

# Root Cause Analysis (RCA) Masterclass

## Building a Support System for Robust RCAs

### 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**

The programme 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 OUTCOMES

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 Quality Improvement(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 the report as a tool for risk management and continuous improvement

## TARGET AUDIENCE



Staff involved in conducting and/or facilitating RCA including:

- Doctors (Associate Consultant and above)
- Nurses (Senior Nurse and above)
- Allied Health Professionals (Senior Allied Health Professional and above)
- Pharmacists (Senior Pharmacists and above)
- Administration (Manager and above)
- Quality Management staff (Manager and above)
- Risk Management staff (Risk managers, Risk leads)

## Pre-Requisites

- Participants must have attended an RCA basic training conducted by the Institute of Healthcare Quality (IHQ), NHG or equivalent.
- Participated in at least 2 RCA activities (either at their institution or cluster level) and be willing to share a completed RCA as part of classroom activities.

## 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)

