



INSTITUTE OF
HEALTHCARE QUALITY

Root Cause Analysis Masterclass Workshop

Duration:

1.5 days (12 hours)

Day 1 : 8.30am to 5.30pm

Day 2 : 8.30am to 1.00pm

Course Fee:

S\$700 per pax for NHG Staff

S\$850 per pax for Non-NHG Staff

(Fee is subject to 7% GST)

Please register:

HQ/NHGD Staff: iHR - LMS to submit a course
booking Site L&D will assist
upon approval

NHG Staff: Respective Institution HRD

Non-NHG Staff: email to ihq@nhg.com.sg



Root Cause Analysis (RCA) Masterclass is specially designed for RCA practitioners who want to deepen their current content knowledge in ensuring a consistent approach to thorough analysis, so that RCA activities within their institution can be improved.

Programme Objectives:

(Day 1 – full day) The 1st day of the workshop allows participants to use self-assessment to draw comparisons against their current practice in the application of the RCA methodology. Participants will be able to articulate the mechanisms within their organisation that help to support the safe space to learn, identify some of the challenges using these mechanisms, and help their organisation move towards achieving high reliability in their processes. Multiple case studies will be used for group learning and discussions to build depth in identifying methodology gaps during an RCA.

(Day 2 – half day) The 2nd day of the workshop focuses intensively on coaching participants to achieve competency and applying the appropriate behaviours, by their demonstration of an effective application of the entire RCA methodology.

Target Audience:

- RCA Practitioners identified by their institution or department as a key resource to facilitate or guide future RCA activities.
- Risk Managers and Institution/Department Risk Leads who are involved in conducting and/or facilitating RCA.
- Clinical Process Owners, Senior Clinicians, Quality Managers, Healthcare Administrators, and Operations and Nurse Managers who have been participating in and/or facilitating RCA.

