

Sentinel Event Root Cause Analysis & Performance Improvement Plan

Instructions: This analysis format is recommended *or* required by BHSB following a sentinel event. *If required*, providers will submit the analysis to the BHSB Compliance Department within 10 days following the request from BHSB. For more information please contact Compliance Department at 410-637-1900 or sentinel.events@bhsbaltimore.org

SENTINEL EVENT

1. What are the details of the event?
2. When and where did the event occur (date, time, and location)?
3. What program service(s) were being utilized at the time of the event or were related to the event?
4. What current program policies and/or procedures are related to the event?

SERVICE DELIVERY ANALYSIS

1. What are the steps in the process or service being delivered related to the event (separate flow chart or diagram may be used)?

CONTRIBUTING FACTORS

1. What specific steps in the process of service delivery/activity were related to (contributed to) the event?
2. What human factors were related to the event?
3. How was equipment or technology performance related to the event?
4. What internal environment/program setting factors contributed to the event?
5. What external factors outside the organization's control contributed to the event?
6. Are there other factors that directly influenced the event?
7. What other areas or services were impacted by the event?

HUMAN RESOURCES

1. To what degree is staff involved in the related service activity properly qualified for their responsibilities?
2. How did actual staffing at the time of the event compare with ideal staffing levels?

3. What plans does program have in place for dealing with contingencies that would tend to reduce effective staffing levels?
4. To what degree is staff performance in the relevant service activity addressed?
5. How can orientation and in-service training be improved?

INFORMATION MANAGEMENT

1. To what degree is all necessary information related to the event available when needed? Is the information current, accurate, complete, and understandable by all persons involved in the service activity related to the sentinel event?

ENVIRONMENT MANAGEMENT

1. To what degree was the physical environment appropriate for the service activity/processes being carried out?
2. What systems are in place to identify environment risks?

ORGANIZATIONAL CULTURE

1. To what degree is the culture of the organization conducive to risk identification and reduction?

LEADERSHIP / COMMUNICATION

1. What are the barriers to communication of potential risk factors?
2. To what degree is the prevention of adverse outcomes communicated as a high priority?

UNCONTROLLABLE FACTORS

1. What can be done to protect against the negatives effects of uncontrollable factors?

PERFORMANCE IMPROVEMENT PLAN

Based on the above analysis, outline specific steps, responsible persons, and timeline for implementing new actions to improve processes and help prevent sentinel events in the future.

1. BHSB FINDINGS :
•
PROVIDER RESPONSE
Plan of Improvement: in response to finding # 1
Timeline for Improvement: The timeline for Finding # 1 will be implemented as of
RESULT OF BHSB PIP OVERSIGHT VISIT
Date: Findings:
DISPOSITION
<u>SATISFACTORY:</u> <input type="checkbox"/> PIP oversight completed; no further action <input type="checkbox"/> PIP oversight completed with continued monitoring via follow-up visit (see comments) <input type="checkbox"/> Completed with recommendations as noted (see comments)
<u>UNSATISFACTORY:</u> <input type="checkbox"/> Referred to Chief Operating Officer for review and recommendations
Comments: