



CONSEQUENCE

A Two Day 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 a shortened version of the three-day modular workshop and has been designed in recognition of the fact that for some healthcare providers committing to a three-day training programme is not feasible operationally given the current level of demand upon the health service.

The workshop is targeted at 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 staff upon whom they can call should an event requiring a Trust Board commissioned investigation occur.

Programme

08.45 Registration

09.15 Introduction to the workshops aims and objectives, including an overview of the national and international picture

09.30 Introduction to Human Error Theory

- Why do we make mistakes?

10.30 Refreshments

10.50 Deciding which incidents need an RCA investigation?

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

11.30 The fundamental elements of a good RCA investigation

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

12.30 Lunch

13.15 Mapping The Timeline

- Group work - the group will be divided into smaller groups and shown how to construct a timeline from the case study. (This will be completed as homework)

14.30 Identifying and prioritising problems

- Brainwriting
- Nominal Group Technique (NGT)

Day One Continued

15.15 Refreshments

15.35 Problem identification and prioritisation

- Group work using the case study provided

16.35 The Summary

- Sharing the experiences of the day and an opportunity for final questions

17.00 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 and Coffee

09.15 Exploring Problems and Issues to find the real causes

- Cause and Effect Charting
- The Five Why's Technique
- Fishbone Diagram
- Influencing and Causal Factors
- Change Analysis

11.00 Refreshments

11.20 Facilitated group work

- Analyse the problems prioritised using your 'own' or a 'provided' case study to identify 'root' or fundamental causes using RCA techniques.

13.00 Lunch

13.45 Investigative Interviewing

- Memory recall
- Cognitive interviewing
- The Do's and Do not's

15.00 Refreshments

15.15 Making your recommendations and generating consistent and digestible reports

- How effective are your solutions? (Barrier Analysis)
- Ownership of action plans
- Integration with Risk Management

16.45 The summary

An opportunity to ask final questions

17.00 Close

Note

If this two-day workshop is run as a residential event topics such as patient/user involvement and the whole concept of the 'open and fair' culture can be debated during the evening recess.

A residential event also provides opportunity for the facilitator(s) to review any past investigation reports constructed by participants and provide constructive comment.

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Two Day Workshop into Incident Investigation and Root Cause Analysis

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
- ✓ 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

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 are also asked to form their own internal learning set at the end of the workshop and to meet to share their experiences of undertaking causal analysis and to seek constructive feedback from their colleagues so that the opportunity for consolidating the learning obtained during the workshop is maximised.

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