



# ROOT CAUSE ANALYSIS IN-HOUSE CPD TRAINING

Held virtually for up to 25 delegates, RCA in-house training is a cost effective option for CPD group training led by experienced and highly rated trainers, offering 1 or 2 day sessions.



# ROOT CAUSE ANALYSIS

We can offer either 1 or 2 day root cause analysis in-house training courses.

These are facilitated by Tracy Ruthven and Stephen Ashmore who have significant experience of undertaking patient safety reviews in healthcare. They were commissioned to write a national RCA guide by the Healthcare Quality Improvement Partnership.

## Key Learning Points

- Managing an RCA investigation effectively
- Gathering, mapping and organising evidence
- Conducting interviews using the cognitive interviewing technique
- In-depth analysis: what tools are available?
- Identifying care and service delivery problems
- How to pin-point contributory factors and identify the root cause of the problem
- A brief introduction to human factors
- Strengthening/creating barriers to minimise future risk
- Agreed best practice in action planning and writing RCA reports
- The pitfalls of RCA: common failings to avoid
- Understanding the future of RCA: what changes are in the pipeline?
- Reviewing the new NHS Standards for patient safety investigations and understanding how these impact on RCA

## 1 DAY

This one day intensive masterclass will provide Root Cause Analysis Training in line with the 2019 Patient Safety Strategy and subsequent guidance. The course will offer a practical guide to RCA with a focus on systems-based patient safety investigation as proposed by the forthcoming National Patient Safety Incident Response Framework which emphasises the requirement for investigations to be led by those with safety investigation training and expertise, and with dedicated time and resource to complete the work. This course will include an opportunity for learners to gain a Level 3 qualification in RCA skills.

***“We think organisations should develop a patient safety incident review and investigation strategy to allow them to use a range of proportionate and effective learning responses to incidents. The proposal is to explore basing the selection of incidents for investigation on the opportunity they give for learning; and ensuring that providers allocate sufficient local resources to implement improvements that address investigation findings.”***

*The NHS Patient Safety Strategy July 2019*

This one-day course is designed to provide delegates with the key skills and knowledge that they will require to conduct RCA effectively. The course content walks learners through the seven-key stages to conducting a high-quality RCA investigation.

We pay particular attention to planning and managing investigations, interviewing staff, mapping information, using appropriate analysis tools to establish contributory factors and creating fit-for-purpose action plans and final reports. We advocate RCA as a team-based approach and agree with NHS Improvement’s 2018 statement ‘investigations must be led by trained investigators with the support of an appropriately resourced investigation team’. This training will also help attendees meet the new national standards for patient safety investigations that state investigators must attend update training and networking events with other investigators at least annually

The course also focuses on the reality of conducting RCA. Indeed, recent publications such as The future of NHS patient safety investigations (2018) highlighted a number of potential weakness and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls and advise on what best practice in RCA delivery looks like.

Delivery is fast-paced and interactive with lots of practical guidance for learners. Attendees will receive lots of additional useful materials.

# 1 DAY TRAINING PROGRAMME

- 09.45 Introduction to the day
  - Working with technology throughout the Masterclass.
  - Objectives for the day
  - How information will be shared
  - How to undertake and gain the associated course accreditation
  
- 10.15 Introducing Root Cause Analysis. A brief history of RCA. Why is RCA important in 2022/2023?  
The 2019 Patient Safety Strategy, subsequent development in patient safety investigations and understanding the role and purpose of RCA
  
- 10.45 Defining RCA. What is RCA? And what is not RCA!  
Understanding the RCA process: seven-steps to success
  
- 11.15 COMFORT BREAK
  
- 11.30 Getting started with RCA: what are the initial steps?
  - Identifying the incident to investigate
  - Setting up your RCA team
  - Gathering information
  - Interviewing key stakeholders
  
- 12.20 Mapping the information: how to use narrative chronology, tabular timelines and time-person grids
  
- 13.00 LUNCH BREAK
  
- 13.30 Systematically analysing the information
  - Identifying what went wrong: contributory factors and the root cause
  - Understanding how to use key RCA tools: change analysis, the five-whys, fishbone diagram, process maps
  - A brief introduction to human factors
  
- 15.00 COMFORT BREAK
  
- 15.15 Barrier Analysis
  - Understanding why we fall over the edge
  - The Swiss-Cheese Model
  
- 15.40 Implementing changes, improvements and solutions
  - Understanding what needs to change
  - Guidance on effective action planning
  
- 16.00 Sharing feedback from your RCA investigation
  - Top tips in terms of writing your audit report
  - Methods for feeding back information to key stakeholders
  
- 16.20 Final thoughts
  
- 16.30 CLOSE

# 2 DAY

This intensive two day masterclass will provide Root Cause Analysis training in line with the 2019 Patient Safety Strategy and subsequent guidance. The course will offer a practical guide to conducting RCA with a focus on systems-based patient safety investigation as proposed within the latest guidance released by NHS England and NHS Improvement. The course provides insights into how RCA is evolving and gives detailed information on what standards RCA investigations are expected to reach following the detailed recent reviews of patient safety work across the NHS and healthcare.

The new National Patient Safety Incident Response Framework (PSIRF) published in 2020 highlights important changes to the way safety incidents will be investigated, which is reflected in this course. Key new content includes:

- Promotion of RCA as a tool for learning & improvement
- Emphasis on increased use of listening & interview (staff and patients) to gain a better understanding of what has happened
- The importance of Safety II and focusing on system strengths, plus linking RCAs to QI & clinical audit
- More emphasis on human factors
- Brief information on approaches that may be more appropriate to RCA (e.g. significant event analysis, after-action reviews)

This course is designed to provide delegates with the key skills and knowledge that they will require to conduct RCA effectively. The course content walks learners through the seven-key stages to conducting a high-quality RCA investigation. We pay particular attention to planning and managing investigations, interviewing staff, mapping information, using appropriate analysis tools to establish contributory factors and creating fit-for-purpose action plans and final reports. In line with current thinking, we advocate RCA as a team-based approach and agree with NHS Improvement's statement 'investigations must be led by trained investigators with the support of an appropriately resourced investigation team'. This training will also help attendees meet the new national standards for patient safety investigations that state investigators must attend update training and networking events with other investigators at least annually.

The course also focuses on the reality of conducting RCA. Indeed, recent literature on patient safety investigations have highlighted a number of potential weaknesses and flaws that can occur when healthcare teams conduct RCA. We explore these potential pitfalls giving a realistic account of the relative merits of established techniques and advise on what best practice in RCA delivery currently looks like.

Delivery is fast-paced and interactive with lots of practical guidance for learners. Attendees will receive a wide array of additional materials to help support learning. All learners are provided with a certificate of attendance. Please note that this is a Level 3 accredited course, and all learners are eligible to gain an RCA qualification on the successful completion of a short-written post-course assignment that typically takes 3 to 4 hours. This qualification may be valuable at a personal level but will also demonstrate to the Care Quality Commission, local commissioners and other regulators that staff have reached an academic level of attainment in relation to RCA.

# 2 DAY TRAINING PROGRAMME

## Day 1 Programme

- 09.45 Why RCA is important in 2022/2023?
- 10.30 Commencing and planning the RCA process.  
What are the initial steps?  
  
Setting up the RCA team, gathering information, interviewing key stakeholders
- 11.30 Comfort Break
- 11.45 Mapping the evidence. Sorting information by using narrative chronology, tabular timelines and time-person grids
- 13.00 Lunch Break
- 13.30 Systematically analysing the information using established and proven tools  
  
Identifying care and service delivery problems  
  
Establishing the contributory factors  
  
Pin-pointing the root cause
- 14.15 Barrier analysis. Why did we fall over the edge?
- 14.45 Comfort Break
- 15.00 Implementing improvements and solutions  
  
What needs to change?  
  
Key advice on effective action planning
- 15.30 Best practice in report writing and disseminating key learning from an RCA investigation
- 16.00 Summary & Close

## Day 2 Programme

- 09.45 Review of Day 1 learning and burning questions
- 10.30 The 2019 Patient Safety Strategy and how it impacts on RCA delivery  
  
Current standards for conducting patient safety investigations  
  
An update of recent patient safety guidance from NHS Improvement
- 11.30 Comfort Break
- 11.45 Understanding Human Factors  
  
Why do human beings make mistakes?  
  
Case study
- 13.00 Lunch Break
- 13.30 Common RCA failings  
  
What pitfalls to look out for and avoid
- 14.30 Comfort Break
- 14.45 RCA case study  
  
Putting theory into practice via group work
- 15.45 Summing up and final thoughts  
  
A reminder of what is needed to gain the course accreditation
- 16.00 Summary & Close

# IN-HOUSE CPD TRAINING

## Why choose in-house training?

In-house training saves time and expense by reducing the length of time staff are away from their workplace.

### Benefits of in-house training:

- High quality programmes and content developed and delivered by experienced facilitators
- Cost-effective; cheaper fees and no travel or accommodation costs for virtual training or we can come to you
- Small groups to ensure effective networking and interaction
- Online training materials and resources available for 3 months
- Trainers can meet with you in advance of the training to customise the course to meet your local requirements
- Opportunity to speak with facilitators one-to-one during or post event
- A shorter day, session breaks and time for lunch
- CPD certified; delegates will be provided with a framework for reflection and a certificate on completing the training

For full details of training events contact [katym@hc-uk.org.uk](mailto:katym@hc-uk.org.uk) or call 01932 429933 for a quote

## RCA Training

£2,700 + VAT per day for up to 25 delegates. For further information, date availability or to book a course please contact Katy Marshall [Katym@hc-uk.org.uk](mailto:Katym@hc-uk.org.uk) or phone 01932 429933

What the price includes :

- The rate includes customised training with 2 trainers per day.
- Liason contact and organisation from Healthcare Conferences
- CPD Certification and Provision of CPD Certificates
- Evaluations will be provided and a full feedback report will be sent to the organisers
- Opportunity for learners to gain a Level 3 qualification in RCA skills (2 day only)

Terms and Conditions: Please note that if these training day(s) are cancelled less than 6 weeks before their delivery date you will be liable for the course fee. If the training day is cancelled more than 6 weeks before their delivery a full refund can be given or we can arrange a transfer to a future date. Any cancellation must be communicated in writing/by email to Katy Marshall at HCUK.

