ROOT CAUSE ANALYSIS MASTERCLASS

Building a Support System for Robust RCAs

ABOUT THE
WORKSHOP

The Root Cause Analysis (RCA) Masterclass Workshop is specially designed for RCA practitioners seeking to deepen their knowledge and channel it towards improving RCA activities - systematic, thorough and consistent - within their institutions.

The workshop focuses intensively on coaching participants to achieve competency in applying the appropriate behaviours, and to demonstrate an effective application of the entire RCA methodology. Case studies will be used for group learning and discussions to impart skills in identifying methodology gaps during an RCA.

LEARNING OBJECTIVES

At the end of the programme, participants will be able to:

- Use self-assessment to draw comparisons against their current practice in the application of the RCA methodology to identify gaps and improve it

- 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

- Be a resource person to their organisations and provide support to teams needing guidance on conducting a robust RCA

Target Audience

- Healthcare staff 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

Pre-requisites

- Participants must have: attended an RCA basic training conducted by the Institute of Healthcare Quality (IHQ), NHG or equivalent

- Participated in at least 2 RCA activities (either at their institution or cluster level), able and willing to share a completed RCA as part of classroom activities.

Course Duration

1 day

Scan the QR code for more information