

Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

Monday 8 - Tuesday 9 October 2018
Tuesday 4 - Wednesday 5 December 2018
Tuesday 22 — Wednesday 23 January 2019
Tuesday 12 — Wednesday 13 February 2019
Tuesday 12 — Wednesday 13 March 2019
Thursday 4 — Friday 5 April 2019
Tuesday 14 — Wednesday 15 May 2019
Tuesday 25 — Wednesday 26 June 2019
Tuesday 2 — Wednesday 3 July 2019

Holiday Inn, Birmingham Airport
De Vere West One, London
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Objectives

A Practical guide to RCA including:

- Information collection and organisation
- Interview techniques
- How to write a tabular timeline
- How to analyse care and service delivery problems, and contributory factors
- Making effective recommendations
- Provision of a model report and checklists

The course will be facilitated by:

Kate Hill
Solicitor
InPractice

InPractice

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CHOICE OF 2018 DATES

10% Credit Card discount*
15% Group booking discount**

The report on Will the NHS ever learn? Follow-up to PHSO report 'Learning from Mistakes' on the NHS in England released from Commons Public Administration and Constitutional Affairs Committee States: "The Committee supports the recommendations made in the CQC's report that training should be provided to staff across the health service in England on how to conduct investigations."... "It is clear from the evidence reviewed during the course of this inquiry that the investigative processes in the health service in England remain obscure and difficult to navigate for patients and families. As a result, patients and families are excluded by the system, which must become open and learning-focused if investigations are to lead to positive changes in the system. Families and patients should, as a matter of course, be included in investigations and should feel confident that lessons will be learned as a result of clinical incidents." 2017

The Care Quality Commission have emphasized the need for improvement in RCA methodology and training. This interactive and practical course will provide a structured approach to incident investigation from an initial understanding of the legal and factual context, through to information collection, analysis, the report and writing a final action plan.

The first day will focus on information collection, data organisation and analysis. The second day of this interactive training will provide guidance on how to support staff and interview techniques. There will then be a root cause analysis case study.

One of the most common complaints made about incident reports in the NHS is the lack of consistency. The aim of this course is to ensure a consistent approach to investigations that is supportive and solution orientated. All techniques will be tested through role play.

Delegate Feedback

"When I attended the RCA course last year, it actually changed a huge area of my practice and understanding. To the point where I have led in Essex such a radical change to the reporting and the documentation of the serious harm falls, that our CCG loved it so much they have used it as their policy. You guys do such excellent conferences!" Mid Essex Hospital

Programme

Day One

9.30am to 10.00am Coffee and Registration

10.00am-10.30am Gathering information

10.30am to 11.00am Case Study

11.15am to 11.30am Coffee Break

11.30am to 12.00pm Mapping the information:
Using simple and tabular timelines

12.00pm to 12.45pm Identifying CDPs and SDPs

12.45pm to 1.15pm Lunch

1.30pm to 2.45pm Identifying contributory
factors and recommendations: the 'Wagon
Wheel' approach

2.45pm to 3.00pm Tea Break

3.00pm to 3.45pm Focus on model report
template

3.45pm to 4.00pm Conclusion

Day Two

9.30am to 10.00am Coffee and Registration

10.00am to 11.15am Supporting staff

11.15am to 11.30am Coffee Break

11.15am to 12.00pm Interview techniques

12.00pm to 12.30pm Introduction to case study

12.30pm to 1.00pm Lunch

1.00pm to 2.30pm Case Study (including role
play)

2.30pm to 2.45pm Tea Break

2.45pm to 3.45pm Feedback on reports

3.45 to 4.00pm Conclusion.

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→ How to book

> Your Details

Book online via credit card and receive a 10% discount*

**Fax the booking form to
0208 181 6491**

**Post this form to Healthcare Conferences UK
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT**

> Payment



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