

# ROOT CAUSE ANALYSIS

## COURSE OUTLINE

### Aim



Root Cause Analysis (RCA) is a method of understanding what happened in an incident and identifying the immediate and underlying causes. RCA is extremely useful during investigations, as it can reduce the risk of similar incidents reoccurring.

The aim of this course is to enable delegates who carry out investigations to develop their understanding of RCA and learn the tools and skills required to apply RCA in complex investigations and discover the root cause.

### Course Content



- Principles and definitions of Root Cause Analysis (RCA)
- The three philosophies
- Overview of the RCA process: The five phases, gathering information, processes and tools
- Phase 1: Developing a strategy
- Phase 2: Establishing what happened
- Phase 3: Identifying care and service delivery problems
- Phase 4: Identifying contributory factors
- Phase 5: Generating recommendations and reporting
- Tools include tabular timelines, who's who, find out sheet, questioning technique, 5 whys, fishbone and task and barrier analysis
- Case study - small group work to show how to apply the principles of each phase and use the associated tools

### Participants



This course is suitable for anyone who needs to undertake complex investigations into serious complaints or untoward incidents.

### Learning Outcomes



By the end of this course delegates will be able to:

- Define Root Cause Analysis (RCA) and identify the key principles in applying RCA in practice
- Examine how incidents happen within their work environment
- Understand the 5 phases of the process and the function of the RCA tools
- Apply RCA tools to specifically identify Care and Service Delivery Problems, Contributory Factors and Root Causes
- Generate recommendations which contribute to improving the quality of the service and a reduction in incidents and complaints through the use of RCA techniques
- Integrate RCA within the organisation's processes

### Duration



This is a 1 day programme, but it can also be complemented by our Advanced Investigation Skills Programme, a 3 day course focussing on skills to enhance delegates practical ability to investigate serious complaints and untoward incidents.

Also includes the option to continue the learning with post-course support, delivered via our vLearning platform, including access to blended learning resources and discussion boards.

#### Not quite what you were looking for?

We specialise in creating bespoke blended learning solutions. Contact us and find out how we can help.

**Telephone** - 01271 337110

**Website** - [brayleinolearning.co.uk](http://brayleinolearning.co.uk)

**Email** - [learning@brayleino.co.uk](mailto:learning@brayleino.co.uk)