

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

*A Short Course Offered Online, On-Demand for 45 days*



## 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 and on-demand, with no scheduled classes to attend during your 45-day 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 our 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 healthcare setting. Need more training in RCA? Consider registering for the [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.

[www.aihc-assn.org](http://www.aihc-assn.org) Phone: (330) 241-5635

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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 training page for 45 days starting on your enrollment date. Your course enrollment will begin on the date that our office receives your course registration 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 our website is provided for 45 days.
- Online quizzes throughout the training.
- 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 register securely for this training program.

We accept the following credit cards online via the secure payment portal located on the course registration page.



## *Need to Mail a Check or Money Order?*

Scroll down, complete the hardcopy enrollment form and enclose it with your payment.

## Refund & Financial Policies

View the Refund Policy posted on the Home Page of our website under Financial Policies [www.aihc-assn.org](http://www.aihc-assn.org)



# HARD COPY REGISTRATION FORM

## Quality, RCA & the 8D Approach / Short Course – Online

*Please submit one form per person*

<b>Name &amp; Credentials:</b>	<b>Enrollment Date:</b>
<b>Home Address:</b>	<b>Employer Name &amp; Address:</b>
<b>Current Job Position:</b>	
(For website administration and registration confirmation) <b>Primary Email Address:</b>	<b>Work Phone Number:</b>
<b>Alternate Email Address:</b>	<b>Alternate or Cell Phone Number:</b>

**Please Make Checks Payable to: AIHC®**

[ ] \$75 Tuition

**Mailing Address:** 3637 Medina Road, Suite 15, Medina, Ohio 44256

**Please do not send credit card information, for secure credit card payments:**

Register Online – [Click here](#) to register securely for this training program.

Or request an invoice by emailing [RegistrationDepartment@aihc-assn.org](mailto:RegistrationDepartment@aihc-assn.org), or call 330-241-5635 (option 2)

We Accept the Following Credit Cards:



AIHC® is a 501(c)(3) Non-Profit Licensing/Certification Partner with CMS.

*Thank you for choosing AIHC for your training needs.*



**How did you hear about us?**

Mail  
  Email  
  Co-Worker  
  Our Website  
  Social Media  
  Other: \_\_\_\_\_

