



INSTITUTE OF
HEALTHCARE QUALITY

Root Cause Analysis Workshop

Duration:
1 Day (8 hours)
Time : 8:30am - 5:30pm

Course Fee:
S\$360 per pax for NHG Staff
S\$420 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) is a comprehensive and systematic methodology that helps you identify gaps in our healthcare system and processes of care delivery. Specifically, RCA enables you to examine extensively for underlying contributing factors and tackle the root causes of an identified problem so that you can reduce the likelihood of the same problem recurring.

Programme Objectives:

- Appreciate the science of human factors and determinants of behaviour leading to problems and safety issues
- Determine how to differentiate between individual and systemic approach to an incident
- Understand the different types of root causes and when RCA should be used
- Conduct RCA step-by-step and apply its principles through the use of case studies
- Develop solutions to eliminate or prevent problems or errors from recurring

Target Audience:

Doctors, Nurses, Allied Health Professionals, Ancillary staff, Administrators and all Healthcare Professionals who want to learn the steps and techniques in discovering the root cause of a problem.