



## ROOT CAUSE ANALYSIS: GENERAL RECOMMENDATIONS

**Root Cause Analysis (RCA) is an analytic technique designed to identify a broad range of factors that may have contributed to or directly caused an adverse event. The RCA process is conducted under the auspices of the Independent Mortality Review Board.**

At the request of the Commissioner, an RCA was conducted in 2008. The DDS Executive Management Team reviewed the analysis, considered the findings and adopted safety improvement recommendations made by the RCA team. Strategies to address the recommendations have been incorporated into a Recommendation Implementation Plan.

The following general recommendations were contained in the RCA report:

- Establish and enforce clear work rules and guidelines for acceptable employee conduct.
- Strengthen supervisory oversight within community-based programs.
- Strengthen administrative structures to improve communication and monitor adherence to department policy and expected practice.
- Improve the quality of the Individual Planning process and documentation.
- Provide opportunities for staff to participate in periodic emergency drills/simulated exercises to practice/demonstrate emergency response techniques, including calling 911, administering Cardiopulmonary Resuscitation and First Aid, and effective and accurate communication with emergency responders.
- Improve methods used to develop recommendations stemming from abuse and neglect investigations, and to track and verify the implementation of responses to recommendations.
- Conduct a retrospective review of personnel actions in cases of substantiated abuse and neglect allegations.

As mandated in the Department of Developmental Services Policy I.D.PO 002, Root Cause Analysis, these recommendations will be posted on the DDS website for a minimum of ninety days, in order to increase awareness of potential risk reduction strategies to consumers of the department.