

## Root Cause Analysis

*Programme in Identifying and Analyzing Root Causes in Healthcare*

### PROGRAMME OVERVIEW

The Root Cause Analysis programme enables learners to undertake holistic analysis of problems to identify underlying fundamental systems issues. This supports the design of effective solutions that can reduce the risk of recurrence of the problems. The programme covers the Root Cause Analysis process, important concepts and tools that support effective problem analysis and development of solutions.

### LEARNING OUTCOMES

Learners will be able to:

- Appreciate the role of systems factors in problems and the importance of identifying fundamental systems issues in problem solving
- Understand the importance of Human Factors in system performance, problem analysis and problem solving
- Understand the Root Cause Analysis process and how to organize and carry out an effective Root Cause Analysis
- Understand the use of relevant tools in Root Cause Analysis
- Be able to identify fundamental system issues (Root Causes) underlying a problem
- Understand the approach to development of effective solutions for a problem

### WHO SHOULD ATTEND

Open to all learners, especially those who are new to Root Cause Analysis.

- Staff from Quality, Safety and Risk Management functions
- Staff with responsibilities for team and system improvement
- Potential members of Root Cause Analysis teams for Serious Reportable Events
- Staff with deep desire to build a safer environment for excellent patient care

### PRE-REQUISITE

Learners are required to complete e-learning module prior to attending this programme.

### DURATION

8.30am – 6.00pm

### AWARD OF CERTIFICATE

Certificate of Completion will be issued to learners who attended the programme.

### COURSE FEES

SingHealth Staff: \$350 (Waived)

Non-SingHealth Staff: \$430 (Inclusive of GST)

### REGISTRATION

SingHealth Staff: Please register via intranet link [AM-EPIC Programmes](#)

Non-SingHealth Staff: For registration details, please email to [ipsgworkshop@singhealth.com.sg](mailto:ipsgworkshop@singhealth.com.sg)