

Root Cause Analysis: How to conduct interviews

Critical Access Hospital Quality
Improvement Bootcamp

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TEXAS DEPARTMENT OF AGRICULTURE
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Texas Hospital Association Foundation



Learning Objectives

Identify and discuss techniques and strategies for interviewing staff during the RCA process

Identify and discuss techniques and strategies for interviewing patients and families during the RCA process

Apply techniques to real-time situations

What has been your experience?



Common Missteps

- Assume human errors or equipment failures are the problem's root cause
- Fail to look beyond; fail to look at the systemic design flaws or execution flaws
- Fail to include the patient and family in investigation



Interviewing Staff: Setting the scene

- Neutral location
- Quiet and Welcoming
- Clear space
- Open body language



Interviewing Staff: Tips

- Be aware of your assumptions
- Remain open- minded
- Be engaged
- Listen!
- Emotional intelligence

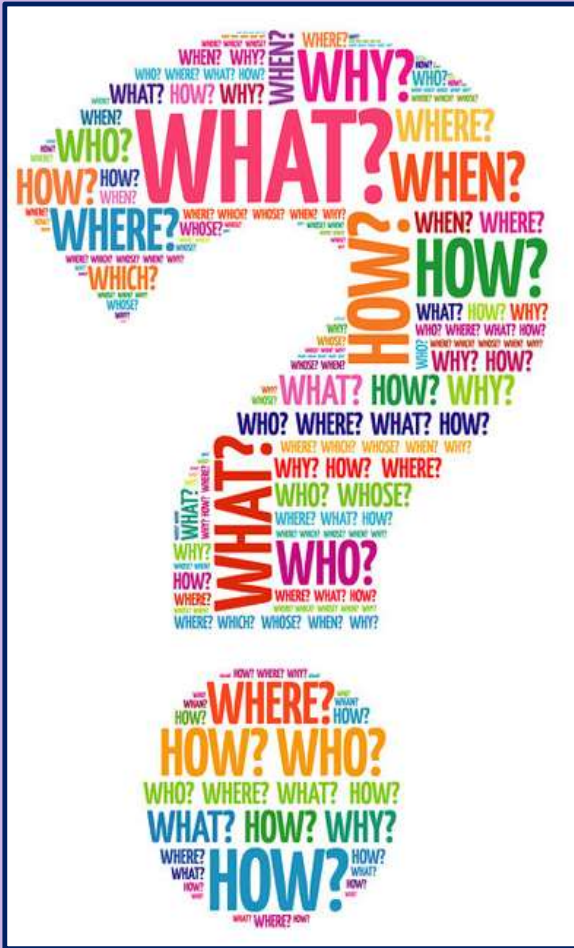


Interviewing staff: Strategies

- **Build trust**
- **Start with the facts**
- **Ask open-ended questions**
- **Ask them for solutions**
- **Repeat back**

Asking the right questions

- More questions, more answers, more solutions
- What is NOT being asked?
- Why?
- Stimulate innovation
- Makes conversations more productive



Remember!

- You are *not* their supervisor
- You are *not* HR

Interviewing Patients and Family:

Setting the scene



Quite



Safe



Comfortable



Time

Interviewing Patients and Families: Tips and Strategies

- ✓ Be honest
- ✓ Follow up and follow through
- ✓ Demonstrate trust and respect
- ✓ Repeat back





Role Play

Thank you!
Questions?



References

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