

Root cause analysis part I

Basic description of course

This interactive and practical course will provide a structured approach to incident investigation from an initial understanding of the legal and factual context, through a detailed analysis of the issues and evidence, to production of the formal report.

The first day will focus on information gathering practice, data organisation and the analysis of facts and evidence. The emphasis is on practicality and a system that can be incorporated into the health professional's working day.

Objectives

- Understanding your role, remit and objectives within the Root Cause Analysis System
- How to scope an incident
- What information to gather and how to gather it
- How to conduct interviews with staff in a blame free culture
- Mapping the information you gather and the use of timelines
- Identifying Card Delivery Problems
- Multi-disciplinary team meetings; preparation and facilitation
- How to use brain writing, structured thought showers and the fishbone to help identify CDPs, contributory factors and barriers
- Making effective recommendations