

Step 3.3 – Describe Event

RCA Timeline Worksheet Example

This example of the RCA Timeline Worksheet demonstrates how a team uses this tool to collect and organize the facts surrounding the event to begin to understand what happened and identify breakdowns in processes and systems. Refer to 1.2 Case Study. For instructions on how to use the RCA Timeline Worksheet, refer to 3.2 RCA Timeline Worksheet.

Event: Individual missed two of six physical therapy appointments scheduled over three days

RCA Timeline

DATE	TIME	WHAT OCCURRED OR WAS FOUND?	INFORMATION SOURCE	MARK WITH A CHECK (✓) IF A SYSTEM OR PROCESS BREAKDOWN OCCURRED
5/5	0700	Morning report with nurse and nursing assistants. Not sure if therapy schedule for individual was discussed. Therapy schedule is posted at nursing station and is correct.	Nursing assistant, licensed nurse, therapy schedule	✓
5/5	0730-0815	Nursing assistant is not aware of individual's 0830 physical therapy appointment. Nursing assistant checks on the individual about 3 times between 0730 - 0815. Since the individual is sound asleep, nursing assistant doesn't wake her.	Nursing assistant	✓
5/5	0825	Therapy aide arrives to pick up individual for physical therapy appointment. Individual is still in bed, not dressed and has not had breakfast. Therapy aide informs nursing assistant that the therapy appointment cannot be rescheduled for later that day.	Therapy aide	✓

5/7	0700	Morning report with nurse and nursing assistants. Not sure if therapy schedule for individual was discussed. Therapy schedule is posted at nursing station and is correct. Night nurse shares that individual woke up with complaint of pain at 0500 and was given a pain med at that time.	Nursing assistant, licensed nurse, therapy schedule	✓
5/7	0710	Report is cut short – licensed nurse has to complete paperwork for another individual that is being transferred to the hospital.	Nursing assistant and licensed nurse	✓
5/7	0730-0815	Nursing assistant is not aware of individual's 0830 physical therapy appointment. Nursing assistant checks on individual about 3 times between 0730 - 0815. Individual is sound asleep, so nursing assistant doesn't wake her.	Nursing assistant	✓
5/7	0825	Therapy aide arrives to pick up individual for physical therapy appointment. Individual is still in bed, not dressed and has not had breakfast. Therapy aide informs nursing assistant that the therapy appointment cannot be rescheduled for later that day.	Therapy aide	✓

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