



**INSTITUTE OF
HEALTHCARE QUALITY**

Root Cause Analysis Masterclass Workshop

For Registration

1. Register via iHR
 HQ Corp Office: HQ_RCAM
 NHG Diagnostics: D_RCAM
 NHG Staff: Respective Institution HRD
2. Complete IHQ Registration Form and send to ihq@nhg.com.sg

Course Fees

	NHG Fees	Non-NHG Fees
Without 8% GST	\$630.00 per pax	\$720.00 per pax
With 8% GST	\$680.40 per pax	\$777.60 per pax

About Us

For other IHQ programmes and more details of this workshop, please scan the QR code below:



<https://corp.nhg.com.sg/QnS/Pages/Training.aspx>



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:

This 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.

This 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.

Workshop Pre-requisite:

- Attended an RCA basic training conducted by Institute of Healthcare Quality (IHQ), NHG or equivalent.
- Prior experience of participation in at least 2 RCA activities.
- Be willing to share a worked RCA for classroom activities.