

The Immunization Information Systems (IIS) Innovation Project team is providing **FREE** monthly webinars through June 2014 to help you learn strategies to increase adult immunization rates and to support your participation in other quality initiatives.

Root Cause Analysis: Identifying where change begins

Tuesday, November 26, 2013

12:00–12:45 p.m.

Presentation: 12:00–12:30 p.m. | Q&A: 12:30–12:45 p.m.

Guest Speaker

Jennifer Wright, NHA, CPHQ

Quality Improvement Specialist

Acumentra Health

Part 1: Root Cause Analysis

- What is Root Cause Analysis (RCA)?
- How do you apply concepts of RCA to identify deeper causes of problems?

Part 2: Plan, Do, Study, Act – December 17, 2013

- How do you use RCA to develop an action plan and begin testing changes to address the deeper causes?



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