

ROOT CAUSE ANALYSIS (RCA)

Getting to the Root of a Problem

ABOUT THE COURSE

Root Cause Analysis (RCA) is a comprehensive and systematic methodology that helps participants identify gaps in our healthcare system and processes of care delivery. Specifically, RCA enables participants to examine extensively the underlying contributing factors and tackle the root causes of an identified problem so that the likelihood of the same problem recurring can be reduced.

LEARNING OBJECTIVES

At the end of the workshop, participants will be able to:

- ▶ Appreciate the science of human factors and determinants of behaviour leading to problems and safety issues
- ▶ Understand the different types of root causes and when Root Cause Analysis (RCA) should be used
- ▶ Understand the use of the Human Factors Analysis Classification System (HFACS) model to derive root causes
- ▶ Determine how to differentiate between individual and systemic approach to analysing an incident
- ▶ Understand principles and process of conducting RCA through case studies
- ▶ Develop solutions to eliminate or prevent problems or errors from recurring

HOSPITAL

TARGET AUDIENCE

All staff who want to learn the steps and techniques in discovering the root cause of a problem including:

- Doctors
- Nurses
- Administrators
- Allied Health Managers
- Ancillary Staff

COURSE DURATION

1 day

PRE-REQUISITES

There are no pre-requisites for this course.

SCAN ME



For enquiries, kindly visit
our website at:

<https://corp.nhg.com.sg/OnS/Pages/Training.aspx>

Or email us at: ihq@nhg.com.sg

