

## **Improving RCA performance: the Cornerstone Award and the power of positive reinforcement.**

October 31, 2011

Bagian JP, King BJ, Mills PD, et al. Improving RCA performance: the Cornerstone Award and the power of positive reinforcement. *BMJ Qual Saf.* 2011;20(11):974-82. doi:10.1136/bmjqs.2010.049585.

<https://psnet.ahrq.gov/issue/improving-rca-performance-cornerstone-award-and-power-positive-reinforcement>

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The Veterans Affairs system improved the timeliness and quality of [root cause analysis](#) by implementing a formal recognition program tied to specific quality improvement goals.