

# Root Cause Analysis (RCA)

## Getting to the Root of a Problem

### PROGRAMME DESCRIPTION

Root Cause Analysis (RCA) is a comprehensive and systematic methodology that helps participants identify gaps in our healthcare system and processes of care delivery.



**DURATION: 1 DAY**

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 OUTCOMES

At the end of the programme, 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 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 approaches to analyse an incident
- Understand the principles and process of conducting RCA through case studies
- Develop solutions to eliminate or prevent problems or errors from recurring



## TARGET AUDIENCE

- Doctors
- Nurses
- Allied Health Professionals
- Pharmacists
- Administrators
- Ancillary staff

## ABOUT THE ORGANISER

Officially established on 19 July 2002, the NHG College plays an instrumental role in facilitating the continuous learning and development of our workforce, as well as, promoting systems improvement and driving leadership development in NHG Health. NHG College collaborates with renowned institutions and industry partners to build the pipeline and collective capacities of our leaders, educators, healthcare professionals and staff to support NHG Health in serving and managing the health of our patients and the population.

For enquiries on patient safety and quality improvement courses, please visit our website by scanning the QR code below or email us at: [nhggroupp.college@nhghealth.com.sg](mailto:nhggroupp.college@nhghealth.com.sg)

