

## Root Cause Analysis

Title/Date: Odor in Resident Room--2/24/2015 at approximately 1:30pm

Level of Analysis	Possibilities	Questions	Findings
What Happened		What are the details of the event?	A strong odor was observed in resident room 6. Odor was consistent with urine. Normal cleaning of room did not abate odor.
		Where or when did the event(s) occur? (Location, time of day)	2/24/2015 at approximately 1:30pm  Room 6, early afternoon
		What service / area(s) was involved or impacted?	Environmental Services/Housekeeping
Why?	Human Factors	What human factors were relevant to the outcome?	Potential for improper cleaning of room during routine housekeeping. Potential for inadequate tools to allow resident with poor eyesight to effectively use toilet.
	Process Insufficiency	What was missing or weak?	Normal housekeeping routine maintained but did not abate odor. Deep clean of room necessary.
	Equipment	How did the equipment performance affect the outcome?	Products used during routine housekeeping did not abate odor. Stronger substance to be used during deep clean.
	Environmental Factors	What factor(s) directly affected the outcome?	When odor did not abate with normal housekeeping process, a deep clean should have been recommended by facility staff.
	External Factors	What is within the center's control?	The ability to identify odors and abate them with appropriate cleaning supplies.
	Other	What else directly affected the outcome?	Possibility of resident missing toilet during urination due to poor eyesight.
	Processes	What are the steps in the process?	Rooms are cleaned routinely daily. Two rooms are deep cleaned daily providing a deep cleaning rotation approximately every two to three weeks. Housekeeping staff, clinical staff, angel care representatives and other staff are encouraged to report offensive odors when identified to the housekeeping supervisor or ED. Housekeeping supervisor then triages and addresses concerns.
		What steps contributed to the event?	Staff failed to identify and report an offensive odor.

Why?

	What do we do now to prevent failure at the step?	Education to be conducted with all staff regarding recognizing and addressing offensive odors by 2/26/2015.
	What other areas / services are affected?	All areas may be affected.
Human Resources	Is the staff qualified?	Yes
Information	Is the information available?	Yes
Environment	Were there environmental risks?	Yes
Equipment	Was there adequate equipment?	Yes
Care and Treatment	What else directly affected the outcome?	Resident may be changing his own briefs and inappropriately disposing of used briefs.
Leadership	Are the policies and procedures clear?	Yes
Communication	Were all services informed and involved?	In process.
	To what degree is the prevention of adverse outcomes communicated as a high priority?	In process.