ROOT CAUSE ANALYSIS (RCA)

Getting to the Root of a Problem

ABOUT THE
WORKSHOP

Root Cause Analysis (RCA) is a comprehensive and systematic methodology that helps participants identify gaps in our healthcare system and processes of care delivery. Specifically, RCA enables participants to examine extensively the underlying contributing factors and tackle the root causes of an identified problem so that the likelihood of the same problem recurring can be reduced.

LEARNING OBJECTIVES

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

- 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 analysing an incident

- Understand the different types of root causes and when Root Cause Analysis (RCA) should be used

- Conduct a step-by-step and apply its principles through the use of case studies

- Understand the use of the Human Factors Analysis Classification System (HFACS) model to derive root causes

- Develop solutions to eliminate or prevent problems or errors from recurring

Target Audience

- Doctors
- Nurses
- Allied healthcare managers
- Ancillary staff
- Administrators
- And all Healthcare professionals who want to learn the steps and techniques in discovering the root cause of a problem.

Pre-requisites

There are no pre-requisites for this course.

Course Duration

1 day

Scan the QR code for more information