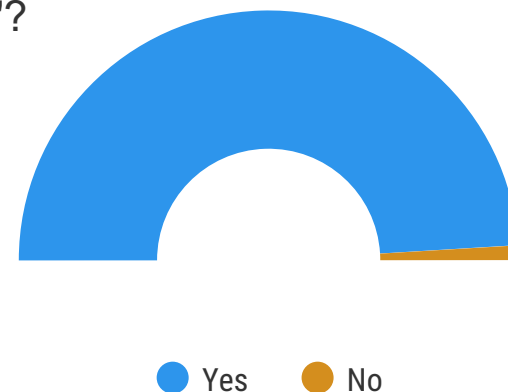


Background

In 2014, CASC won a competitive tender from Healthcare Quality Improvement Partnership to undertake a new and innovative piece of work exploring how techniques used in root cause analysis investigations could be incorporated into clinical audit methodology.

The work built on the portfolio of experience we have developed in relation to advising on best practice in patient safety and on our long history of working in partnership with HQIP. For example, in 2012 we were asked by HQIP to deliver a series of training sessions for their customers in Significant Event Audit.

In addition to creating a comprehensive new guide entitled *'Using root cause analysis techniques in clinical audit'*, CASC were also invited to deliver eight one-day training sessions for clinical audit and QI professionals. The feedback from the training was superb. Of over 150 learners trained, the pie-chart below details the response when learners were asked 'would you recommend the course'?



The RCA guide



Using root cause analysis techniques in clinical audit



February 2016



The 36-page guide focuses on how to use RCA techniques to enhance clinical audit, although the content also shows how to use RCA in its traditional patient safety capacity. The guide is split into ten sections, as follows:

- Brainstorming (structured and unstructured)
- Brainwriting
- Cause and effect (fishbone) diagram
- Change analysis
- Five whys/Ishikawa diagram
- Mapping techniques: e.g. narrative chronology, tabular timeline, etc.
- Nominal group technique
- Pareto analysis
- Process mapping
- Run charts.