

**University of Michigan Hospitals and Health Centers**

**PCA Sentinel Event Meeting Agenda**

Event – Root Cause Analysis Meeting

(Date)

2:00p-4:00p

UH 2G209

| TOPIC   | TIME       | LEAD                                       |
|---|------------|--|
| I. Establishment of the Purpose of the Meeting <ul style="list-style-type: none"> <li>• Fundamentals of the process</li> <li>• Introduction of all participants</li> <li>• Sign-in on Acknowledgement of Confidentiality Form</li> </ul>  | 5 minutes  | Chief of Staff, Office of Clinical Affairs |
| II. Orientation to the Sentinel Event Process <ul style="list-style-type: none"> <li>• Three types of meetings (debriefing, root cause analysis, wrap up)</li> <li>• Definition of a thorough and credible root cause analysis</li> </ul>   | 10 minutes | Quality Improvement Representative (QI)    |
| III. Description of the Event <ul style="list-style-type: none"> <li>• Overview of the chronology and flowchart pertaining to the event</li> </ul>  | 20 minutes | Risk Management Representative             |
| IV. Root Cause Analysis – Minimum Scope (Brainstorming of Issues) <ul style="list-style-type: none"> <li>• Patient Identification Process</li> <li>• Patient Observation Procedures</li> <li>• Care Planning Process</li> <li>• Staffing Levels</li> <li>• Orientation &amp; Training of Staff</li> <li>• Competency Assessment /Credentialing</li> <li>• Supervision of Staff</li> <li>• Communication among Staff Members</li> <li>• Availability of Information</li> <li>• Adequacy of Technical Support</li> <li>• Equipment Maintenance/Management</li> <li>• Physical Environment</li> <li>• Control of Medications</li> <li>• Labeling of Medications</li> </ul> | 50 minutes | All  |
| V. Categorize Issues  | 10 minutes | All  |
| VI. Form Subcommittees- Assign Leads  | 10 minutes | All  |
| VII. Next Steps <ul style="list-style-type: none"> <li>• Assignments</li> <li>• Agenda Planning</li> </ul>  | 10 minutes | QI Representative                          |
| VIII. Meeting Critique  | 5 minutes  | QI Representative                          |

Rules of Conduct:

- Respect each person
- Share responsibility
- Criticize only ideas, not people
- Keep an open mind
- Question and participate
- Attend all meetings
- Listen constructively

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