



Root cause analysis tools, training,  
software & investigations

Dear Cory,

This month's example RCA examines a health care issue where a patient was re-admitted to the hospital for a second surgery after an initial hernia surgery failed. We also revisit a past Bridge Collapse example RCA based upon data from the completed investigation. In addition, read the latest about the **Causelink Incident Timeline** Beta release, and see updates to our webinar and training schedule.

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## RCA Example: Patient Re-Admitted, 2nd Surgery Required, Stay Extended

A patient at a Seattle area hospital had to be re-admitted for a second surgery after being released and arriving home. The first surgery was not the success doctors thought it was, and after re-admission, the patient became infected with hospital-acquired bacteria that required an



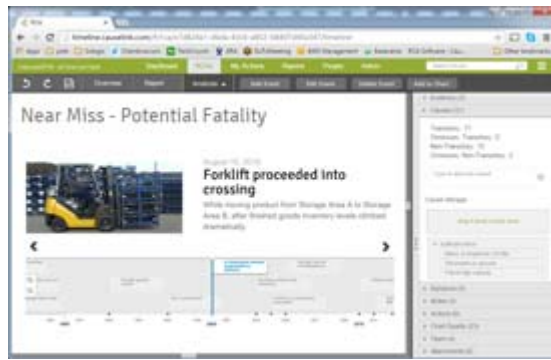
extended stay to treat. We dive into the causes of this unfortunate incident, and suggest several solutions to prevent recurrence of similar problems.

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## Incident Timeline Beta Feedback

**Incident Timeline** is the latest feature to be included in our Causelink RCA software. The



timeline allows you to create your own events, copy events to the cause and effect chart, and generate PDFs. A Beta version was released on September 8th and we have received some great feedback, including answers to a number of usability questions, feedback on

interaction with the cause and effect chart, and printing suggestions. We plan to incorporate this feedback into a production release in early 2017. If you would like to learn more about the Timeline feature, sign up for a Causelink Demo below.

[Sign Up Now](#)

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## Update: Solutions for Bridge Collapse RCA

Back in 2014, we released an example RCA for the Skagit County Bridge Collapse in Washington State. While the RCA we published was up to date at the time, the investigation was ongoing. Recently, new analysis has become available and we've updated the RCA with new causes and solution recommendations based on the findings.



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## Webinar and Training Schedule

Sologic offers public training courses in a variety of locations in North America and Europe. We also offer educational webinars for past students, as well as for those new to Sologic who wish to learn more.

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Best regards,

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