

Quality, Root Cause Analysis (RCA) & the 8D Approach

A Short Course Offered Online, On-Demand for 3 months



A Continuing Education Training Program

Designed for all health care supervisors, managers, C-Suite Executives, Directors, Auditors, Investigators and Compliance Officers.

Online, On-Demand Training 24/7

This course is online, on-Demand with no scheduled classes to attend during your 3-month access to course materials.

Earn Continuing Education Units (CEUs)



4 CEUs: This program has been approved for 4 continuing education units by the American Institute of Healthcare Compliance for AIHC Certified Professionals. These continuing education units may be applied towards Core CEUs for all AIHC credentials.

Overview of this Course

The 8D problem-solving process is best known as the 8 Disciplines and used to solve major, critical, chronic, and recurring problems. This short course introduces the 8D approach which provides a better understanding of Root Cause Analysis (RCA) and how to use basic tools required for problem-solving in a health care setting. Need more training in RCA? Consider registering for the AIHC [Auditing for Compliance](#) w/option to become a *Certified Healthcare Auditor*.

The Joint Commission requires that healthcare institutions have a comprehensive process for the systematic analysis of sentinel events. The 8D RCA process is one of the most commonly utilized tools for this purpose and addresses the Joint Commission requirements.

Leadership must gradually change the culture so that the need to report and do something about a safety issue outweighs the fear of being punished. Senior leaders, C-Suite executives, unit leaders, physicians, nurses, and all other staff must be held to the same standards. This course focuses on Joint Commission standards and skills to build a culture of safety for your organization.

5 Easy Lessons - What You Will Learn

Importance of Patient Safety

- Safety Challenges in Health Care
- The Preventable Adverse Effect
- Terms and Definitions Related to Errors, Adverse Events, Negligence, etc.

Medical Error Reduction and Prevention

- General Root Causes of Medical Errors
- Avoiding Order Entry Errors
- Reluctance to Report Incidents
- Adverse Events in Hospitals
- Preventing Intentional Harm



The American Institute of Healthcare Compliance, Inc.

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Building a Culture of Safety

- Close Calls, Sentinel Events
- Investigate & Report Contributing Factors
- Joint Commission Sentinel Event Policy
- Leadership, Top-Down Method of Developing a Safety Culture

Improving Quality via Root Cause Analysis Using the 8D Problem Solving Method

- Joint Commission RCA Framework
- Understanding the 8D Problem Solving Process

PSQIA & HIPAA- Focus on Patient Safety

- The Patient Safety & quality Improvement Act (PSQIA)
 - Civil Monetary Penalties for Violations
- Patient Safety Work Product (PSWP)
- Differences between PSQIA and HIPAA
- HIPAA & Confidentiality is Patient Safety

Computer Requirements and Time Limits

To successfully complete this course, you will need high-speed internet access, email, and [Adobe Reader](#). If you do not have Adobe Reader, use the link provided above to download it for free from the Adobe website.

You will have access to the online AIHC Exams training page for 90 days starting on your enrollment date. Your course enrollment will begin within 2-3 business days of the date that the AIHC Office receives your course tuition payment. You will receive notification from our office when your course enrollment begins. Please check with your employer regarding date requirements for your completion of this training.

Course Tuition Includes:

- Access to the training page on the AIHC website is provided for 90 days.
- Online quizzes throughout the training.
- Temporary AIHC Membership is provided for three (3) months.
- A Certificate of Completion is awarded for passing the course with a minimum score of 80%.

Cost of this Training: \$75

How to Register for this Course

Register Online – [Click here](#) to return to the Course Page, Enroll and Pay!



We accept online registration payment via credit card. We only accept American Express when you register online.

Register Via Mail or Fax: Scroll down for a hard copy enrollment form. Mail or fax your completed form to the AIHC Office to submit your registration and payment information.




Refund Policy

View the Refund Policy Posted on the Home Page of our Website under Financial Policies www.aihc-assn.org



HARD COPY REGISTRATION FORM
Quality, RCA & the 8D Approach / Short Course – Online

Please submit one form per person

Name & Credentials:	Enrollment Date:
Home Address:	Employer Name & Address:
Current Job Position:	
<i>(For website administration and registration confirmation)</i> Primary Email Address:	Work Phone Number:
Alternate Email Address:	Alternate or Cell Phone Number:
Credit Card Payment Information:	
   [] MasterCard [] VISA [] Discover	
Amount Approved on this Credit Card: [] \$75 Tuition	
Card Number: _____	
Security Code: _____	Expiration Date: _____
Billing Address for this Card: _____	
Name As It Appears on this Card: _____	
Authorized Signature & Date: _____	
Please Make Checks Payable to: AIHC [] \$75 Tuition	
AIHC Mailing Address: 3637 Medina Road, Suite 15, Medina, Ohio 44256 AIHC Fax Number: (330) 952-0716	
How did you hear about us?	
<input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Co-Worker <input type="checkbox"/> AIHC Website <input type="checkbox"/> Social Media <input type="checkbox"/> Other: _____	

