Local Level RCA in RL Solutions

Summary Sentence: When completing a Local Level Root Cause Analysis, the documentation needs to be entered into RL Solutions. This training will review RL Solution's Root Cause Analysis module.

Environment Prep: Create a Fall Risk Event where the patient was harmed (severity D or higher). Create an additional Workplace Violence Risk Event for the same patient.
Zoom browser to 125% for screenshots.
Environment: Training - http://rlapp02.sbch.org/RL_Training/Homecenter/Client/Home.aspx
User/pswd: filemanager/123

Describe where you are in RL	Tell what displays in the text caption for the user to read. ***This text will be copied/pasted into the eLearning.***	List the steps the user must complete to continue	List the steps the elearning author should complete
Section Title: Place Orders at Any Time			
SLIDE	This module is focused on the steps to complete a Local Level RCA. Group RCAs will be facilitated and documented by the Risk/Regulatory department.		
Icon Wall – very important text buble.	All RCAs must be created from an active Risk File.		
Icon Wall	Open the Info Center to find active risk files.	Select Info Center	
Info Center	Scenario: You were managing a Fall event and decided a local level RCA was required. You will need to open the risk file to start the RCA.	Select File [X]	
Risk File [X]	Now that we are in the risk file, we can create the RCA.	Select More Actions	
Risk File [X]		Select Send to Another Module	
Select Destination Form		In the destination field, search for "RCA" and select Standard RCA.	
Select Destination Form		In the reason for investigation field type "patient fall with fracture"	
Select Destination Form		Select OK	
Send Risk data to RootCause prompt	The RCA file will be created with data copied from the Risk file. You need to confirm that you want this data copied. If you skip this prompt, you will have additional fields to enter in the RCA.	Select Send.	
Confirmation Message	On the confirmation prompt, take note of the RCA file number. Click OK to return to the Risk File.	Select file ID [X]	

	Click the RCA file ID to jump directly to the RCA file.		
Standard RCA – Management Form	The RCA module contains several tabs across the top. For Local Level RCAs, you will use: - Investigation Overview – provides a summary of the RCA documentation. - Preliminary Investigation – use this section to document preliminary details such as due date, participants, and related information. - Timeline – the timeline is not required but can help with sorting out the order of events. - RCA Local Level – use this section to document the details of the investigation, action plans, and resolutions. The other tabs are for use during Group RCAs.		*Highlight or point to each tab with the description*
Investigation Overview	Let's review the Investigation Overview. The Investigation Status is used for tracking the progress of the RCA.	For Investigation Status, select Preliminary Investigation.	
	Enter the file number for the associated Risk File. If you forgot, you can select File Notifications to see the linked File.	Select File Notifications.	
File Notifications			*Add an arrow point to the file ID.*
		Enter [file ID] in Associated Risk File Number.	
Investigation Overview	There are additional fields for Notes and References & Citations. Fill these in as needed. For example, you could list any relevant policies or procedures. The rest of the Investigation Overview is read only. The sections will populate with information entered on the other tabs.		*Highlight read only sections.*
	Let's review the Preliminary Investigation tab.	Select Preliminary Investigation.	

Preliminary Investigation	The internal code is an ID number that will be entered by the Risk/Regulatory department.		*Highlight field*
	The reason for investigation was entered when you created the RCA file. You can update the reason if needed.		*Highlight field*
	You need enter a date that you anticipate the RCA will be completed by.	Select the Date field. **Select a date two weeks from today.**	
	The Investigators and Participants section is used for listing the participants in the RCA.	Select Add.	
Participants Pop Up	There is a look up option available for the name field. Use this to search the employee/physician database. Using the look up will pull in the participants Name, Title, Email, and Phone number.		*Highlight field.* Demo looking up user.
	Now that the participant's information is listed, you only need to select a Role. This is their Role in the RCA.	Select Role. Select Facilitator. Select OK.	
Preliminary Investigation	Repeat these steps until all participants are listed.		Fade in full list.
	The Related Events section will display the linked Risk File. The add button is for adding a NEW risk event. For RCAs at Cottage Health, you must only link existing risk files. (*put X over add button and show text in important box*). If you need to link another risk file to the RCA, use the File Notifications section. For example, there was a workplace violence file entered for the same event.		Select File Notifications. Select Add Linked Files. Enter the File ID for workplace violence event created in prep.. Press Enter.
File Notifications – Linked Files	If you need to unlink a file, select Unlink. Click anywhere to close the file notifications.		
Preliminary Investigation	The file attachments is used for attaching relevant documents such as policies, checklists, and training records. Important: Do not attach medical records. Select Add and follow the prompts to upload the files.		Demo Steps and upload policy document from H:Drive
	Let's review the Timeline tab	Select Timeline	

Timeline	The Timeline is helpful for documenting the steps of the event. The Timeline will display the steps chronologically, so you can quickly review what happened.	Select New Event. Fill in: Toileting 7:00 AM Description: Up to BR with PCT Select Add Event.	
	Now the event is listed in the timeline. Let's add another.	Select New Event. Fill in: Pain med administration 9:15 AM Description: pain 6. Requesting pain med. Select Add Event.	
	Let's add another.	Patient agitated at 0800	
	Regardless of the order that you enter the events in, they will display in the order of the documented times.		
	Let's review the RCA Local Level tab.	Select RCA Local Level.	
RCA Local Level	The RCA Local Level tab is used for documenting your investigation, findings, action plan, and conclusion. Document each Cause Factor and the relevant details.	Select Add.	
	There are several fields available. Fill in the information that applies.		Scroll through available fields.
		Select a Category of Human factors.	
	I'll fill in the rest for you.		Enter the findings "patient uncooperative with following RN instructions will not use call light and yells instead." Process identified = communication process.
	The documentation is saved automatically. You can add as many factors, findings, and action plans as necessary.	Select Add.	
	I'll fill in the documentation for you.		Category= policy and protocol Findings = restraints tied incorrectly allowing patient to have access to untie own restraints Process identified = orientation/education process Action plan = review new restraint tie process with nursing staff

			Action plan facilitator = nurse educator
	If you need to request additional information from another employee, a task will need to be created. Only specific managers have access to RCA files, so tasks will need to be created on the original Risk File.	Select File Notifications. Select Tasks Select New Task.	
Task	The task will need to be assigned to the risk file.	Select File. Enter the risk file ID. I'll fill in the rest of the task for you.	Type = follow up on file. Deadline = T+4 Assigned to = front line Description = update restraint tie procedure and provide education to staff. Check new task creation email. Check reminder email and T+3 Check Task completion email. Select OK.
	The task is now created on the Risk File. Since we are in the RCA, we will not see the task listed here. To review the risk file, select linked files and the file the name.	Select Linked Files. Select the File Name.	
	As you work through the RCA, you will need to toggle between the RCA file and the Risk file. Remember to use the File Notifications section to quickly jump back and forth.	Select Linked Files. Select RCA.	
	RL will periodically save your work. If you need to exit and the Save & Exit button is active. Click Save & Exit to save your work. If the Save & Exit button is grayed out, then your work is saved and you can proceed to exit.		Press Save & Exit if active. Fade out.
Icon Wall	You can find your in progress RCA in the info center.	Select Info Center	
Info Center		Select the Root Cause system view.	
		Select the File ID [X]	
Investigation Overview	You were notified that the nurse educator completed the education task so update the Investigation Status.	Update the Investigation Status to Plan of action - Implemented	
		Select RCA Local Level	

RCA Local Level	Select the Policy & Procedure cause factor and update the action plan fields.		Scroll to Action plan fields. Fade in filled in information. Action taken = update restraint tie procedure and provided education Action type = process changed Location = SB WC 3 Measure of success = assessed competency of all WC-3 nursing staff for 100% compliance
	Once the RCA is complete, you will need to sign off on the risk file.	Select File Notifications. Select the linked file.	
Risk File		Select Add Follow Up. Select Sign-Off. Select Manager Sign Off. Add a description – "RCA Completed". Select Add. Select Exit.	
Info Center	Once you sign off on the file, Risk/Regulatory will be notified to review the file. They will also review the attached RCA. All associated risk and RCA files will be closed by Risk/Regulatory.		