



CONSEQUENCE

Three Day Modular Workshop In Incident Investigation and Root Cause Analysis

Course Objectives: See following programme

Maximum Number Of Delegates: 15 or 30

Accreditation: *(Currently awaiting assessment)*

Introduction

This workshop is intended for Risk Managers, clinical staff and other healthcare employees who have regular involvement in incident investigations at a local department, directorate or organisational level. Its primary objective is to provide the host organisation with a cadre of professionals who will be the lead root cause analysis facilitators for their directorates / areas of work and provide the organisation with a pool of practitioners upon whom they can call should an event requiring a Trust Board commissioned investigation occur.

Programme

09.00 Registration and Coffee

09.30 Morning Session (Refreshments at 11.30)

- Introduction to the Workshop with an overview of the National and International picture
- Introduction to Human Error Theory
- Incident reporting - essential components of a workable system
- Risk assessment of incidents and near miss events

13.00 Lunch

13.45 Afternoon Session (Refreshments at 15.15)

- Investigation process (data gathering, mapping the chronology, interviewing etc.)
- Introduction to problem identification and influencing factors
- Small group exercise - **'The Time Line'** (participants will be provided with a detailed case study and asked to map The Time Line and identify the issues they would want to explore further)

16.40 Close

home Homework

participants will be asked to work in groups of 2 or 3 on a current incident or one that has been investigated in the past, and to map a time line of the event, and identify with the 'team' the full range of issues that are either problematic or gave cause for concern.

Day Two

09.00 Registration with coffee

09.30 Morning Session (Refreshments at 11.30)

- Introduction to RCA - What exactly is it, what do we mean, and what do we want to achieve?

see next page

Day Two Continued

09.30 Morning Session continued

An overview of RCA tools and techniques

- Brain Storming and Brain Writing
- Five Why's technique
- Cause and Effect Charting (including Fishbone Diagrams)
- Contributing causes and influencing factors

13.00 Lunch

13.45 Afternoon Session (Refreshments at 15.15)

The main group will be split into two and the afternoon will be spent undertaking facilitated case study work using the tools and techniques discussed and the cases brought by the participants.

note a case study will be supplied by the facilitators for participants in addition to what they bring.

17.00 Close

home Homework

Participants will again be asked to work in groups of 2 or 3 on a current incident or one that has been investigated in the past. Ideally participants will hold a formal critical incident review during this period and facilitate a root cause analysis meeting.

Day Three

09.00 Registration with coffee

09.30 Morning Session (refreshments at 11.30)

The morning will be spent in two breakout groups working through the groups' experience of utilising the 'prescribed' techniques over the previous month. Each sub-group will present their case studies reflecting on their experiences, successes and challenges. The facilitator will act as 'expert' and fulfil a 'trouble shooting' capacity for the group.

To conclude the morning the groups will then come together to share core learning's and to agree a pathway for mutually supporting each other's ongoing confidence and skill development.

13.00 Lunch

13.45 Afternoon session (refreshments at 15.00)

This third afternoon will include an overview of other techniques that can be used in the RCA process for gathering information and identifying appropriate improvement strategies and the 'robustness' of these in terms of developing fail-safe systems and will introduce the participant to the investigative interview.

The following areas are addressed:

- Barrier Analysis
- Task Analysis
- Failure modes and effects analysis
- Investigative interviewing
- Report writing
- Improvement strategies

This section of the workshop is a blend of plenary presentation and participation workshop style.

16.30 Final Summing Up

- An opportunity to ask final questions

16.00 Close

see next page for objectives

Three Day Workshop into Incident Investigation and RCA

Objectives

To enable participants to:

- ✓ Have a good understanding of human error and accident causation
- ✓ Understand a) the context of risk assessing adverse healthcare events and b) how to do it
- ✓ Understand root cause analysis and its value as a fundamental component of the incident investigation process
- ✓ Be cognizant of the range of simple but effective tools and techniques they can use to assist them in undertaking a competent and credible investigation
- ✓ Gain practical experience in using the tools and techniques shared
- ✓ Undertake a full analysis of a current or past event during the course of the programme
- ✓ To understand the meaning of the term 'failsafe' and how to test the potential effectiveness of any planned or proposed improvements strategies in relation to this
- ✓ Be aware of the tools and techniques they can employ when facilitating a multidisciplinary, multi-grade, critical incident review
- ✓ Be cognizant of the challenges when facilitating a RCA critical event review

Style of Delivery

This workshop is highly interactive to maximise the participant's confidence to experiment with and implement the RCA tools and techniques in practice. The delivery also employs a number of effective consensus building techniques during the practical exercises that participants will be able to utilise in practice.

Required of Participants

To obtain maximum value from this workshop participants are encouraged to bring an anonymised example of an incident they have investigated, or been involved in, during the last five years.

note: it is preferable if these incidents are of moderate to low severity, or were near miss events

Participants will also be required to work in small groups during the course of the workshop programme to undertake a small case study, which they will be required to present to their colleagues during the final day.

Participants may also wish to identify a complex event that has previously been investigated which they would like to revisit using RCA methods.



Save

Website

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