



Reporting Sentinel Events and the Method of Root Cause Analysis

Webinar T2556

Tuesday, February 2, 2010
9:00 a.m. – 10:00 a.m. (CST)

Overview

The Joint Commission defines a sentinel event as “an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase, “or the risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Such events are called “sentinel” because they signal the need for immediate investigation and response.” Since January 1995, there have been 6,428 sentinel events reported to The Joint Commission. This was updated September 20, 2009. It is critical that these errors be significantly reduced. Learn from a former Joint Commission surveyor how to be in compliance with The Joint Commission and also how to decrease these very serious errors.

Target Audience

CEO, COO, CNO, CMO, Nursing Leadership, Clinical Leadership, The Joint Commission Coordinator, Performance Improvement Director and Staff, Safety Officer and Personnel, and Risk Managers

Program Topics

- Definitions and responsibilities
- Goals and standards, including survey process
- What to do - the process
- RCA
- Case examples

Objectives

At the completion of this program, the participant will be able to:

1. Describe the difference between reportable and non-reportable sentinel events
2. Identify the two expectations of the Joint Commission (TJC) if it becomes aware of a reportable sentinel event
3. Describe four characteristics of a thorough and credible root cause analysis (RCA)
4. Describe the methods of submitting RCA and an action plan
5. Identify sentinel events through case review

Faculty

Susan Shepard, MSN, MA, RN, CPHRM has over 30 years of leadership experience in acute care hospitals, ambulatory care systems, health maintenance organizations, and conducting comprehensive evaluations for provision of healthcare. She has expertise in change leadership, utilization management, complex organizations, managed care and wellness, staff development, and strategic vision development and implementation, and multidisciplinary collaboration. For the past seven years, she provided quality and risk management and consulting services in the medical malpractice industry. She spent seven years as a nurse and administrator surveyor for The Joint Commission and was a highly acclaimed speaker for Shared Visions New Pathways, Ambulatory Care, and the AHA Continuous Readiness Program for Tennessee, Alabama, Mississippi and Arkansas.

Susan Shepard received her Masters in Nursing Administration from Medical Colleges of Virginia – Virginia Commonwealth University. She also holds a Master of Arts in Management from Webster University, a Bachelor of Science in Nursing from St. Louis University. She holds the rank of Colonel (retired) in the U.S. Air Force, Nurse Corps.

Continuing Education

Certificates of Attendance will be issued to all registrants attending this audio conference. These certificates should be placed on file at your hospital as evidence of attendance. Certificates of Attendance will not be awarded for taped sessions.

Registration

\$180 for AHA members

The registration fee includes **one connection and site fee**. One or more individuals from the same facility may participate for the same fee. Participants are encouraged to log in 15 minutes prior to the start of the program, as the program will begin on time.

Participants should register at least five business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. If you have not received confirmation via the e-mail provided on the registration form at least three business days prior to the event, please contact Anna Sroczyński at 501-224-7878, or via e-mail to asroczyński@arkhospitals.org. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

Prior to the event, you will receive instructions and passwords for accessing the event, along with the slide presentation and other resource materials. It is the responsibility of the registrant to download and/or access presentation materials prior to the day of the event. If your e-mail address changes, you do not receive an e-mail with instructions from AHA or if you are unable to download or open presentation materials, please contact AHA two days prior to the event to allow time to address the issue.

Substitution, Transfer and Cancellation Policy

Refunds, minus a \$25 processing fee, will be granted if requests are received in writing by the AHA at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted. Fax refund requests to Anna Sroczyński at 501-224-0519.

REGISTRATION FORM

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Registration Fee \$180 for AHA members

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Upon receipt, additional handouts can be copied.

Name and Title of Contact Person _____
Organization _____
Mailing Address _____
City, State, Zip _____
Telephone _____ Fax _____ E-mail _____

Method of Payment

Check in the amount of \$_____ payable to the Arkansas Hospital Association is enclosed.

Credit Card # _____ Visa MasterCard

Cardholder's Billing Address (including zip code) _____

Expiration Date _____ Name on card _____

Signature _____

Mail form and payment to

Anna Sroczyński, Registrar, Arkansas Hospital Association, 419 Natural Resources Drive, Little Rock, AR 72205; 501-224-7878; or fax form with credit card information to 501-224-0519.