

A Joint Healthcare Conferences UK  
& CASC Masterclass

# Root Cause Analysis 2 Day Masterclass

for Health and Social Care Professionals

*Includes opportunity for Learners to gain a Level 3 qualification  
in RCA Skills*

2 Day In House Course to be held at your choice of venue  
£2700 plus vat per day for up to 25 delegates



## Key Learning Points

- Managing an RCA investigation effectively
- Gathering mapping and organising evidence
- Conducting interviews using the cognitive interviewing technique
- In-depth analysis: what tools are available?
- Identifying care and service delivery problems
- How to pin-point contributory factors and root causes
- Understanding the impact of human factors
- Strengthening/creating barriers to minimise future risk
- Agreed best practice in action planning and writing RCA reports
- The pitfalls of RCA: common failings and how to avoid these
- Understanding the future of RCA: what changes are in the pipeline?

Facilitated by:

Tracy Ruthven

*CASC Director, Magistrate and  
Freedom to Speak Up Guardian*

Stephen Ashmore

*CASC Director*

*Patient Participation Group Chairman*

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This intensive masterclass will provide in-house Root Cause Analysis training in line with The NHS Patient Safety Strategy (July 2019).

The course will offer a practical guide to RCA with a focus on systems-based patient safety investigation as proposed by the forthcoming National Patient Safety Incident Response Framework which emphasises the requirement for investigations to be led by those with safety investigation training/expertise and with dedicated time and resource to complete the work. This course will include an opportunity for learners to gain a Level 3 qualification in RCA skills.

Held at your organisation for up to 25 delegates, in-house RCA training is a cost-effective option for CPD group training. The training can be customised to your requirements and the training needs and experience of your staff. Having our trainers come to you will: save time, reduce expenses (by avoiding travel and accommodation costs) and minimise the length of time staff are away from their workplace.

***“We think organisations should develop a patient safety incident review and investigation strategy to allow them to use a range of proportionate and effective learning responses to incidents. The proposal is to explore basing the selection of incidents for investigation on the opportunity they give for learning; and ensuring that providers allocate sufficient local resources to implement improvements that address investigation findings.”***

*(The NHS Patient Safety Strategy, July 2019)*

This two-day course is designed to provide delegates with the key skills and knowledge that they will require to conduct RCA effectively. The course content walks learners through the seven-key stages to conducting a high-quality RCA investigation. We pay particular attention to planning and managing investigations, interviewing staff, mapping information, using appropriate analysis tools to establish contributory factors and creating fit-for-purpose action plans and final reports. We advocate RCA as a team-based approach and agree with NHS Improvement’s 2018 statement ‘investigations must be led by trained investigators with the support of an appropriately resourced investigation team’.

The course also focuses on the reality of conducting RCA. Indeed, recent publications such as The future of NHS patient safety investigations (2018) highlighted a number of potential weakness and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls and advise on how best practice can be delivered in RCA.

Delivery is fast-paced and interactive with lots of practical guidance for learners. Attendees will receive many additional new practical resources. All learners will receive a certificate of attendance. However, please note that this is a Level 3 accredited course and all learners are eligible to gain a Root Cause Analysis qualification on the successful completion of a short-written assignment. This qualification may be valuable at a personal level but will also demonstrate to commissioners and regulators that staff have reached an academic-level of attainment in relation to RCA.

The course is facilitated by Tracy Ruthven and Stephen Ashmore (Directors of the Clinical Audit Support Centre) who have significant experience of undertaking patient safety reviews in healthcare. In 2016 they were commissioned by the Healthcare Quality Improvement Partnership to write a national guide for Root Cause Analysis.

# Root Cause Analysis In House Training 2 Day Programme

## Day 1 Programme

- 09.30 Registration, Tea & Coffee
- 10.00 Why RCA is important in 2019
- 10.30 Commencing and planning the RCA process.  
What are the initial steps?  
Setting up the RCA team, gathering information,  
interviewing key stakeholders
- 11.30 Tea & Coffee Break
- 11.45 Mapping the evidence. Sorting information  
by using narrative chronology, tabular  
timelines and time-person grids
- 13.00 Lunch Break
- 13.30 Systematically analysing the information using  
various tools  
Identifying care and service delivery problems  
Pin-pointing contributory factors
- 14.15 Barrier analysis. Why did we fall over the edge?
- 14.45 Tea & Coffee Break
- 15.00 Implementing improvements and solutions.  
What needs to change?  
Key advice on effective action planning
- 15.30 Best practice in report writing and disseminating  
key learning from an RCA investigation
- 16.00 Summary & Close

## Day 2 Programme

- 09.30 Registration, Tea & Coffee
- 10.00 Review of Day 1 learning and burning questions
- 10.30 Understanding Human Factors and ergonomics  
Reducing human error in healthcare and the  
importance of focusing on the second victim
- 11.30 Tea & Coffee Break
- 11.45 Common RCA failings  
What are the pitfalls to avoid  
Best practice rules to follow when conducting  
an RCA via our checklist
- 13.00 Lunch Break
- 13.30 RCA Case Study  
Putting theory into practice (part 1)
- 14.30 Tea & Coffee Break
- 14.45 RCA Case Study  
Putting theory into practice (part 2)
- 15.30 Summing up and final thoughts  
A reminder of what is needed for the  
accreditation
- 16.00 Summary & Close  
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are eligible to gain a RCA Skills qualification on the  
successful completion of a short written assignment.*

£2700 plus vat per day for up to 25 delegates.

For further information, Date Availability or to book a course  
please contact Katy Marshall [Katy@hc-uk.org.uk](mailto:Katy@hc-uk.org.uk) or phone 01932 429933

### What the price includes

- The rate includes customised training with 2 trainers per day.
- Liaison contact and organisation from Healthcare Conferences
- CPD Certification and Provision of CPD Certificates
- Evaluations will be provided and a full feedback report will be sent to the organisers
- Opportunity for learners to gain a Level 3 qualification in RCA skills

### Terms and Conditions

Please note that if these training day(s) are cancelled less than 6 weeks before their delivery date you will be liable for the course fee. If the training day is cancelled more than 6 weeks before their delivery a full refund can be given or we can arrange a transfer to a future date. Any cancellation must be communicated in writing/by email to Katy Marshall at HCUK.

