

A Joint Healthcare Conferences UK and  
InPractice Training Course

# Root Cause Analysis CPD In House Training Course

For Health and Social Care Professionals

£2900 plus  
vat per day for up  
to 25 delegates-

# RCA

## healthcare

### Course Objectives

- Ensure a solid understanding of each step of an RCA investigation:
- Scoping and information collection
- Data organisation
- Interviewing in a no-blame context
- Scrutinising evidence obtained
- Identification of care and service delivery problem
- Identification of contributory factors
- Identification of failing and missing systems
- Drafting actions, recommendations and observations
- Time management
- Assisting witnesses to produce excellent statements
- Guidance on precision writing

## InPractice



# Root Cause Analysis CPD In House Training Course

For Health and Social Care Professionals

Held at your organisation for up to 25 delegates, RCA in-house training is a cost effective option for CPD group training led by experienced and highly rated trainer.

We organise in-house training tailored to suit your organisation and the CPD needs of your staff.

Having us come to you will help save time and expense by avoiding travel and accommodation, and reducing the length of time staff are away from their workplace. By working with a local Trust you may be able to hold a combined event and share the cost whilst aiding networking and sharing best practice.

In March 2018 NHS Improvement stated:

*“Investigations must be led by trained investigators with the support of an appropriately resourced investigation team”*

*“while RCA is widely used and considered to be the national systems- based investigation method, it is often not understood or appropriately adopted in local investigations. The RCA method is sometimes cited as the cause of investigation flaws, but review of such published critiques [13] suggests problems with implementation rather than fundamental flaws in the RCA methodology”*

The future of NHS patient safety investigations. Proposed principles for the revised Serious Incident Framework

This interactive and practical course will provide a systems based methodology to investigate incidents from an initial understanding of the legal and factual context, through a detailed analysis of the issues and evidence, to production of the formal report.

Delegates will be provided with an electronic toolkit after the training, containing policy, report, statement and timeline templates to help put our RCA methodology into practice.

Day 1

This day will focus on the RCA methodology; information gathering, involving patients, families and carers, data organisation, analytical skills, drafting actions, recommendations and observations.

Day 2

This day will focus on the skills of statement writing and interviewing techniques. Delegates will undertake a mock investigation from start to finish, submitting their reports and receiving feedback.

*“Excellent training, highly relevant to my role, will be working this way in the future”*

*“Excellent presenter, kept me involved and interested throughout”*

*“Fantastic course tutor, very knowledgeable and interesting”*

*“Training covered all relevant areas to enable a complete and thorough RCA report”*

*“Excellent training great engagement from trainer and trainees”*

*“Well timed, presented and informative, gave clarity to subject and went above expectation”*

*“Excellent training from an experienced professional”*

- 10.00 People's experiences of incident reporting and investigation are gathered and discussed. Overview of RCA
- 10.30 **Scoping**
- 10.45 Gathering information; a report is only as good as the information it is based on. Ensuring that information is gathered that will help you with draft meaningful recommendations.
- 11.15 *Coffee Break*
- 11.30 **Case Study 1**
- 11.45 **Mapping the information: Using simple and tabular timelines**
- 12.30 **Case Study 2**
- 12.45 *Lunch*
- 13.15 **Critical analysis of evidence**
- 13.45 **Identifying good practice and care and service delivery problems. Precision writing.**
- 14.45 *Tea Break*
- 15.00 **Identifying good practice and care and service delivery problems. Precision writing.**
- 15.30 **Report Production**
- 15.45 **Conclusion and Close**

## Day 2

- 09.30 **Coffee and Registration**
- 10.00 **Overview of Day 1 learning and consolidation**
- 10.30 **Witness statements**
- 11.15 *Coffee Break*
- 11.30 **Interviews**
- 12.00 **Case Study**
- 12.30 *Lunch*
- 13.00 **Case Study Continues**
- 14.45 *Tea Break*
- 15.00 **Feedback on reports and summary**
- 16.00 **Conclusion and Close**

**For further information, a quote or  
to customise this course contact  
KatyM@hc-uk.org.uk**