

A Joint Healthcare Conferences UK & CASC Masterclass

# Root Cause Analysis

## 1 Day Virtual In-House Masterclass

for Health and Social Care Professionals

Held virtually for up to 20 delegates, RCA In-house training is a cost effective option for CPD group training led by experienced and highly rated trainers.



### 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 identify the root cause of the problem
- A brief introduction to 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 to avoid
- Understanding the future of RCA: what changes are in the pipeline?
- Reviewing the new NHS Standards for patient safety investigations and understanding how these impact on RCA

Facilitated by:

**Tracy Ruthven**

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

**Stephen Ashmore**

*CASC Director*

*Former Patient Participation Group Chairman*

# Root Cause Analysis

## 1 Day Virtual In-House Masterclass for Health and Social Care Professionals

This one day intensive masterclass will provide Root Cause Analysis Training in line with the 2019 Patient Safety Strategy and subsequent guidance. The course will offer a practical guide to conducting RCA with a focus on systems-based patient safety investigation as proposed within the latest guidance released by NHS England and NHS Improvement. The course provides insights into how RCA is evolving and gives detailed information on what standards RCA investigations are expected to reach following the detailed recent reviews of patient safety work across the NHS and healthcare.

The new National Patient Safety Incident Response Framework (PSIRF) published in 2020 highlights important changes to the way safety incidents will be investigated, which is reflected in this course. Key new content includes:

- Promotion of RCA as a tool for learning & improvement
- Emphasis on increased use of listening & interview (staff and patients) to gain a better understanding of what has happened
- The importance of Safety II and focusing on system strengths, plus linking RCAs to QI & clinical audit
- More emphasis on human factors
- Brief information on approaches that may be more appropriate to RCA (e.g. significant event analysis, after-action reviews)

This one-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'. This training will also help attendees meet the new national standards for patient safety investigations that state investigators must attend update training and networking events with other investigators at least annually

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 weaknesses and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls and advise on what best practice in RCA delivery looks like.

Delivery is fast-paced and interactive with lots of practical guidance for learners. Attendees will receive lots of additional useful materials. All learners will receive a certificate of attendance.

The course is facilitated by Tracy Ruthven and Stephen Ashmore who have significant experience of undertaking patient safety reviews in healthcare. They were commissioned to write a national RCA guide by the Healthcare Quality Improvement Partnership. They have also authored articles on significant event analysis and clinical audit/quality improvement, all techniques seen as increasingly relevant to improving patient safety.

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## 1 Day Virtual Training Programme:

- 09.45** Introduction to the day  
Working with technology throughout the Masterclass. Objectives for the day  
How information will be shared  
How to undertake and gain the associated course accreditation
- 10.15** Introducing Root Cause Analysis. A brief history of RCA. Why is RCA important in 2021?  
The 2019 Patient Safety Strategy, subsequent development in patient safety investigations and understanding the role and purpose of RCA
- 10.45** Defining RCA. What is RCA? And what is not RCA!  
Understanding the RCA process: seven-steps to success
- 11.15** Mid-morning screen break
- 11.30** Getting started with RCA: what are the initial steps?  
Identifying the incident to investigate  
Setting up your RCA team  
Gathering information  
Interviewing key stakeholders
- 12.20** Mapping the information: how to use narrative chronology, tabular timelines and time-person grids
- 13.00** Lunch break
- 13.30** Systematically analysing the information  
Identifying what went wrong: contributory factors and the root cause  
Understanding how to use key RCA tools: change analysis, the five-whys, fishbone diagram, process maps  
A brief introduction to human factors
- 14.20** Barrier Analysis  
Understanding why we fall over the edge  
The Swiss-Cheese Model
- 14.40** Mid-afternoon screen break
- 14.50** Implementing changes, improvements and solutions  
Understanding what needs to change  
Guidance on effective action planning
- 15.30** Sharing feedback from your RCA investigation  
Top tips in terms of writing your audit report  
Methods for feeding back information to key stakeholders
- 15.50** Pitfalls to avoid when conducting RCA
- 16.00** End of formal teaching. We will remain online for 30 minutes if any learners wish to ask further questions

**£2,700 plus VAT per day for up to 20 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.
- Liason 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.