
Joint Commission International
**Managing Patient Safety Events:
Using a Comprehensive Systematic Analysis**
Live Virtual Program

Kathryn K. Leonhardt, MD, MPH, CPHQ, CPPS
International Quality & Patient Safety Principal
Joint Commission International

DAY ONE: Monday, 21 February 2022
Time: 8:00 am - 12:00 pm

All times are Central Standard Time

8:00 am – 8:15 am Welcome, Introductions, and Program Overview

Organizational Requirements

8:15 am – 10:00 am

- Safety Culture
- Leadership
- RPI

10:00 am – 10:15 am Break

The 5-Step RCA Process

10:15 am – 11:45 am

Step 1: Organize the team
Step 2: Define the problem

11:45 am – 12:00 pm Question and Answer

DAY TWO: Tuesday, 22 February 2022

Time: 8:00 am - 12:00 pm

All times are Central Standard Time

8:00 am – 8:15 am Review of Session 1

8:15 am – 10:00 am The 5-Step RCA Process
Step 3: Identify Root Causes
Step 4: Implement Actions

10:00 am – 10:15 am Break

10:15 am – 11:45 am The 5-Step RCA Process
Step 5: Measure and Sustain

11:45 am – 12:00 pm Question and Answer
