

Submitting Author: Tobias Wasser, MD
Innovation in Education

Poster Title

Using Root Cause Analysis to Improve Clinical Care and Training.- The Mental Health System Improvement Series

Authors

Amy Stevens, MD, Tobias Wasser, MD, Beth Grunschel, MD Msc, Louis Trevisan, MD MED

Abstract

Why don't psychiatrists do Morbidity and Mortality (M&M) conferences? There are numerous potential explanations, including the stigma and blaming culture associated with these forums, the relative rarity of mortality, and the difficulty in defining other adverse outcomes. There is an increasing understanding, however, that paying greater attention to issues of patient safety (PS) and quality improvement (QI) leads to improved patient care. The ACGME has identified this as integral to residency education, including proficiency in QI and PS in the recently enacted Milestones Project. Ideally, M&M conferences provide structured peer review, analysis of adverse events, and education on the latest evidence-based practice. Toward this end, we initiated a performance improvement conference series for the VA associated with our institution (1). The success of the series has led to its expansion and implementation at our institution's community mental health center.

The series was established to create a safe, interdisciplinary forum for the structured discussion of unfavorable outcomes and near-misses utilizing a root-cause analysis (RCA) framework, focusing on needs for policy revision, resource reallocation, and education of staff/trainees that might enhance care. In our presentation, we plan to describe the frame for our novel RCA-based conference series and outline its successes to date. Finally, we will discuss survey results collected in the second year of this educational initiative demonstrating the series' effectiveness at addressing our stated learning objectives.

References

<http://www.psychiatrictimes.com/bipolar-disorder/novel-approach-morbidity-and-mortality-analysis-psychiatry-residency>