



## ROOT CAUSE ANALYSIS EXERCISE : LC Case

### *TERMS OF REFERENCE*

#### Background:

On 20/02/04 the Coroners Inquest concluded its findings on the circumstances nature and cause of the tragic death of Lucy Crawford. Aspects of the clinical care are currently subject to consideration by the GMC, after referral by the Coroner. The Trust is co-operating fully with the GMC in this regard.

It has been acknowledged, in the course of the management of this case, that a number of process and systems issues warrant examination and reflection.

This proposed Root Cause Analysis (RCA) exercise is being commissioned for this purpose.

#### Principles:

This exercise will be:

- ◆ overseen by a Steering group established by the Trust Chairman (membership set out below)
- ◆ undertaken in a manner to provide independent analysis
- ◆ focused on the Trust's process and systems, as per the agreed scope set out below
- ◆ used to inform regional authorities, as appropriate, of any relevant/pertinent lessons for wider dissemination
- ◆ undertaken in a way to ensure early transference of lessons emerging from the analysis rather than await final report production.

Scope:

The root cause analysis will examine:

- ◆ adverse incident investigation process
- ◆ complaints handling process
- ◆ litigation process (including preparation for Inquest)
- ◆ media/public relations processes and
- ◆ related cpd/cme processes regarding updating of professional standards
- ◆ Key staff involved in the processes set out above will be invited to participate and contribute to the RCA exercise
- ◆ Currently the Trust is approaching the family to assess their preparedness to engage with this process
- ◆ Findings for the RCA will be presented to the Steering group along with any recommended remedial actions.
- ◆ A final report will be provided to the Trust Chair and Chief Executive and the CSCG committee for adoption.

Membership of Steering Group:

The group will be chaired by a Non Executive Director of the Trust. The following additional members have been identified to secure independent views, a consumer perspective and professional overview:

- ◆ Trust Medical Director
- ◆ Chief Nurse, WHSSB
- ◆ Chief Officer, WHSSC
- ◆ Representative of the CSCG Support team

Process & Resources:

- ◆ External expertise on RCA methodology will be sourced via the NI CSCG support team. The Trust will meet costs in this respect.
- ◆ Guidance and support will be provided by the CSCG support team representative – costs for this will be met by the Director of the NI CSCG support team.
- ◆ Limited administrative support will be provided by the Corporate Affairs directorate through the CSCG Project Officer.
- ◆ A workplan will be agreed with the RCA Consultant(s) at an early stage. This will include:
  - ◆ Core groups for engagement/participation
  - ◆ Timescales/key timelines
  - ◆ Reporting arrangements

Timescales:

- ◆ The exercise should be completed within 4-6 months of initiation.





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Spem Lakeland RCA Meeting 30/6/04.

Dealing with adverse incidents + reporting mechanisms.

Separate issue. { Staff support - discuss high need support

### Communication

Screened outside communication to be passed through steering grp prior to going out.

Need for a change in culture of organisation.

Terms of Reference sent out to the family.

Harry (Chairman)  
Mullan

Begin with RCA related to LC case moving onto bigger systems regarding trust processes.

DHSSPS

Family involved in process or are communicated with in a way which meets their needs.

- \* Service users
- \* Mixed MD gips

Staff support - what type? OCC health what would they

008-010-030