

A Joint Healthcare Conferences UK and
InPractice Training Course

Root Cause Analysis Review & Quality Assurance Masterclass

Tuesday 31 October 2017 De Vere West One Conference Centre, London
Friday 8 December 2017 De Vere West One Conference Centre, London

Masterclass Objectives:

- Understand the importance of information gathering.
- Understand the importance of producing and using a simple timeline and a tabular timeline.
- Understand common issues with analysis - identifying care and service delivery problems, contributory factors, inadequate and missing systems.
- How to review reports, recommendations and action plans.
- Improving policies and providing support to investigators.

The course will be facilitated by:
Simon Robinson
Barrister
Five Paper Chambers

10% card payments discount**
15% group booking discount**

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This masterclass, which is designed for commissioners and providers who are responsible for the quality assurance of incident investigation reports, aims to improve the quality and consistency of RCA investigations by providing guidance on common challenges to those who are responsible for monitoring and feedback.

This interactive and practical course will commence with an overview of Root Cause Analysis. The common mistakes that investigators make will be explored in detail.

Delegates will use the lessons learnt throughout the course to constructively critique the reports. There will also be a session on amending local policies and procedures to prevent these mistakes from happening in the first place.

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Programme

- 09.30 Registration, Tea & Coffee
- 10.00 Overview of RCA
- 10.45 Case Study
- 11.00 Common mistake: information gathering
- 11.15 Tea & Coffee Break
- 11.30 common mistake: tabular timelines
- 12.30 Common mistake: analysis of CDPs, contributory factors and systems
- 13.00 Lunch
- 13.30 Workshop on developing local protocols and templates
- 14.45 Tea & Coffee Break
- 15.00 Critiquing reports and providing feedback
- 15.45 Summary and Close

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Root Cause Analysis: Review & Quality Assurance Masterclass

How to book

Book with 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)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

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

> Payment

By Cheque A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

By Invoice Please send an invoice to

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(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

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For Payments in £:

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Account No. 21553690

Please send your BACS remittance form as confirmation of payment

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Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

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

Venue

De Vere West One Conference Centre, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date

31 October 2017

8 December 2017

Further dates available on request

Conference Fee

£395 + VAT (£474.00) for NHS, Social care, private healthcare organisations and universities.

£549.00 + VAT (£658.80) for Commercial organisations

The fee includes lunch, refreshments and a copy of the

*Credit card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and 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

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.



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