A Joint Healthcare Conferences UK and InPractice Training Course

Root Cause Analysis for Beginners

For Health and Social Care Professionals

10% card payments discount*

15% Group booking discount**

Wednesday 11 May 2016 Hallam Conference Centre, London

Ensure a solid working knowledge of the RCA process including:

- How to work out how much information to gather
- How to produce a simple timeline and how to fill in a tabular timeline
- How to identify care and service delivery problems
- How to identify contributory factors, inadequate and missing systems
- How to draft actionable and measurable recommendations
- How to manage your time including practical guidance on running an investigation at the same time as undertaking your usual role
- How to increase staff confidence in producing reports

The course will be facilitated by

Kate Hill

Solicitor

InPractice and RadcliffesLeBrasseur Solicitors

InPractice

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"It is important that providers develop expertise and invest in the tools needed to properly investigate, so that the right lessons are learned and shared...The implementation and roll-out of root cause analysis investigation techniques across the NHS has had the unwanted side-effect, in some cases, of being under pressure to meet timescales at the expense of the quality of the investigation… a third of the investigation reports we reviewed it was not clear from the description of the incident or recommendations of the investigation that the incident met the criteria for a full investigative response… We have observed a high number of investigations that show a lack of skill and expertise in the methodology used; that do not identify the underlying systems issues that led to the incident; or that leave the reader with unanswered questions. There was also limited evidence that patients and families were engaged in the process, or that clinical and other staff were sufficiently involved." Care Quality Commission, October 2015

The Care Quality Commission have recently emphasized the need for improvement in RCA methodology and training. This one day structured introduction to Root Cause Analysis (RCA) for beginners will provide a step by step guide to the key tools of RCA and incident investigation.

The day will be case study based and will focus on gathering evidence, conducting analysis and the production of an incident report. All techniques discussed during the day will be tested through role-play.

Facilitated by Kate Hill, Senior Solicitor at RadcliffeLeBrasseur Solicitors and Senior Trainer at InPractice Training.

Programme

9.30am to 10.00am Coffee and Registration

10.00am-10.15am Delegate's experience of undertaking investigations is established

10.15am to 10.30am An introduction to RCA; a transferable tool

10.30am to 10.45am Time management
The importance of adhering to time limits and how to achieve this in the real world. Remaining objective: how to ensure that you are not prejudging the case

10.45am to 11.00am Information collection
The most important part of an investigation? What to ask for and how to make sure you get it

11.00am to 11.15am Information management
How to organise the information you collect

11.15am to 11.30am Coffee Break

11.30am to 12.15pm Mapping the information
Simple timelines and tabular timelines

12.15pm to 12.45pm Supporting staff in the production of witness statements and through the interview process

12.45pm to 1.30pm Lunch

1.30pm to 2.00pm Case Study

2.00pm to 2.15pm Identifying care and service delivery problems

2.15pm to 2.45pm Identifying contributory factors, systems which need improvement and missing systems

2.45pm to 3.00pm Tea Break

3.00pm to 3.30pm Drafting actionable and measurable recommendations. Report template

3.30pm to 4.00pm Case study: report critique

4.00pm to 4.15pm Conclusion

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Conference Registration

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> How to book

Book online via credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to 0208 181 6491

Post this form to Healthcare Conferences UK 8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking
(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for _____ is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By B A C S**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

- Please send your BACS remittance form as confirmation of payment
- Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's Name

Card No.

Valid From Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

For more information contact Healthcare Conferences UK on **01932 429933** or email **jayne@hc-uk.org.uk**

Venue
Hallam Conference Centre, 44 Hallam Street London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date
Wednesday 11 May 2016

Conference Fee
☐ £395 + VAT (£474.00) for NHS, Social care, private healthcare organisations and universities.
☐ £549 + VAT (£658.80) for Commercial organisations

The fee includes lunch, refreshments and a copy of the hand-outs. VAT at 20%.

Credit Card Discount
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*Group Rates
A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

**Terms & Conditions
**A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation
On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking
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