

A Joint Healthcare Conferences UK and
InPractice Training Course

Root Cause Analysis Quality Assurance Masterclasses

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

2019 Training Dates

Content

Good quality assurance involves:

- Establishing that the investigation report has a sound evidence base
- Ensuring the correct use of simple and tabular timelines (the core documents in a RCA investigation)
- Making sure the analysis is robust; CDPs/SDPs/Contributory Factors/Failing and Missing Systems
- Critiquing recommendations/action plans
- Insisting on precision writing
- Providing effective and supportive feedback
- Ensuring the focus is on learning

The course will be facilitated by:

Kate Hill

Solicitor

InPractice

A Joint Healthcare Conferences UK and
InPractice Training Course

Root Cause Analysis Quality Assurance Masterclasses

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2019 Training Dates

2019 Training dates include:

Thursday 16 May 2019

Wednesday 26 June 2019

Wednesday 11 September 2019

Wednesday 20 November 2019

This course will equip delegates with the skills to scrutinise and feedback on Root Cause Analysis investigation reports.

Delegates should ideally already be familiar with the tools and methodology required to complete a rigorous RCA investigation. However, the training will include a refresher of the fundamental principles.

The training will focus on applying these principles to the critiquing of, and feeding back on, RCA reports. The session will be case study led using an anonymised incident report, although delegates can bring along their own (non-live) anonymised incident reports to the training.

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Programme

09.30 Registration, Tea & Coffee

10.00 Introductions

10.30 Overview of the RCA process and key principles

11.00 Report critique part 1.
Ensuring a sound evidence base

11.15 Tea & Coffee Break

11.30 Simple timelines

12.00 Report critique part 2

12.30 Lunch

13.00 Tabular timelines

13.30 Precision writing and Care Delivery Problems

14.00 Contributory Factors and Systems Analysis

14.30 Report critique part 3

14.45 Tea & Coffee Break

15.00 QA checklists and recommendations

15.30 Effective and supportive feedback

16.00 Finish

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Root Cause Analysis: Quality Assurance Masterclasses

2019 Training dates

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

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(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.

By B A C S

For Payments in £:

Sort Code 40-46-22

Account No. 21553690

Please send your BACS remittance form as confirmation of payment

Your BACS Reference

By credit card Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's Name

Card No.

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

- Thursday 16 May 2019
 Wednesday 26 June 2019
 Wednesday 11 September 2019
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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 conference handbook. VAT at 20%.

The information provided will be held on the Healthcare Conference UK's database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box

*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.

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box

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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