



## Root Cause Analysis Training for NHS and Healthcare Professionals

Learn how to investigate and solve problems within the healthcare environment using best-practice tools and techniques on this Root Cause Analysis Training for NHS and Healthcare Professionals training course.

This 2-day course provides a practical introduction to root cause analysis through interactive modules and group workshops.

At the end of the course delegates will be able to identify the reasons behind problems such as poor patient outcomes and inefficient delivery of services. This knowledge will allow them to identify, control and prevent the causes of chronic and recurring problems. They will also understand how a systems-based approach can improve quality of care for individual patients and raise staff morale.

### COURSE DURATION

2 days

### CPD

Equivalent to 14 hours

### COURSE PRICE

From £1045 + VAT

### DATES & VENUES

[View dates & venues](#)

### CERTIFICATES

All delegates will receive a certificate on completion.

## Key topics

Topics covered on the course include:

- NHS and patient safety
- National Reporting and Learning System
- basics of RCA
- RCA systems and processes: models, controls, measurement
- accidents and incidents
- the role of human error
- effective problem-solving teams
- investigation
- interviewing and other evidence gathering
- mapping information
- using NHS templates
- evaluating evidence
- effective judgement
- dealing with people in the investigation process
- incident decision tree
- identifying care and service delivery problems (CDPs and SDPs)
- change analysis
- analysis tools and techniques, including Ishikawa (Fishbone) diagrams and 5-whys analysis
- using statistics in problem solving
- identifying 'root cause'
- understanding 'common causes' and 'special causes'
- liability issues with RCA
- providing and risk assessing solutions
- planning improvement actions
- minimising risk of change
- preventing recurrence

## Who should attend?

The course is suitable for healthcare professionals within the NHS and private sector, including:

- those responsible for improving patient care or investigating incidents of patient harm
- those responsible for improving management systems and procedures
- quality managers
- internal and external auditors
- problem-solving team members and leaders

For those wishing to learn about RCA outside the healthcare sector, we recommend our [Root Cause Analysis for all Industry Sectors](#) training course. We also offer an [Incident Investigation & Root Cause Analysis](#) training course.



Delegates will be awarded a Certificate of Completion in recognition of their enhanced knowledge and skills in Root Cause Analysis for NHS and healthcare settings, and their dedication to professional development.

## Course agenda

Our training courses are designed to optimise the learning experience for delegates both in face-to-face settings and in our Virtual Classroom.

Under the guidance of our expert tutors, attendees will follow an agenda which is briefly outlined below:

- Welcome and Introductions
- Current Status – NHS and Patient Safety
- National Reporting and Learning System
- Basics of RCA
- RCA Process Overview
- Accidents and Incidents
- The Role of Human Error
- Starting the RCA Process
- Group Work – Case Study
- Investigation – Interviewing and Other Evidence Gathering
- Group Work – Case Study
- Using NHS Templates
- Evaluating Evidence – Effective Judgement
- Dealing with People in the Investigation Process
- Incident Decision Tree
- Identifying Care and Service Delivery Problems (CPDs and SDPs)
- Group Work – Case Study
- Starting the RCA Process
- Group Work – Case Study
- Effective Investigation Teams
- Group Work – Case Study
- Change Analysis
- Analysis Tools
- Group Work – Case Study
- Identifying 'Root Cause'

- Group Work – Case Study
- Liability Issues with RCA
- Providing Solutions
- Planning Improvement Actions
- Implementing Solutions
- Risk Assessing Solutions
- Using NHS Templates
- Review & Close

## Skills gained

On completion of this course, delegates will be able to:

- participate in the effective investigation of problems
- use appropriate tools and techniques to identify and document the root causes of incidents and recurring problems in their organisation
- propose and evaluate solutions to prevent problems recurring
- communicate their findings and recommendations to their colleagues and senior management
- engage senior management in improving the system to remove the 'common causes', and controlling random initiatives that may destabilise processes which are currently 'under control'

## In-company training

Ideal for groups, you can receive this course exclusively for your organisation at your premises or online in our user-friendly Virtual Classroom.

Enjoy cost-effective flexibility and personalised learning with tailored messaging designed to address your unique business challenges.

[Contact us for a quote.](#)

The tutor was very good at tailoring the course to our experiences and bringing everybody into the discussion.

**NHS**

The course was very in depth but very practical. It brought new insight to the way that a RCA should be conducted.

**Nightingale Hospital**

The tutor was very good and engaging and made the subject more interesting than I thought it would be.

**Southern Health & Social Care Trust**

[Read our Root Cause Analysis training course reviews](#)

## Why train with Bywater?

Bywater is the leading independent provider of professional management systems training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating successful management systems.

Bywater delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

**40 years** established

**100+** course titles

**15** UK locations

**1000+** courses annually



Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.



**VIEW DATES & VENUES**

## Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at [www.bywater.co.uk](http://www.bywater.co.uk)

If you have any questions please call us on 0333 123 9001, use our online chat or email [contact@bywater.co.uk](mailto:contact@bywater.co.uk)

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