



Maryland Patient Safety Center presents:  
*Patient Safety Tools Training*  
**Root Cause Analysis**

Friday, June 18, 2021 • 8:30 am - 12:30 pm  
**LIVE ONLINE ZOOM TRAINING**

### Program Overview

Healthcare organizations are constantly evolving because of changes in reimbursement, new technology, regulatory requirements, and staffing levels. These modifications cause policies and procedures to change often and in most cases, quickly. As a result, it is difficult to maintain consistency in processes and systems, which leads to variation. Often this variation results in increased failure risk. In this workshop, you will learn root cause analysis techniques to investigate those variances that cause near misses or sentinel events in order to minimize the possibility of future failures and thereby, improve care, treatment, and services provided by your organizations.

### Learning Objectives

- Identify the processes that could benefit from root cause analysis
- Describe elements of a “thorough and credible” root cause analysis
- Apply analytical tools that identify and confirm root causes
- Identify strategies for developing action plans for improvement

### Who Should Attend?

Patient safety coordinators, quality and performance improvement professionals, risk managers, and others who have responsibility for facilitation of Root Cause Analysis.

### Program Fee

Non-members: \$199

Maryland Patient Safety Center members: FREE

### About the Speaker:

**Debra Illig, RN, MBA, CLNC, CPHQ**

Debra Illig is the Vice President of Clinical Effectiveness and Patient Safety for Adventist HealthCare. Adventist HealthCare, based in Gaithersburg, Maryland employs more than 6,200 people and provides healthcare for more than 400,000 individuals in the community each year. Components of the health system include:

- Acute Care
- Ambulatory Care
- Behavioral Health
- Home Health
- Rehab

Throughout her career as a nurse executive, Debra has assumed leadership roles across the healthcare continuum. Her passion is hospice and palliative care.

Debra earned her MBA from Marymount University in Arlington, VA and her BSN from Indiana University of PA. She is a black belt in lean/six sigma with multiple certifications in healthcare quality, patient safety and legal nurse consulting. Debra is pursuing a Doctorate in Healthcare Administration.

### To register:

<https://marylandpatientsafety.org/education/>

**Questions regarding this program  
or the MPSC:**

410-540-9210

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