



CONSEQUENCE

Presents a

One-Day Introductory Workshop in to the Root Cause Analysis Investigation

Facilitated by

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

Programme

09.00 Registration and Coffee

09.30 Introduction to the day

- ◆ The rising importance of incident management in healthcare

09.45 Human error Theory - an introduction

10.15 The Fundamental elements of a good RCA investigation

- ◆ What, how and why?
- ◆ Data gathering and mapping
- ◆ Investigative interviewing techniques

11.15 Coffee / Tea

11.30 Deciding which incidents need an RCA investigation?

- ◆ 'Triage'
- ◆ Risk assessing incidents - building a structured system of accountability for communication and learning.

12.00 Some easy to use RCA tools and techniques

- ◆ Problem identification (Brain Writing)
- ◆ Consensus building (Nominal Group Technique)
- ◆ Identification of causal factors (ALARM, JACHO and ISHIKAWA)
- ◆ Identifying the fundamental issues you need to address

13.00 Lunch

13.45 Undertaking an investigation using the RCA approach

Group splits into small facilitated groups to work through a detailed case study
(to include working Coffee / tea)

16.00 Barrier Analysis

- ◆ Are your solutions failsafe?
- ◆ Do you need to think of strengthening your barriers to error and failure

16.20 Making your improvement strategies a reality

- ◆ Building the learning into your risk management framework

16.45 Summing up and Close

- ◆ An opportunity to ask final questions

"Effective safety and quality improvements within your control."