

REASON® ROOT CAUSE ANALYSIS

HEALTHCARE & HUMAN SERVICES CUSTOMISED TRAINING

www.s-r-p.biz

2-Day Course

ROOT CAUSE ANALYSIS & SYSTEMIC CORRECTIVE ACTION PLANNING SKILLS

S-R-P structures REASON® RCA training to maximise retention of new skills and practical application of new skills to real world situations.

Participants are provided with practical skills; that can be used immediately to undertake rigorous professional analysis of operational incidents, problems and adverse outcomes.

Day 1: RCA training participants will be provided with training in the REASON® patented root cause analysis methodology; first day back you will have the tools and strategies to:

- break down operations problems into essential parts
- quickly model the causal structure of problems in a way that reveals the real root causes
- analyse problem & incident models to identify controllable root causes
- target corrective actions for maximum corrective impact.
- deliver real systemic change

Day 2: REASON® Pro Software Training Participants will be trained in this Analyst Level Course to:

- Document the cause-and-effect order of incident facts. (latent and active causes)
- Validate reliability of root cause analysis evidence. (patented REASON® logic check questioning process)
- Produce professional single incidents reports and analysis.
- Make corrective action recommendations that are evidence based and prevention focused.
- Easily reveal the systemic improvement opportunities and pin-point the changes required to the business process; they will even be able to identify what percent of the problem will be solved for each recommended corrective action.
- No blame, just a process to systemically improve performance; retain & share the lessons learned.

CALL US NOW

+61 (2) 9264 0888

RCA COURSE CUSTOMISED FOR HEALTHCARE & HUMAN SERVICES

Thursday 26th Friday 27th February 2009
SYDNEY – CBD

It is good practice to systemically improve performance – in tough times it is a must!



REASON® ROOT CAUSE ANALYSIS CUSTOMISED FOR HEALTHCARE & HUMAN SERVICES 2-Day Training Course

Thursday 26th Friday 27th February 2009
SYDNEY – CBD

Both Days: AUD \$1,200.00 inc GST
Day 1 Only: AUD \$850 inc GST

With its focus on systemic solutions, appropriate to enterprise size organisations, graduates of this course will have a structured process that can be consistently applied to analyse incidents, accidents and adverse outcomes.

The natural outcome of a REASON® root cause analysis is a continuous process of improvement contextualised to the specific environment where the incident occurred.

The Lessons Learned may then be shared with others by using the free software download; In Viewer Mode REASON® allows others to view rca incident models.

This course was customised in consultation with NSW Healthcare providers and has been successfully applied to analyse some of the most complex and challenging problems being faced by NSW Healthcare.

REASON® & RAID™ Root Cause Analysis is developed by Decision System Inc. exclusively distributed and represented by S-R-P in Australia, New Zealand and the Asia Pacific Region

Day-1: REASON® RCA METHODOLOGY

INTRODUCTION

- Purpose structure and tools

CAUSAL FACTORS

- Nature of causal factors
- Factors that generate. (systemic change–v–immediate control)

CAUSAL FACTOR PATTERNS

- Building blocks of causality
- Causal patterns
- Rules to causal pattern interaction

RULES OF INQUIRY

- Rule 1, 2 and 3

PRINCIPLES OF ORGANISATIONAL CONTROL

- System focused corrective action
- Management Principles
- Supervision (Cultural) Principles
- Individual Principles · Shared Responsibility Principles

BRINGING IT ALL TOGETHER

- Solving the *real* problem (systemic change–v–immediate control)
- Documenting the decision tree
- Corrective Action Plans

Day-2: REASON®Pro

SOFTWARE INTRODUCTION STARTING ROOT CAUSE ANALYSIS MODELS

- Scalability & Case Assessment
- Problem Statement
- Wording Automated/Self Correction

ANALYSING CAUSAL DATA

- Entering Causal Data
- Wording the Entry of Causal Statements
- Natural Language Processor & Template
- Questions & Advice Guidance (4 Logic Patterns)
- Manual Entry of Cause Statements
- Using the Tool Chest & Parking Lot
- Logic Test

WHEN AND HOW TO STOP

- Root Causes
- Root Cause Wizard (Principles of Organisation Control)
- Insufficient Data & Non-Correctable

REPORTS, EDITING & MODEL NAVIGATION

- Standard Reports

Quick Capability Overview

- Attaching References, Documents & Cause Codes
- Trend Analysis & Lessons Learned Repository Reporting
- Changing the Questioning Focus
- RCA Model Tree View & Build Mode
- Tabs & Multiple RCA Models
- Moving Cause & Effect Event Chains



FAX YOUR REGISTRATION FORM TO:

+61 (2) 8916 6435

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**POST-TRAINING PRACTICE OPTIONS
& SUPPORT**

- Practice with REASON®
Software Tutorial
- Practice REASON® Software
Workbook Case Studies
- Practice REASON® Hand Held
Slide-Tools Case Studies
- One-month e-mail feedback on your real
life root cause analysis models.

GENERAL COURSE INFORMATION:

- No Computer is required for Day1
of this Course
(Can use own laptop for Day-2 or
use one our share computers)
- Full Manual & Workbook
provided.
-Morning & Afternoon tea
provided on this public course
- 1-month post-training feedback
on workplace application and
incident models.
This support is provided via e-
mail communication (where
possible feedback will be
provided within 48hrs).

CANCELLATIONS:

- Full refund up to 14 days prior to
the scheduled training date.
- 20% Administration Fee up to 7
days prior to training date.
- No refund during the 7 days prior
to the scheduled training date.

TRANSFERS:

- Transfer to another attendee can
be made AT NO CHARGE up to
the training delivery date.

NAME FOR TAX INVOICE

ORGANISATION NAME FOR TAX INVOICE

ADDRESS FOR TAX INVOICE

PAYMENT METHOD

ONLINE CREDIT CARD PAYMENT

VISIT **WWW.S-R-P.BIZ**

CLICK ON THE "CONTACT US" TAB

CLICK ON THE 'ON-LINE PAYMENTS' LINK

TELEPHONE CREDIT CARD PAYMENT

CALL US ON

+61 (2) 9264 0888

EFT - WESTPAC BANK

ACCOUNT NAME:

S-R-P P/L

BSB:

032 007

ACCOUNT NUMBER:

36 55 86

AUD \$850.00 DAY-1 TRAINING ONLY

AUD \$1,200.00 BOTH DAYS TRAINING

\$3,150 2-DAY TRAINING & SOFTWARE

ALL PRICING INCLUDES GST

Software Activated usually activated within 24hrs

GREAT VALUE PRICE

2-Days : AUD \$1,200.00

Day 1 Only : AUD \$850.00

Course Manual Included

One x Hand Held Slide-tool Included

Morning & Afternoon Tea Provided

SOFTWARE AND TRAINING

BUNDLE

You do not need to be a REASON® Software
user to get great problem solving and analysis
skills from attending Day 1 of this course.

You do not need software at all to get great
value from the RCA skills learned in Day -1.

If you want to keep all of root cause analysis in
one place, have them documented consistently,
search for trends and interrogate using a cause
code structure then you may like to consider
automating root cause analysis capability with
the REASON® software & attending Day 2.

Our special software + software training and
methodology training bundle includes the 2-Day

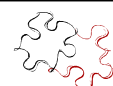
Training course; a single user copy of the
REASON® root cause analysis software (by
Decision Systems Inc.) with REASON® Pro;
REASON® Express & FrontLine™ all activated.

Package Represents over 10% discount !!

Software + 2-Days Training :

AUD \$3,150 (inc. GST)

CONTACT US TO RUN THIS COURSE IN-HOUSE & SAVE!



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