ROOT CAUSE ANALYSIS (RCA) MASTERCLASS

Building a Support System for Robust RCAs

ABOUT THE COURSE

The (RCA) Masterclass Workshop is specially designed for RCA practitioners seeking to deepen their knowledge and channel it towards improving RCA activities – systematic, thorough and consistent – within their institutions.

The workshop focuses intensively on coaching participants to achieve competency in applying the appropriate behaviours, and to demonstrate an effective application of the entire RCA methodology. Case studies will be used for group learning and discussions to impart skills in identifying methodology gaps during an RCA.

LEARNING OBJECTIVES

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

▶▶ Develop skills to lead and facilitate an RCA

▶▶ Be familiar with key steps and QI tools in performing an RCA

▶▶ Apply Human Factors to target systemic causes when conducting an RCA

▶▶ Learn how to perform appreciative inquiry during the RCA process

▶▶ Understand how to develop strong and effective solutions to causes identified

▶▶ Learn how to write a RCA report, and use that as a tool for risk management and continuous improvement

TARGET AUDIENCE

1. Staff involved in conducting and/or facilitating RCA including:

- Risk Managers

- Institution/Department Risk Leads

- Clinical Process Owners

- Quality Managers

- Operations

- Senior Clinicians

- Healthcare Administrators

- Nurse Managers

2. Staff identified by their institution or department as a key resource to facilitate or guide future RCA activities

COURSE DURATION

1 day

PRE-REQUISITES

1. Participants must have attended an RCA basic training conducted by the Institute of Healthcare Quality (IHQ), NHG or equivalent.

2. Participated in at least 2 RCA activities (either at their institution or cluster level), able and willing to share a completed RCA as part of classroom activities.

SCAN ME

For enquiries, kindly visit our website at:

https://corp.nhg.com.sg/QnS/Pages/Training.aspx

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