



CONSEQUENCE

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

Course Objectives: See following programme
Maximum Number Of Delegates: 15 or 30
Accreditation: *(Currently awaiting assessment)*

Introduction

This day has been designed to enable Primary Care Trusts to implement a safety and quality alert system that embraces the best principles of Significant Event Audit and Root Cause Analysis.

Programme

08.45 Registration

09.15 Introduction to the workshops aims and objectives

09.30 Adverse event reporting and Significant Event Auditing(S.E.A)

10.15 Risk assessment of incidents and near miss events (to include practical application)

11.00 Refreshments

11.15 Introduction to the Root Cause Analysis Investigation / Review

12.15 Developing the S.E.A process to allow more focussed causal analysis of concerns and Problems

13.00 Lunch

13.30 Prioritising the safety and quality issues to be explored (Nominal Group Technique)

14.00 Small group exercise - Participants are presented with a list of issues that have been put Forward for discussion at the next S.E.A meeting to prioritise.

15.00 Refreshments

15.15 Exploring problems and issues find the real causes

- Barrier Analysis
- Change Analysis
- The Five Why's

16.00 Classification of Causal Factors and The Fishbone Technique (Ishikawa)

16.30 Top Tips for facilitating the Causal Analysis process

16.45 The summary

An opportunity to ask final questions

17.00 Close

Objectives

The objectives of the day are to enable participants to:

- ✓ Understand the purpose of the Significant Event Audit (SEA); how to set up a significant event audit
- ✓ Explore the tension between information retention and information sharing
- ✓ Clarify the meaning of 'adverse event'
- ✓ Have a clearer picture of the contextual application of risk assessment when applied to significant events
- ✓ Appreciate how Root Cause Analysis tools and techniques can be applied in the Primary Care setting to support the SEA process
- ✓ Practically apply some of the RCA tools to Significant Primary Care Events

Style of Delivery

This workshop whilst delivering sound principles and techniques to participants is highly interactive to maximise the participant's confidence to experiment with and implement the RCA tools and techniques in practice.

Required of Participants

All participants are asked to bring at least one example of a significant event they were involved in or raised via their existing SEA or incident reporting processes, or a quality or safety problem that they are currently aware of but have not raised via their SEA or incident/risk reporting systems

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



Save

Website

Contact

"Effective safety and quality improvements within your control"