

# How Do We Conduct an RCA? (The Big Picture)

## 1. Identify the Event



What happened? Where did the concern come from (incident report, complaint, near miss)?

## 2. Build the Team

Include staff who know the work and process. RCA works best with frontline input.



## 3. Describe What Happened

Timeline, facts only, open mind



## 4. Identify Contributing Factors



- Communication issues
- Staffing or workload
- Equipment or environment
- Policies or training gaps

What conditions made this more likely to happen? Avoid jumping to conclusions. Explore with curiosity

## 5. Find the Root Cause

The root cause is the main system or process failure that led to the event.

Ask:

- Would this event have happened if this cause was not present?
- If we fix this, will the problem stop happening?



If the answer is NO to both, you've found the root cause.

If the answer is YES to either question, continue the analysis.

## 6. Make Improvements

- Change the process or system, not the person.
- Strong fixes change how work is done.

Important: Solutions don't have to be large, small changes can make a difference, focus on realistic improvements.



## 7. Check if the Change Worked

- Did we do what we said?
- Are staff using the new process?
- Has the problem stopped happening?



## Key Takeaways



- Your voice matters.
- Prevent the same problem.
- Learning, not punishment.
- Fix systems.
- Big problems don't always need big fixes.
- Small changes can have a strong impact.