



CONSEQUENCE

A One-Day Introductory Workshop In to Root Cause Analysis and Incident Investigation

Course Objectives: See following programme

Maximum Number Of Delegates: 15 or 30

Accreditation: *(Currently awaiting assessment)*

Introduction

This workshop is designed for staff of all grades and disciplines throughout the organisation who need to develop an awareness of, and basic understanding of good investigation practice and root cause analysis tools and techniques.

Programme

09.00 Registration

09.30 Introduction to the workshops aims and objectives

- The rising importance of incident management in healthcare
- What do we mean by Root Cause Analysis

09.45 Human Error Theory - an introduction

10.15 The fundamental elements of a good Root Cause Analysis (RCA) investigation

- What, how and why?
- Data gathering and mapping
- Investigative interviewing techniques

11.00 Refreshments

11.30 Deciding what incidents need an RCA investigation

- 'Triage'
- Risk assessing incidents - building a structured system of accountability for communication and learning

12.00 Some easy to use RCA tools and techniques

- Problem Identification (Brain Writing)
- Consensus building (Nominal Group Technique)
- Identification of causal factors (ALARM, JACHO and ISHIKAWA)
- Identifying the fundamental issues you need to address

13.00 Lunch

13.45 Undertaking an investigation using the RCA approach

Group split into smaller facilitated teams to work through a detailed case study
(To include working refreshments)

16.00 Barrier Analysis

- Are your solutions failsafe?
- Do you need to think of strengthening your barriers to error and failure?

See next page

Programme continued

16.20 Making your improvement strategies a reality

- Building the learning into your risk management framework

16.45 Summing up

- An opportunity to ask final questions

17.00 Close

Objectives

For all participants to::

- ✓ Be introduced to human error and accident causation
- ✓ Understand a) the context of risk assessing adverse healthcare events and b) how to do it.
- ✓ Appreciate the meaning of the term root cause analysis and why it is a fundamental component of the incident investigation process
- ✓ Be introduced to the range of simple but effective tools and techniques they can use to assist them in undertaking a competent and credible investigation regardless of the incidents severity
- ✓ Gain practical experience in using the tools and techniques shared
- ✓ Be aware of the meaning of the term 'failsafe' and how to test the potential effectiveness of any planned or proposed improvements strategies in relation to this

Style of delivery

The morning programme concentrates on a plenary style to enable the facilitator to cover all of the essential components of incident investigation and root cause analysis within the short time available. The afternoon session is largely dedicated to participative workshop where participants are facilitated through an incident review and causal analysis using the tools and techniques addressed in the morning session.

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.



Save

Website

Contact

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