



COMPLETING A ROOT CAUSE ANALYSIS

All non-conformances (major risks) must be closed in the QCPP Customer Portal **within 60 days** of the when the interim report is available.

Extensions **are not available**, so it is important to action non-conformances quickly.

Key steps to close a non-conformance:

- Submit evidence of corrective action in the QCPP Customer Portal (e.g. updated policies/procedures, images, pharmacy documents etc.)
- Complete a **root cause analysis** in the QCPP Customer Portal

Root Cause Analysis Example

A root cause analysis is used to further understand **why** the non-conformance occurred and identify **how** it will be prevented in the future.

Below is an example of an appropriate response (via the QCPP Customer Portal) for a root cause analysis related to safe storage of medicines.

Root Cause

Why did the non-conformance occur?

We ordered too much stock and could not fit it in the safe.

Submit Root Cause

Preventative Action

How will this be prevented in future?

In future, we will only purchase the amount of stock that can comfortably fit in the safe. We will also purchase an additional safe to accommodate larger orders to ensure the medicines are stored correctly.

Submit Preventative Action

Finalising a Root Cause Analysis

Once your evidence has been accepted, your root cause analysis will be reviewed within **seven calendar days**.

When each section is accepted, a tick will appear in the checkbox to let you know it is complete.



FACT SHEET

Once all three boxes are ticked, the root cause analysis has been accepted and the non-conformance is closed.

Please note: if any section of the root cause analysis is rejected, each new piece of evidence/information supplied will be reviewed within an additional seven calendar days.

Corrective Actions Support

For more information check out the [Introducing Corrective Actions short course](#) which provides a detailed look at each category of corrective action and the process of closing them.

The short course takes approximately 10 - 15 minutes to complete. Get started today!

QCPP Support

If you have any questions, the QCPP Support Team is here to help — please email help@qcpp.com or phone the QCPP Helpline on 1300 363 340 (9am-5pm AEST).

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