

A Practical Guide to Developing your Skills in **Root Cause Analysis** to investigate & analyse Patient Safety Incidents

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

Wednesday 24 June 2015 ICO Conference Centre, London



Chair & Speakers Include

Donna Forsyth
Head of Patient Safety Investigation
NHS England

Kate Hill
Senior Solicitor
RadcliffeLeBasseur Solicitors

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“Every day a million people are treated safely and successfully in the NHS. However, when incidents do happen it is important that lessons are learned to prevent the same incident occurring elsewhere. Root Cause Analysis (RCA) investigation is a well-recognised way of doing this. RCA Investigations identify how and why patient safety incidents happen. Analysis is used to identify areas for change and to develop recommendations which deliver safer care for our patients.”

NHS England 2015

The aim of this conference is to drive improvement in the effective use of RCA investigation, ensuring its full potential is harnessed in order to inform learning and measurable patient safety improvement. The opening session delivered by Donna Forsyth, Head of Patient Safety Investigation at NHS England will update delegates on core principles for an effective root cause analysis, triggers you should be using and putting theory into practice from a national NHS England perspective. The day will continue with extended expert legal session which will focus on developing your skills in Root Cause Analysis looking particularly at improving your methods, techniques and report writing skills. Kate Hill has been advising organisations on Root Cause Analysis for over 10 years and will share her experience of what works, what doesn't and the common mistakes and pitfalls she sees in investigation report writing. Practical case studies will look at identifying the appropriate level of investigation and training and educating frontline staff in Root Cause Analysis.

A “How we did it!” extended focus will include case studies from organisations on a step by step guide to undertaking RCA's for falls and for pressure ulcers. The following sessions will develop the theme of ensuring change occurs and the lessons are learnt as a result of the investigation. The conference aims to bridge the gap between theory and practice and developing your skills in using high quality root cause analysis to investigate patient safety incidents and drive changes in practice.

Follow the conference on Twitter #RCA

10.00 Chairman's introduction

Dr Celia Burrell *Lead for Risk Management, & Consultant Obstetrician & Gynaecologist*
Barking, Havering and Redbridge NHS Foundation Trust

10.10 The core principles of effective Root Cause Analysis in Health and Social Care

Donna Forsyth
Head of Patient Safety Investigation
NHS England

- core principles of an effective Root Cause Analysis
- triggers for RCA investigation
- putting the theory into practice
- looking at aggregated results of RCA's for patterns

10.40 Training and supporting frontline staff to deliver effective Root Cause Analysis

Taffy Gatawa
Head of Patient Safety and Quality
Royal Surrey County Hospitals NHS Foundation Trust

- training and educating frontline staff in the use of RCA
- supporting the recognition patient safety incidents in real time
- supporting staff to understand and analyse error chains
- identifying care and service delivery problems
- our approach at the Royal Surrey

11.10 Questions and answers, followed by coffee and exhibition

11.45 EXTENDED SESSION

Developing your skills in effective Root Cause Analysis: Improving your methods, techniques and report writing skills

Kate Hill
Senior Solicitor
RadcliffeLeBrasseur Solicitor
& Trainer
InPractice Training

- root cause analysis in practice: what could be done better?
- which methods work best?
- RCA tools – a user guide
- a checklist of what should be included in an RCA
- are there different levels of RCA depending on the detail needed or the incident?
- improving communication and report writing skills
- tips for improving the RCA skills of your team and improving RCA practice
- legal issues and update including when police should be involved

13.15 Question and answers, followed by lunch and exhibition

14.00 Identifying the appropriate level of investigation and developing interview techniques

Elaine Spencer
Serious Incident Investigator
Brighton and Sussex University Hospitals NHS Trust

- identifying serious incidents requiring investigating
- utilising root cause analysis methodology to investigations
- understanding the appropriate level of investigation
- interviewing staff involved in serious incidents
- liaising with patients and families
- applying 'being open' principles

14.30 Root Cause Analysis in Practice: How we did it! Case study 1: RCA of Pressure Ulcers

Tina Chambers
Vice Chair Tissue Viability Society
Clinical Nurse Specialist in Tissue Viability
Hampshire Hospitals NHS Trust

- a step by step guide to carrying out a RCA of a pressure ulcer
- understanding when a RCA is required
- engaging clinical staff

15.30 Root Cause Analysis in Practice: How we did it! Case study 2: RCA of a Fall

Carrie Tyler
Falls Prevention Nurse
Mid Essex Hospital Services NHS Trust

- a step by step guide to carrying out a RCA for falls
- identifying the problems/reasons leading to the fall
- our experience of delivering change as a result of a falls RCA

15.30 Question and answers, followed by tea and exhibition

15.50 Ensuring change occurs as a result of a Root Cause Analysis

Dr Chris Laing
Associate Medical Director for Patient Safety
Royal Free Hampstead NHS Trust

- effectively implementing Root Cause Analysis in practice
- tools and techniques to identify key areas for change
- driving change: case studies

16.20 Improving clinical practice and learning and sharing lessons from patient safety incidents

Amir Khan
Medical Director
Walsall Healthcare NHS Trust

- turning incident investigation and lessons from root cause analysis into improvements in clinical practice
- communicating, monitoring and managing change
- overcoming barriers to change and organisational learning
- a practical example of root cause analysis changing practice

16.50 Question and answers, followed by close

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Root Cause Analysis Conference

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Download

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This form must be signed by the delegate or an authorised person before we can accept the booking

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The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email **jayne@hc-uk.org.uk**

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking. A map of the venue will be sent with confirmation of your booking.

Date

Wednesday 24 June 2015

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
☐ £300 + VAT (£360.00) for voluntary sector / charities.
☐ £495 + VAT (£594.00) for commercial organisations. The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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