



**INSTITUTE OF
HEALTHCARE QUALITY**

Root Cause Analysis Workshop



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.

For Registration

1. Register via iHR
 HQ Corp Office: HQ_RCA
 NHG Diagnostics: D_RCA
 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	\$180.00 per pax	\$200.00 per pax
With 8% GST	\$194.40 per pax	\$216.00 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>

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.

