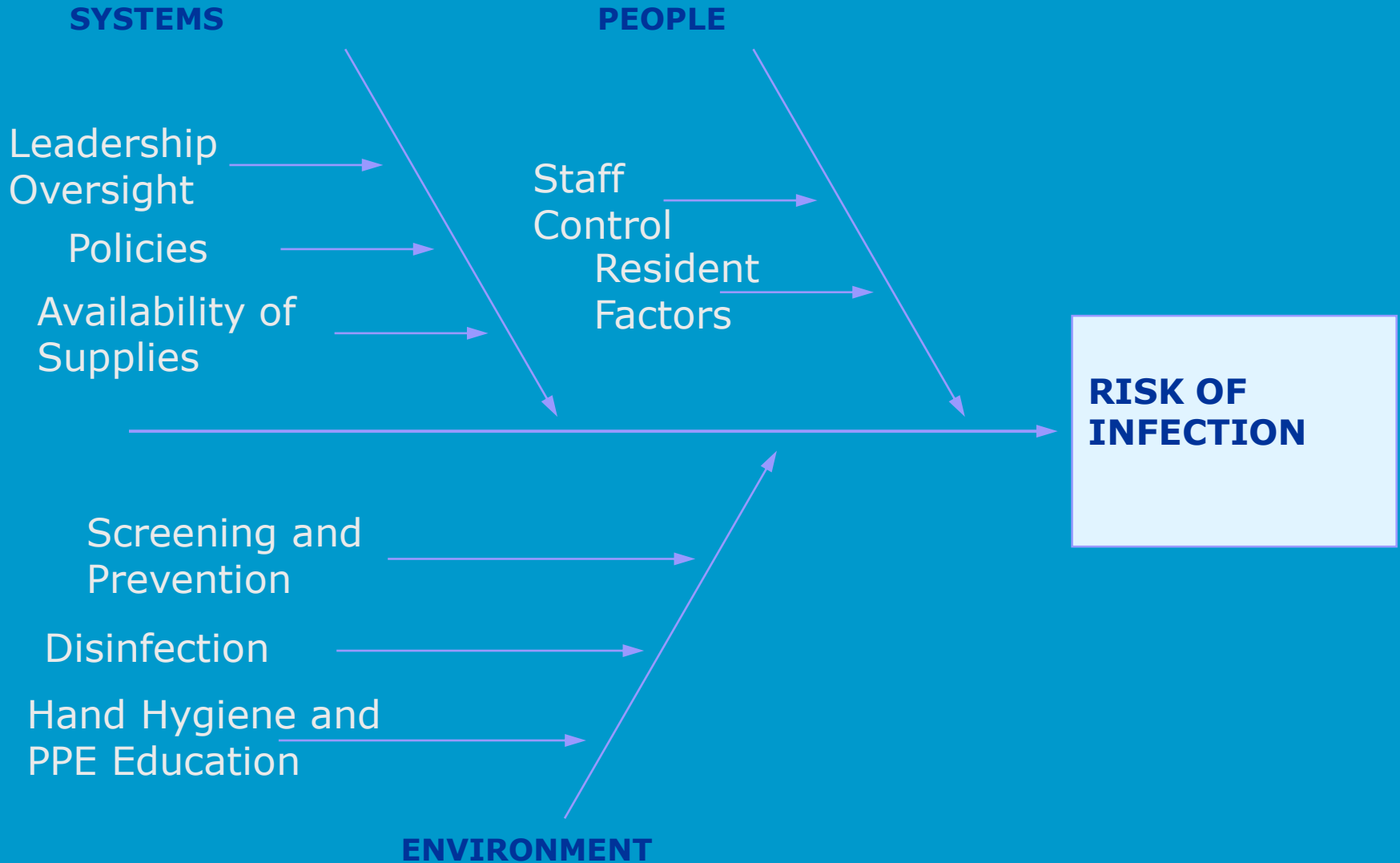- Simple Excel spreadsheet

Using Excel

- 4 or more main categories
  - Leadership/Systems
  - Staff Control
  - Resident Factors
  - Environmental
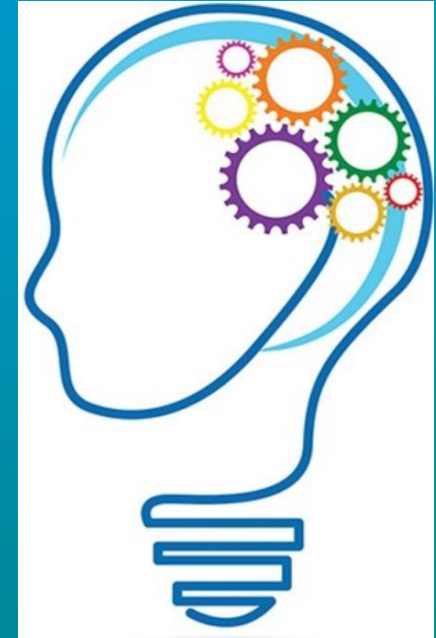- List possible causes – all welcome
- Keep asking why!

Template

Leadership		Staff		Residents		Environment	
1) Education		1) not taking sick time		1) long conversation		1) Disinfection	
2) Policy		2) mask not worn		2) hearing issues		2) Hand hygiene	
3) Culture		3) assignments					

CAUSES OF OUTBREAK

SYSTEMS

PEOPLE

Leadership Oversight

Policies

Availability of Supplies

Staff

Control

Resident Factors

RISK OF INFECTION

Screening and Prevention

Disinfection

Hand Hygiene and PPE Education

ENVIRONMENT

Virtual World!

A staff member has been working while feeling ill for 2 days. They reported a fever during the shift and was sent home. The employee tested positive for COVID-19. Within several days, 6 staff tested positive and 12 residents were symptomatic and later tested positive. WHY did this happen?

Lets start with some simple categories in our spreadsheet to lead the discussion

Mahalo

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