

A Joint Healthcare Conferences UK and
InPractice Training Course

Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

Thursday 1 - Friday 2 December 2016
Tuesday 31 January - Wednesday 1 February 2017
Wednesday 22 - Thursday 23 February 2017
Wednesday 24 - Thursday 25 May 2017
Wednesday 12 - Thursday 13 July 2017
Tuesday 25 - Wednesday 26 July 2017
Tuesday 19 - Wednesday 20 September 2017
Tuesday 28 - Wednesday 29 November 2017

Hallam Conference Centre, London
Doubletree, Hilton London, West End
The Studio Conference Centre, Birmingham
Doubletree, Hilton London, West End
Manchester Conference Centre, Manchester
Doubletree, Hilton London, West End
Doubletree, Hilton London, West End
Doubletree, Hilton London, West End



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 and RadcliffesLeBrasseur Solicitors

InPractice

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

Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

CHOICE OF 2016 & 2017 DATES

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discount*

15% Group booking
discount**

"It is important that providers develop expertise and invest in the tools needed to properly investigate, so that the right lessons are learned and shared...The implementation and roll-out of root cause analysis investigation techniques across the NHS has had the unwanted side-effect, in some cases, of being under pressure to meet timescales at the expense of the quality of the investigation... a third of the investigation reports we reviewed it was not clear from the description of the incident or recommendations of the investigation that the incident met the criteria for a full investigative response... We have observed a high number of investigations that show a lack of skill and expertise in the methodology used; that do not identify the underlying systems issues that led to the incident; or that leave the reader with unanswered questions. There was also limited evidence that patients and families were engaged in the process, or that clinical and other staff were sufficiently involved." Care Quality Commission, October 2015

The Care Quality Commission have recently 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.

22-23 February 2016 Birmingham will be facilitated by Joanne Haswell, Director, InPractice

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.

"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

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Root Cause Analysis

How to book

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

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491

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

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

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Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

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

(By signing this form you are accepting the terms and conditions below)

Name
Signature
Date

Venue

2016 Dates: Hallam Conference Centre, 44 Hallam Street London, W1W 6JJ.
2017 Dates: Doubletree West End, 92 Southampton Row, London WC1B 4BH
Birmingham: The Studio, 7 Cannon Street, Birmingham, B2 5EP
Manchester: Manchester Conference Centre, Weston Building, Sackville Street, Manchester, M1 3BB
A map of the venue will be sent with confirmation of your booking.

Date

- ☐ 1 - 2 December 2016
☐ 31 January - 1 February 2017
☐ 22 - 23 February 2017 - Birmingham
☐ 24 - 25 May 2017
☐ 12 - 13 July 2017 - Manchester
☐ 25 - 26 July 2017
☐ 19 - 20 September 2017
☐ 28 - 29 November 2017

Further dates available on request

Conference Fee

- ☐ £495 + VAT (£594.00) for NHS, Social care, private health care organisations and universities.
☐ £749.00 (£898.80) for Commercial Organisations
The fee includes lunch, refreshments and a copy of the hand-outs. VAT at 20%.

Credit Card Discount

10% discount when you book credit card. This offer is exclusive cannot be used in conjunction with any other Healthcare Conferences UK offer.

*Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

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Credits

CPD Certified.

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or email **jayne@hc-uk.org.uk**

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