



CONSEQUENCE

Presents a

Three-day residential workshop in Incident Investigation and Root Cause Analysis

Venue – West Hills House, Birmingham University

15, 16 and 17th January 2003

Introduction

West Hills House is the perfect venue for a residential workshop. Set in a beautiful rural and relaxing environment, participants can be assured that they will enjoy their stay here.

The venue is within easy reach of Birmingham City Centre, main line rail links and the M5, M42 M40 and M1.

This residential workshop is intended for Risk Managers, clinical staff and other healthcare employees who have regular involvement in incident investigations at either a local department, directorate or organisational level. The purpose of this event is to provide participants with a thorough understanding of how to conduct a good incident investigation in keeping with root cause analysis (RCA) principles and to provide participants with a flexible range of RCA tools and investigation techniques that they can take away and use across a range of incident types and complexity.

To obtain maximum value from this workshop participants are encouraged to bring an anonymised example of an incident they have investigated, or been involved in, where RCA, principles have not been employed.

Facilitated by **Maria Dineen (Director of Consequence) & Dr Sally Taylor - Adams (Riquitta Associates)**

Programme

09.30 Registration and Coffee

10.00 Morning Session (Coffee at 11.30)

- ◆ Introduction to the workshop with an overview of the National and international picture
- ◆ Introduction to Human Error theory
- ◆ The Decision— “When to do an in depth investigation?”
- ◆ Risk assessment of incidents

13.00 Lunch

13.45 Afternoon Session (Coffee at 15.15)

- ◆ Investigation process (data gathering, mapping the chronology, interviewing etc)
- ◆ Introduction to problem identification and influencing factors
- ◆ Small group exercise - ‘**The Time line**’ (participants will be provided with a detailed case study and asked to map the time line and identify the issues they would want to explore further)

16.40 Interval

18.00 **Small group work** - Mapping the time line of one of the incidents you have bought with you.

19.00 **Dinner** - An opportunity to network, relax and enjoy a drink in the lounge or gardens

Day 2

08.00 **Breakfast**

09.30 **Day commences** (Coffee at 11.30)

- ◆ Introduction to RCA—what exactly is it, what do we mean, and what do we want to achieve?
- ◆ An overview of RCA tools and techniques
- ◆ **Brain storming** and **Brain writing**
- ◆ **Five whys** technique
- ◆ **Cause and effect charting** (including **Fishbone diagrams**)
- ◆ Contributing causes and Influencing factors
- ◆ Alarm / UCL protocol - an overview, a framework for Serious events review

13.00 **Lunch**

13.45 **Afternoon** (Coffee at 15.15)

Using the case you have bought with you will be undertaking facilitated case study work implementing your new skills, tools and techniques. (a case study will be provided for those unable to bring one of there own.)

16.30 **Interval**

18.00 **Small group work** - complete your case reviews and prepare a short resume / presentation of the incident they have reviewed, how they feel about the tools used and their anticipated usefulness to them in future incident investigations.

19.30 **Dinner** - Relax / network or take a trip to the city

Day 3

08.00 **Breakfast**

09.10 **Case Studies**

- ◆ Each group will present there case studies, reflecting on their experiences.

10.30 **Critical incident review**

- ◆ Facilitating a critical incident review using the RCA techniques.

11.15 Coffee

11.30 **Barrier Analysis**

- ◆ An introduction to Barrier analysis and its practical application.

12.15 **Task Analysis**

- ◆ An introduction to task analysis and its practical application

13.00 **Lunch**

13.40 **Task Analysis** - ...continued

14.15 **Failure Modes and Effects Analysis**

- ◆ An introduction

15.30 Coffee

15.45 **Final Summing Up and Close**

- ◆ An opportunity for questions.

**Three day residential workshop Incident Investigation and Root Cause Analysis**

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Post this form to:



Consequence
18, Mark Road
Headington
Oxford
OX3 8PA

Fax this form to:



01865 741 044

Email this form to:

**bookings@consequence.org.uk**

Or make an enquiry to

enquiries@consequence.org.uk**YOUR DETAILS** *(please complete a new form for each delegate, make copies if required)*

Title _____ First Name _____ Surname _____

Job title _____ Department _____

Organisation _____ Address _____

_____ Postcode _____

Telephone _____ Fax _____ E-mail _____

Please state any special dietary requirements _____

PAYMENT**By Cheque**

A cheque for £_____ is enclosed

Please make payable to **Consequence****By BACS**

Bank sort code : 30-94-04

Account number: 01836187

Please send your BACS remittance form as confirmation of payment

By Invoice

We require an invoice to _____

Any required reference _____

Your VAT number _____

Our VAT number is : 786 8059 70

Venue

West Hills House Birmingham

www.conferencepark.bham.ac.uk/wasthills/index.htm**Fee**

£595 + VAT (£699.13 inc.)

(The fee must be made in full and confirmed prior to the event.)

What's Included?

All training fees.

All subsistence as detailed on the programme and accommodation for both nights.

A copy of the 'Consequence Step by Step guide to Incident Investigation and Root Cause Analysis Techniques manual' is also included in the delegate pack.

Confirmation of booking

All bookings received before 14 days prior to the event will be confirmed in writing. Bookings made after this date will be confirmed by fax or e-mail.

Note: It is recommended that the individual fax and track their own booking rather than rely on other departments.**Cancellation and refunds**

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the event. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the workshop cannot be made, but substitute delegates are welcome at any time.

Terms and Conditions

Consequence reserve the right to cancel any events.

Should this occur a full refund shall be given.

Consequence reserve the right to change the instructors or programme without prior notice.

For further information or contact : enquiries@consequence.org.uk or Call 01865 741044