

Brief Guidance for Preparing a Morbidity and Mortality Conference

We strongly recommend you use "Root Cause Analysis" to aid in preparing your M and M. Use a "Fishbone" diagram to carry out your root cause analysis. Very simply, a root cause analysis is a tool to look at all of the potential factors that contributed to an avoidable adverse outcome or near-miss:

- People
- Procedure
- Equipment
- Environment
- Policy
- Other

In most events, there are more than one category contributes to an avoidable event. For each category ask the question: Was there a factor from this category that contributed to the event? And then, for each factor, ask why, and why again, until you can no longer ask why. For example:

- Admission was delayed because I couldn't reach the attending - why?
 - The attending didn't have his pager on - why?
 - The attending didn't know he was on call - why?
 - The schedule in New Innovations was not accurate - why?
 - The attending had swapped calls and the schedule had not been updated - why?
 - The attending did not communicate this swap to the scheduler.
- If possible, think of possible solutions.
- Strongly consider having the group participate in this process - either as part of a large group discussion, or in small groups, with each group working on one contributing factor and identifying solutions.