



RCA Name Hospice Family Crisis
RCA Owner Hospice Director

Root Cause Analysis Report

Problem Statement

Focal Point Hospice family left in crisis

When

Start Date 9/14/2011
Start Time 11 p.m. End Time 12:30 a.m.
Unique Timing After on-call RN received another emergency call about another patient

Where

Facility Hospice (name withheld for confidentiality)
Location Hospice patient's home
Component RN on-call protocol

Actual Impact

Safety	Family members Stressed	Cost
Customer Service		
Revenue		
Cost		
Actual Impact Total:		\$0.00

Frequency 1 times overall

Frequency Notes On-call nurses constantly have to make decisions about when it is appropriate to leave home care patients alone with family.

Potential Impact

Safety	Family members emotional distress
Customer Service	Very poor reflection on Hospice team
Revenue	Poor company reputation

Solutions

ID	Label	Description		
1	Solution	On-call RN automatically notifies on-call Social Worker or Chaplain when patient actively dying at home to assess family needs		
	Cause	On-call RN left patient/family		
	Note	This protocol is being written in Hospice procedures.		
	Assigned	Hospice Director	Criteria	Pass
	Due		Status	Selected
	Term	Long	Cost	\$0.00
	2	Solution	Step-by-step protocol given to on-call RN if patient actively dying at home.	
Cause		Patient actively dying		
Note		1. Offer family option of taking patient to hospital. 2. notify on-call social worker/Chaplain to assess family. 3. If RN receives other call notify backup RN to either take call or come stay with family.		
Assigned		Hospice RN Director	Criteria	Pass
Due			Status	Selected
Term		Long	Cost	\$0.00
3		Solution	At time of hire and every quarter after that, Home Health RNs meet with Hospice RN Director for orientation regarding Hospice on-call protocols.	
	Cause	Home health RNs periodically cover hospice on-call		
	Note	During each quarter session, Hospice team members will present hospice issues and how they are dealt with.		
	Assigned	Hospice Director	Criteria	Fail
	Due		Status	Selected
	Term	Long	Cost	\$0.00
	4	Solution	Move Hospice Team meeting to late in afternoon so on-call RN can attend.	
Cause		RN not at hospice team staffing		
Note				
Assigned		Hospice RN Director	Criteria	Pass
Due			Status	Selected
Term		Long	Cost	\$0.00

5	Solution	On-call RN and Hospice RN director to meet prior to on-call RN coming on duty to discuss current status of each patient.		
	Cause	Patient actively dying		
	Note			
	Assigned	Hospice RN Director	Criteria	Fail
	Due		Status	Selected
	Term	Long	Cost	\$0.00

6	Solution	Only RNs that have been cross- trained for both Hospice and Home Health eligible to serve as on-call nurse.		
	Cause	Agency recently combined home health and hospice on-call		
	Note			
	Assigned	Hospice RN Director	Criteria	Pass
	Due		Status	Identified
	Term	Long	Cost	\$0.00

7	Solution	While RN with patient that is actively dying, turn over on-call to backup RN.		
	Cause	RN received another emergency call		
	Note			
	Assigned	Hospice RN Director	Criteria	Pass
	Due		Status	Selected
	Term	Long	Cost	\$0.00

Team

ID	Label	Description	Label	Description
1	First Name	On-call RN	Last Name	
	Phone (1)		Phone (2)	
	Role	On-call RN	Group	
	Email			
2	First Name	Backup RN	Last Name	
	Phone (1)		Phone (2)	
	Role	Backup RN	Group	
	Email			
3	First Name	Hospice Social Worker	Last Name	
	Phone (1)		Phone (2)	
	Role	Hospice Social Worker	Group	
	Email			
4	First Name	Hospice Chaplain	Last Name	
	Phone (1)		Phone (2)	
	Role	Hospice Chaplain	Group	
	Email			
5	First Name	Hospice RN Director	Last Name	
	Phone (1)		Phone (2)	
	Role	Hospice RN Director	Group	
	Email			
6	First Name	Hospice Director	Last Name	
	Phone (1)		Phone (2)	
	Role	Hospice Director	Group	
	Email			
7	First Name	Agency Director	Last Name	
	Phone (1)		Phone (2)	
	Role	Agency Director	Group	
	Email			

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First Name Hospice RN**Last Name****Phone (1)****Phone (2)****Role** Hospice RN**Group**

Email

