

A stylized world map in shades of blue and teal, centered on the Atlantic Ocean, serving as a background for the text.

TapRoot®

Changing the Way The World Solves Problems

JCAHO's Root Cause Analysis Guidelines

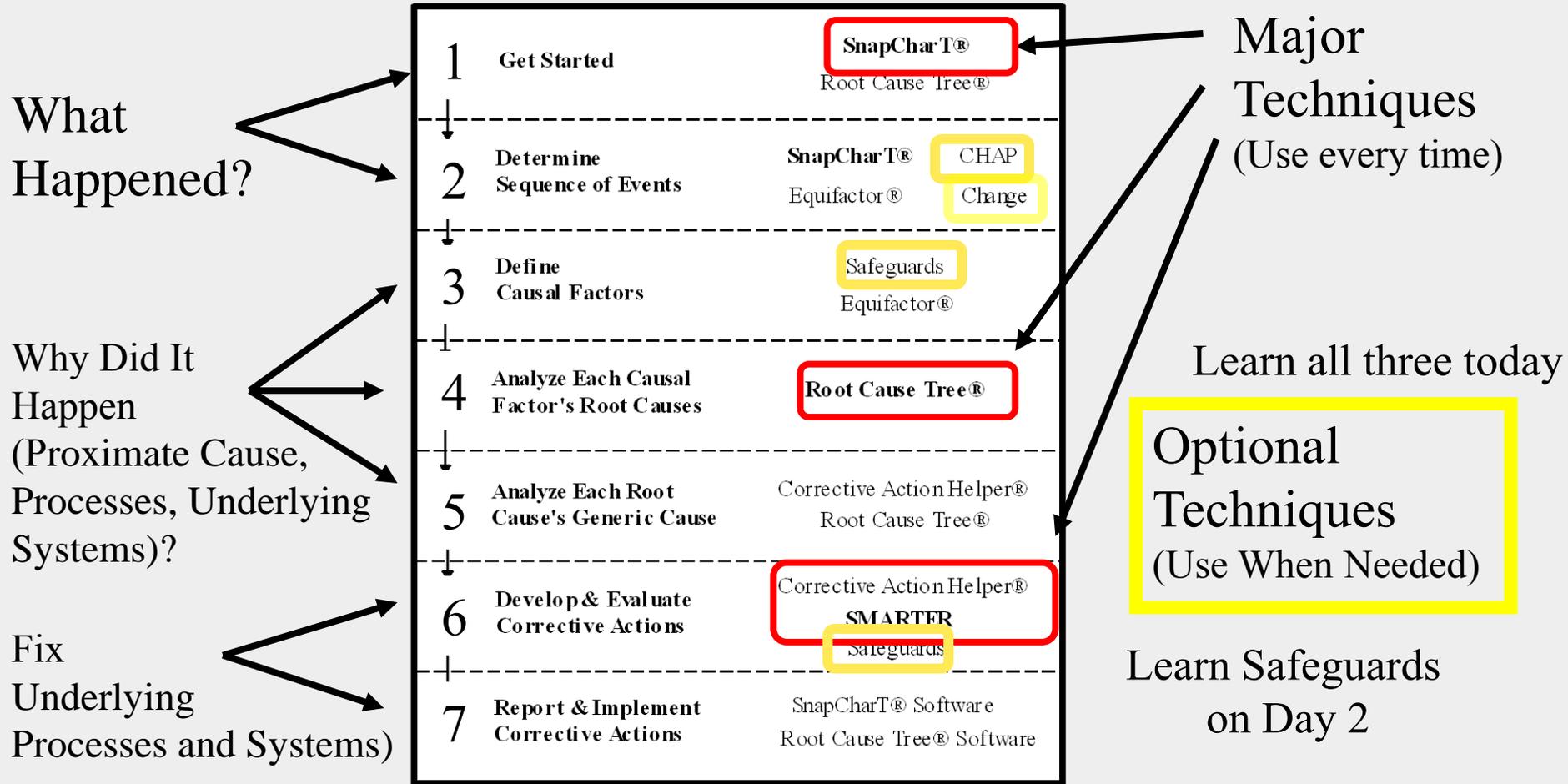
Focus on systems and processes, not individuals

Progress from special causes to common causes

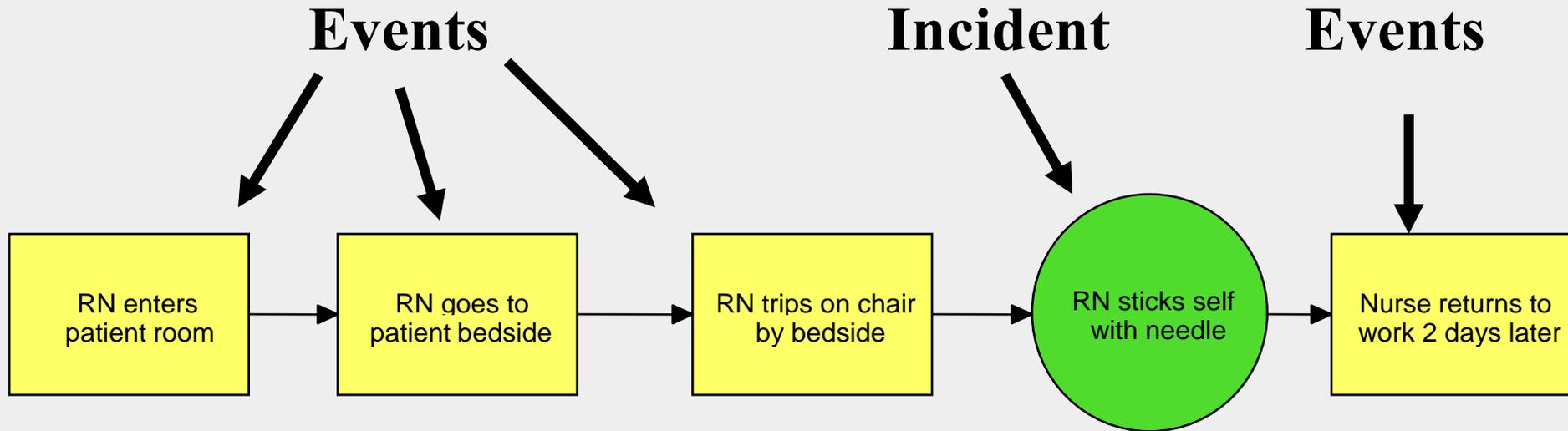
Continue to dig deeper by asking Why? Why?....

Make changes in systems and processes to reduce the risk of re-occurrence

What Should Investigations Look Like?



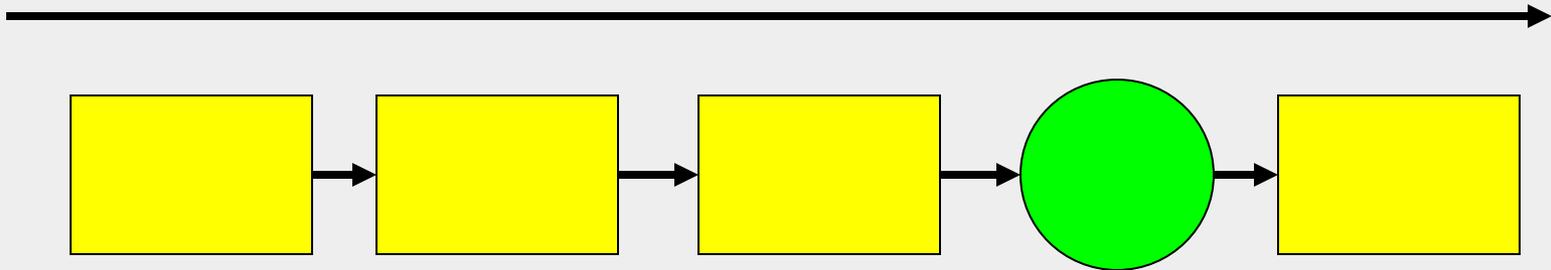
Get Started: First SnapCharT®



Building Your SnapCharT®

Start by building CHAIN OF EVENTS

Build START to FINISH if you can

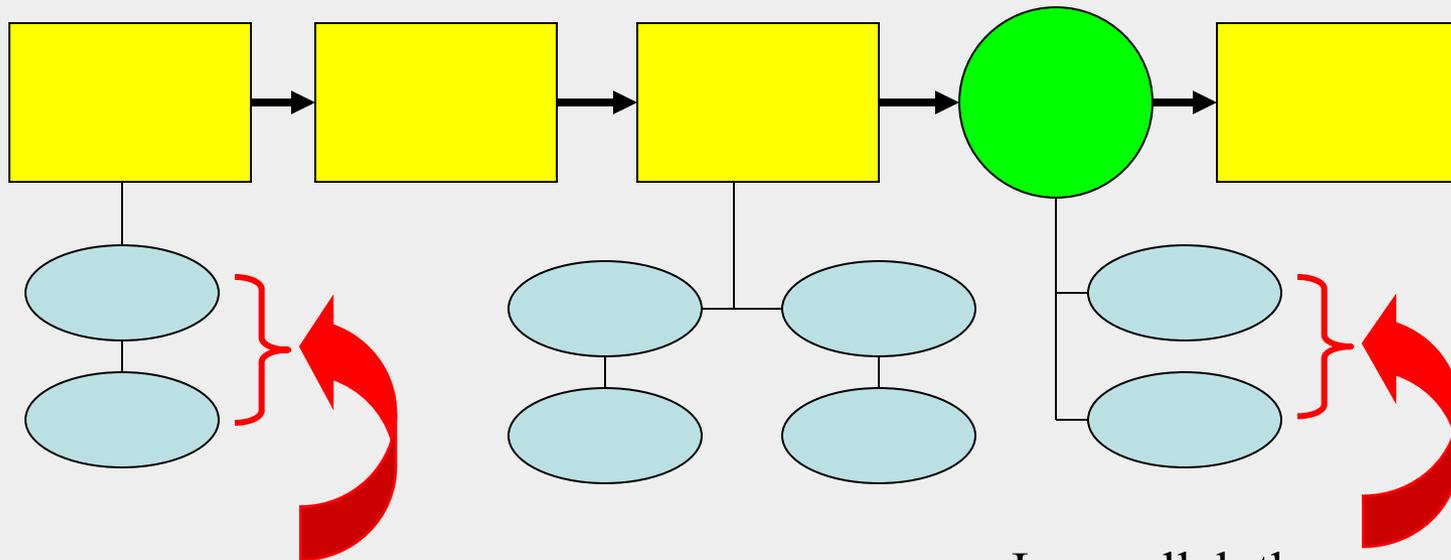


Building Your SnapCharT®

Next add CONDITIONS

"What do I know about each Event?"

Add information to your SnapCharT®



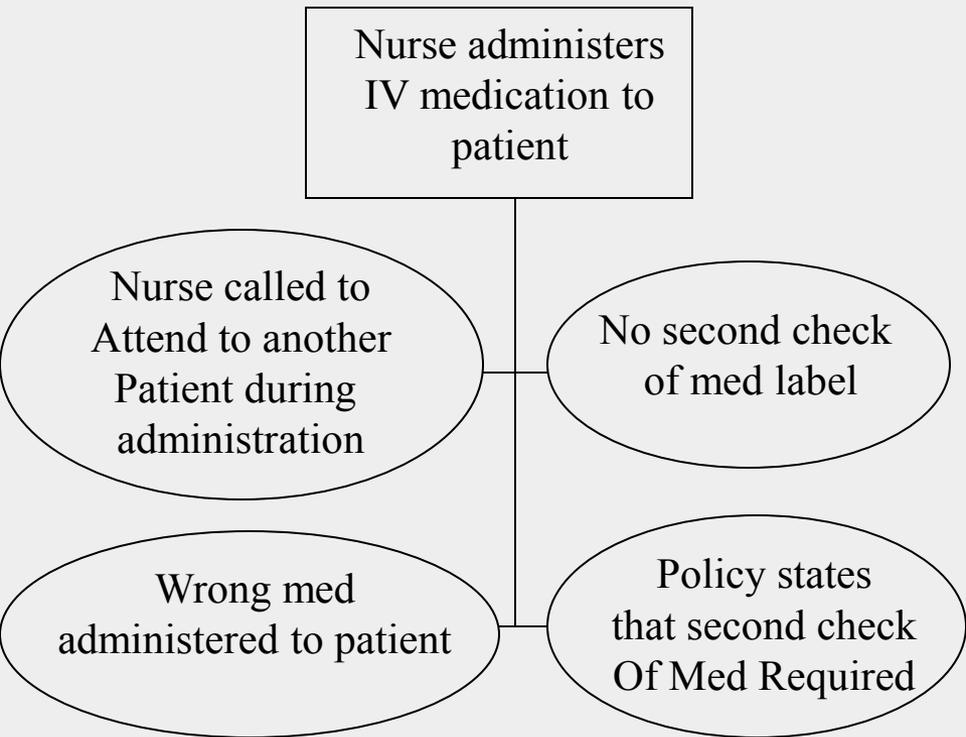
In series, they are related to each other

In parallel, they are related to Event but not to each other

CAUSAL FACTOR

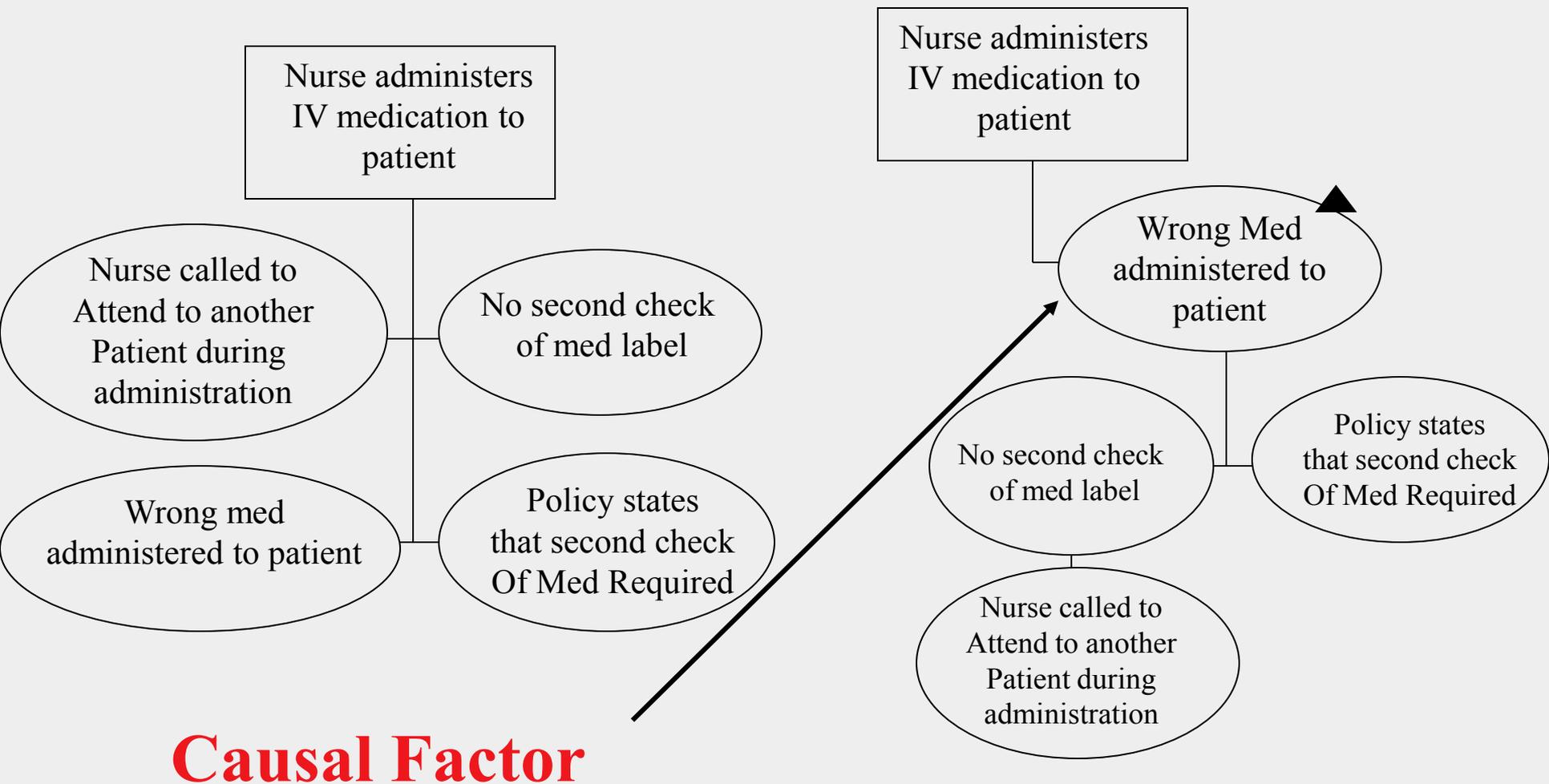
A problem or issue that, if corrected, could have prevented an incident from occurring or significantly reduced the incident's consequences.

Causal Factor Examples



What's the Causal Factor?

Causal Factor Examples



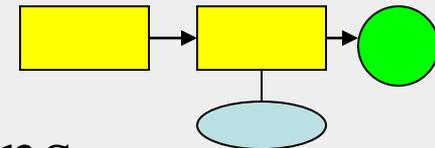
Exercise: Draw a SnapCharT®

1. Read Preliminary Report
2. Use information to draw a SnapCharT®
3. Identify Causal Factors

REMEMBER:

Work on "Sequence of Events" First

(Who Did What?)



Then Add Conditions

Step 4: Find Root Causes

ONE
Causal Factor
at a time

1	Get Started	SnapCharT® Root Cause Tree®
2	Determine Sequence of Events	SnapCharT® CHAP Equipactor® Change
3	Define Causal Factors	Safeguards Equipactor®
4	Analyze Each Causal Factor's Root Causes	Root Cause Tree®
5	Analyze Each Root Cause's Generic Cause	Corrective Action Helper® Root Cause Tree®
6	Develop & Evaluate Corrective Actions	Corrective Action Helper® SMARTER Safeguards
7	Report & Implement Corrective Actions	SnapCharT® Software Root Cause Tree® Software

Sometimes Called
SPECIFIC
Root Causes

Use the
Root Cause Tree®

START HERE

ONE Causal Factor at a Time!!!

**TapRoot®
Root Cause Tree®**

Causal Factor/Issue:

Write Causal Factor HERE

START HERE with each causal factor/issue and select or eliminate each category to find root causes.

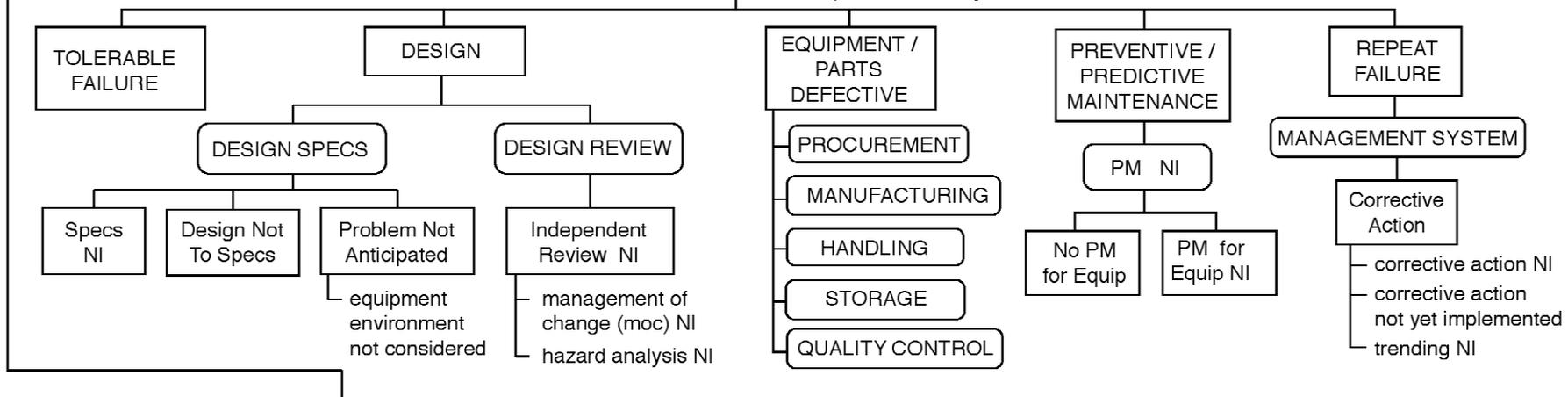


Use Process of Elimination/Selection



Pages 5-21

Note: Consider Equifactor™ Analysis



Back Side of Tree

Check Categories Indicated by 15 Questions for Potential Root Causes

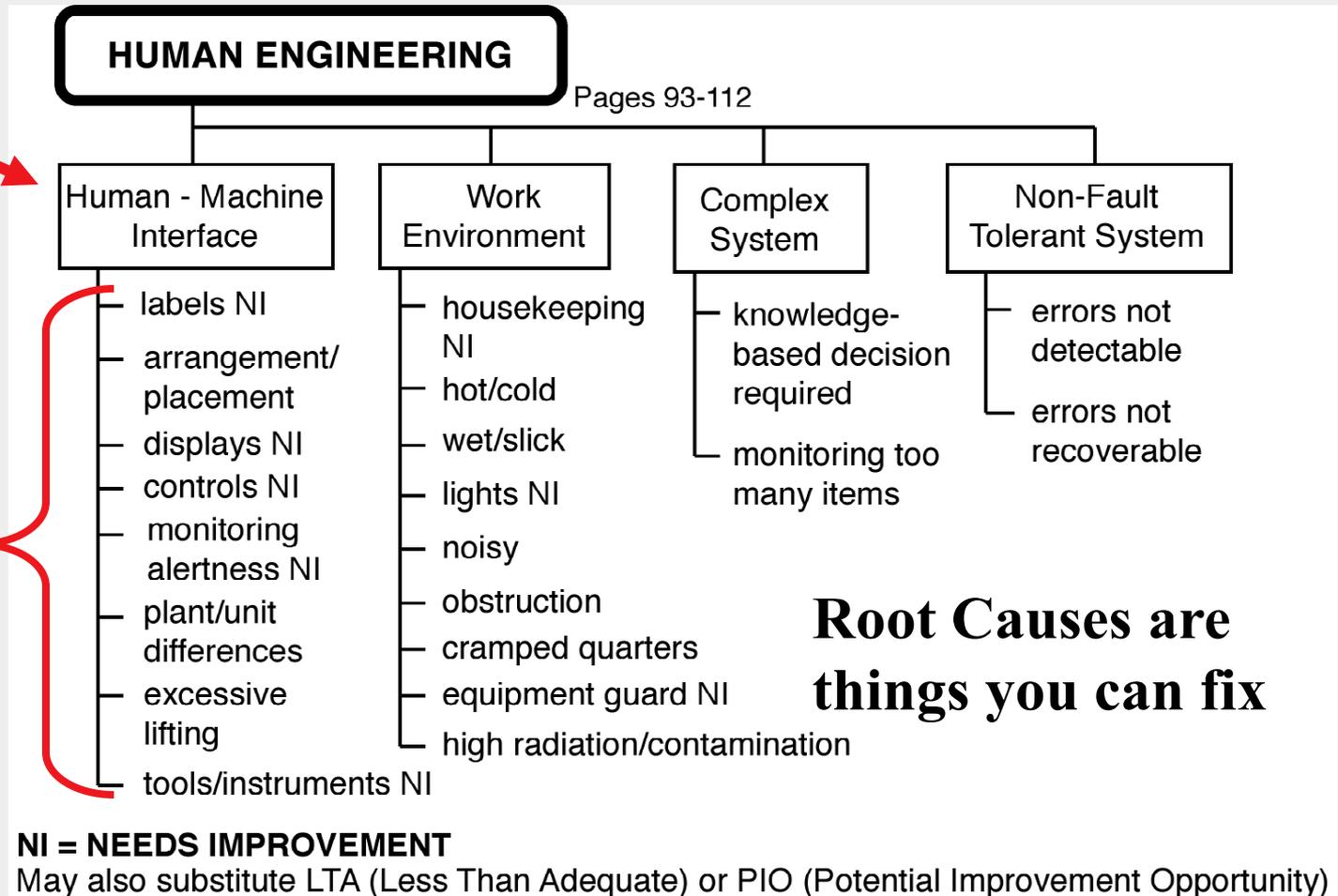
Other Categories Eliminated



Basic Cause Category

Near
Root
Cause

root
causes



Our Definition of "Root Cause"

Operationally defined by the Root Cause Tree®

But the Root Cause Tree® was based on this definition:

The most *basic* cause (or causes)
that can *reasonably* be identified
that management has control to *fix*
and, when fixed, *will prevent*
(or significantly reduce the likelihood
or consequences of) the problem's recurrence.

One Causal Factor Done, What's Next?

**Finish the Rest
of the Causal Factors
and
Go On To Step 5
To Find Generic Causes**

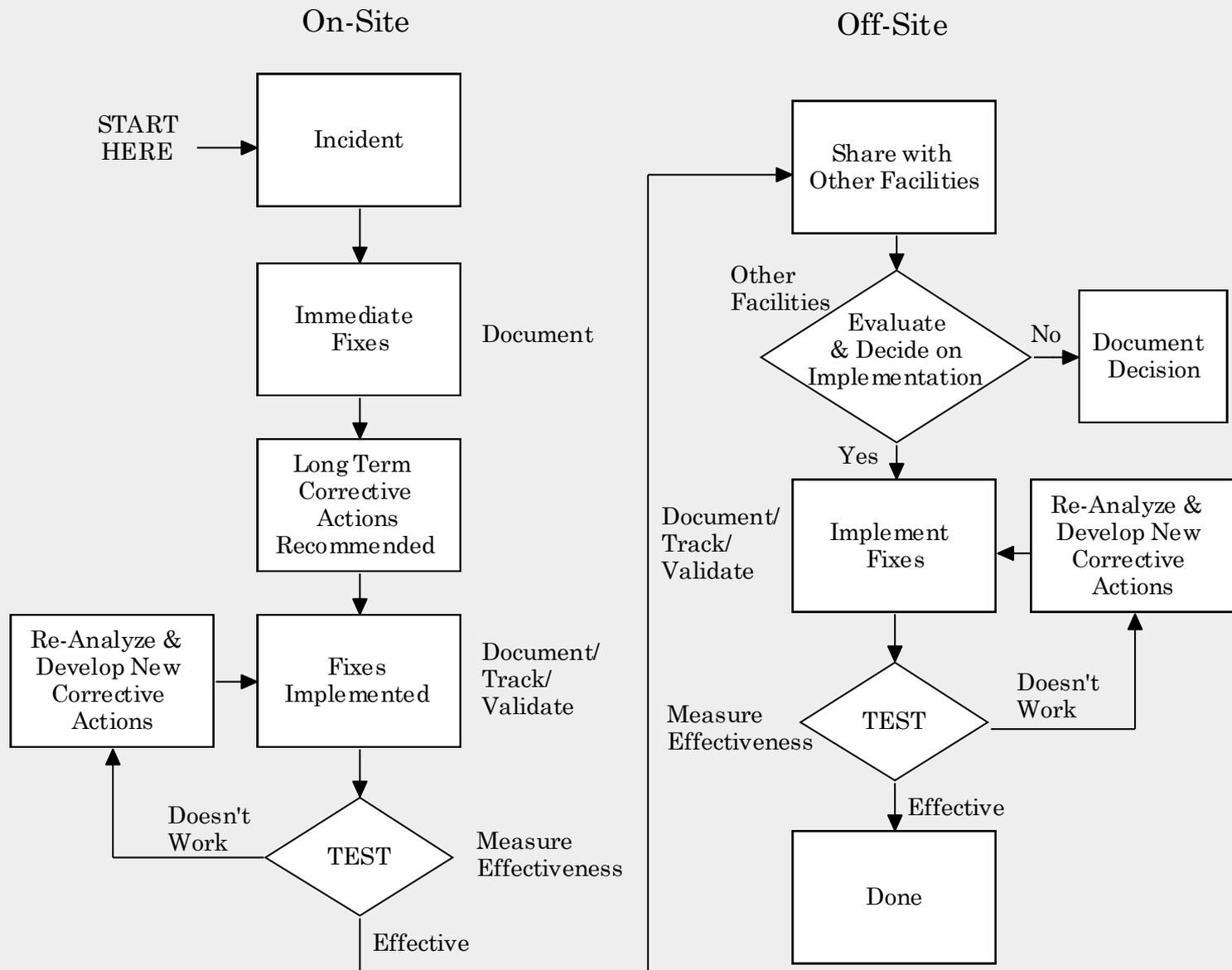
Ideas From "Outside The Box"

Corrective Action Helper® Module of the Root Cause Tree® Software

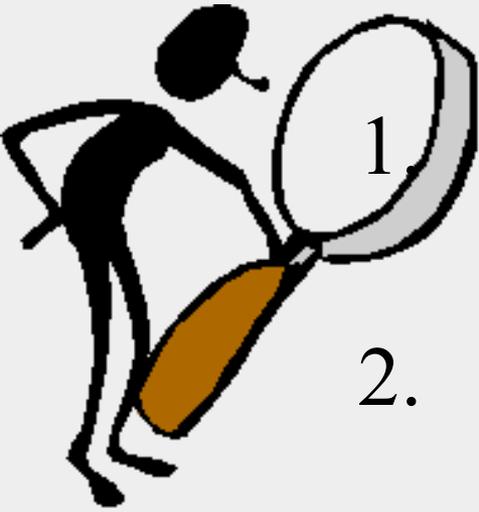
Ideas Behind Corrective Action Helper®

- 1. Verify the root cause(s)**
- 2. Remind people to check for Generic Causes**
- 3. Get "Experts" to develop "Outside the Box" ideas for corrective actions for every category on the Root Cause Tree® (specific & generic)**
- 4. Provide references for those who want to "dig deeper"**

Corrective Action Implementation



Team Exercise



1. Go to the SnapCharT® Exercise from this Morning.
2. Analyze **ONE** Causal Factor and:
 - Find Specific Root Causes
 - Find Generic Causes
 - Develop Corrective Actions
3. Present What You Found