

A Joint Healthcare Conferences UK and  
InPractice Training Course

# Root Cause Analysis Intensive Training Course

For Health and Social Care Professionals

CHOICE OF 2019 DATES

1 and 2 day training courses available

10% Credit Card  
discount\*\*  
15% Group booking  
discount\*\*

# IRCA healthcare

## Key Learning Points:

- How to scope an incident and information collection
- Data organisation
- Interviewing in a no-blame context
- Scrutinising evidence obtained
- How to identify care and service delivery problems
- Identifying contributory factors
- Analysis of failing and missing systems
- Drafting actions, recommendations and observations
- Time management
- Assisting witnesses to produce excellent statements

The course will be facilitated by:

Kate Hill - Solicitor, InPractice or  
Jo Haswell - Barrister, InPractice

InPractice

# Root Cause Analysis Intensive Training Course

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1 and 2 day training courses available

Tuesday 2 - Wednesday 3 April 2019  
Tuesday 14 - Wednesday 15 May 2019  
Tuesday 25 June 2019 (1 day course)  
Tuesday 2 - Wednesday 3 July 2019  
Tuesday 10 September 2019 (1 day course)  
Tuesday 8 - Wednesday 9 October 2019  
Tuesday 19 November 2019 (1 day course)  
Tuesday 10 - Wednesday 11 December 2019

De Vere West One, London  
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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 (which can be run over 1 or 2 days) will provide delegates with a systems based methodology. You will be taught how to investigate incidents from the initial scoping and information gathering, data organisation and analysis through to production of the final report. Delegates will be provided with an electronic toolkit after the training (containing a recommended policy insert, report, statement and timeline templates) to help put our RCA methodology into practice.

Our trainers are highly-rated healthcare lawyers with extensive experience of independent incident investigations.

## 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”*

# Course Programme

## Day One

9.30am to 10.00am	Coffee and Registration
10.00am to 10.30am	People's experiences of incident reporting and investigation are gathered and discussed. Overview of Root Cause Analysis.
10.30am to 10.45am	Scoping
10.45am to 11.15am	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.
11.15am to 11.30am	<i>Coffee Break</i>
11.30am to 11.45am	Case Study 1
11.45am to 12.30pm	Mapping the information; Using simple and tabular timelines.
12.30pm to 12.45pm	Case Study 2
12.45pm to 1.15pm	<i>Lunch</i>
1.15pm to 1.45pm	Critical analysis of evidence.
1.45pm to 2.45pm	Identifying good practice and care and service delivery problems. Precision writing.
2.45pm to 3.00pm	<i>Tea Break</i>
3.00pm to 3.30pm	Identifying contributory factors and systems. Writing actions, recommendations and observations.
3.30pm to 3.45pm	Report production
3.45pm to 4.00pm	Conclusion

## Day Two

9.30am to 10.00am	Coffee and Registration
10.00am to 10.30am	Overview of Day One learning and consolidation
10.30am to 11.15am	Witness statements
11.15am to 11.30am	<i>Coffee Break</i>
11.30am to 12.00pm	Interviews
12.00pm to 12.30pm	Case Study
12.30pm to 1.00pm	<i>Lunch</i>
1.00pm to 2.45pm	Case Study continues
2.45pm to 3.00pm	<i>Tea Break</i>
3.00pm to 4.00pm	Feedback on reports and summary
4.00pm	Conclusion and close

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15% Group booking discount\*\*

# Root Cause Analysis

## How to book

Book online via credit card and receive a 10% discount\*

[www.healthcareconferencesuk.co.uk](http://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**

#### Venues

De Vere West One, 9-10 Portland Place, London, W1B 1PR.  
Novotel York, Fishergate, York YO10 4FD, UK

A map of the venue will be sent with confirmation of your booking.

#### Date

- 12-13 March 2019  
 2-3 April 2019  
 29-30 April 2019  
 14-15 May 2019  
 25-26 June 2019  
 2-3 July 2019  
 10 -11 Sept 2019  
 8-9 October 2019  
 19 - 20 Nov 2019  
 10-11 Dec 2019

Further dates available on request

#### Conference Fee

- £495 + VAT (£594.00) for NHS, Social care, private health care organisations and universities.  
 £749.00 (£898.80) for Commercial Organisations

The fee includes lunch, refreshments and a copy of the hand-

#### Credit Card Discount

10% discount when you book credit card. This offer is exclusive 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.

#### Data Protection

This booking represents a contract between Healthcare Conferences UK and yourself as a delegate at this event.

The information provided will be held on the Healthcare Conferences 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

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

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